

English Ready

22638VIC Certificate 1 in EAL
VU23501 Participate in short simple exchanges

Student Workbook



Student _____

Teacher _____

Class _____

Date _____

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Illustrations acknowledgements:

Crack in glass, coffee pot & frypan [These Photos](#) by Unknown Author is licensed under [CC BY-NC](#)

Acknowledgements: The design team would like to thank the AMEP service providers and practitioners who participated in the trial and gave valuable feedback. The team would also like to acknowledge the use of the EAL Framework which underpins the design of this book.

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This workbook is designed to be used with the support of a teacher.

Table of Contents

1.	Introduction.....	2
2.	Meet the students and teachers.....	3
3.	Getting to know you	4
4.	Basam starts class.	8
5.	Linh starts class.	14
6.	Parwana enrolls in a class.	18
7.	Talk about jobs at home.....	24
8.	Talk about free time.	30
9.	Talk about the weather.	34
10.	Talk about family.	36
11.	Talk about an excursion.	40
12.	Talk about sport.	44
13.	Talk about the weekend.	47
14.	What will you buy?	50
15.	What's the problem?	52
16.	At the medical centre	58
17.	At the chemist.....	60

1. Introduction

①



Workbook instructions



1. listen



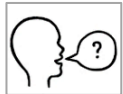
2. say



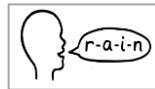
3. repeat



4. clap



5. ask questions



6. spell



7. match



8. work with a partner



9. read



10. write



11. copy



12. circle



13. tick



14. highlight

②

Do you understand?



Yes, I understand.



No, I don't understand.

Can you say it again please?



Are you OK?

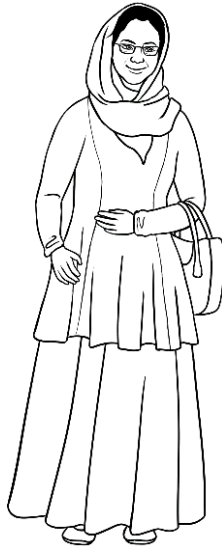
No. Can you help me please?

Could you speak slowly please?



don't = do not

2. Meet the students and teachers.



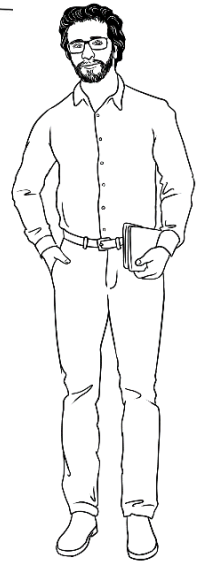
Amina



Ahmad



Basam



Peter



Parwana



Linh

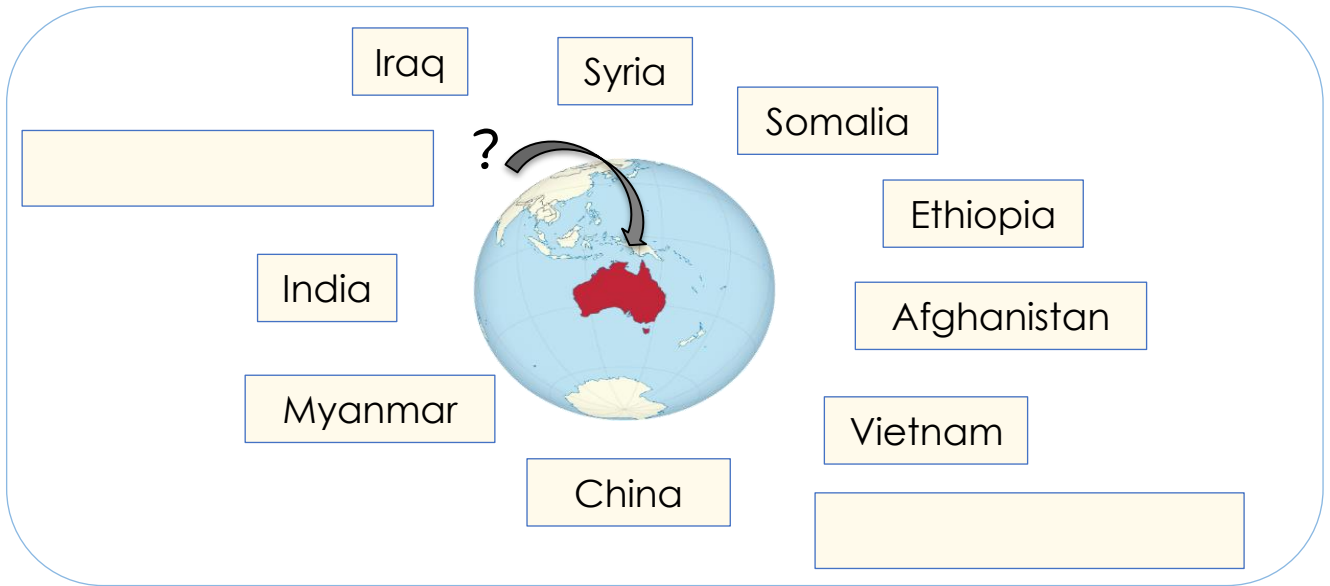




Ko



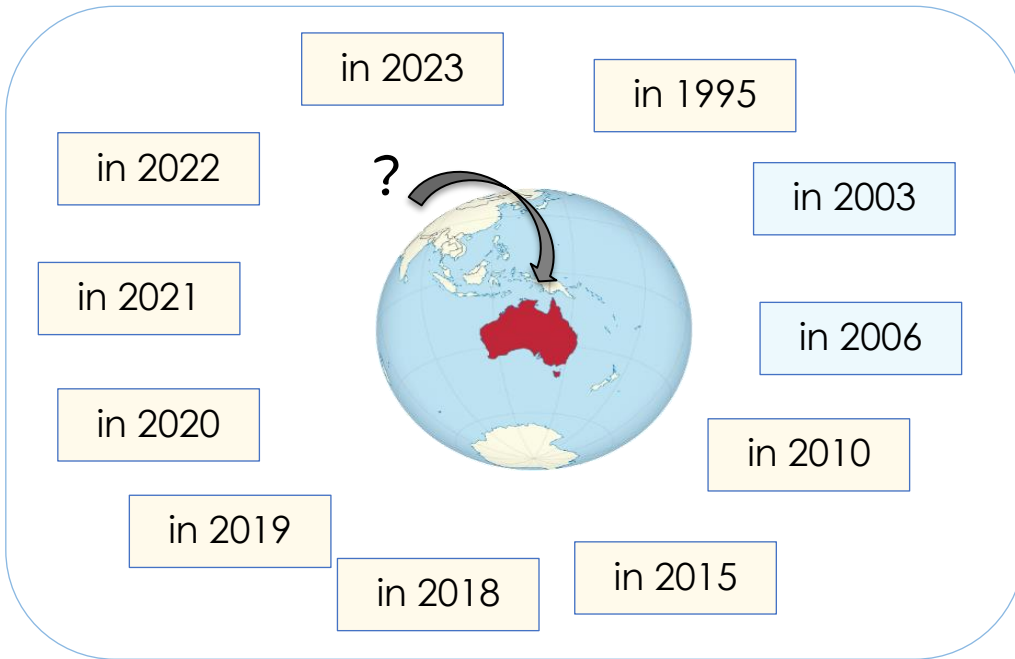
Wendy

3. Getting to know you



 <p>Afghanistan</p>	Amina	Hello. My name's _____.	
	Ahmad	Hi. My name's _____.	Ahmad
	Amina	Nice to meet you. Where do you come from _____? name	
	Ahmad	I come from _____. country What about you? Where do you come from _____? name	Syria
	Amina	I come from _____. country	





2023

2022

Amina	When did you come to Australia Ahmad?
Ahmad	I came in _____. What about you? When did you come here Amina?
Amina	I came in _____.



I came to Australia in _____.



①



②



Conversation 1 – Break time

Student A	Hi. My name's _____. name What's your name?	1. Greeting Start with an introduction.
Student B	Hello. I'm _____. name Nice to meet you.	
Student A	Nice to meet you too.	
Student B	Where are you from _____. name	2. Topic Coming to Australia
Student A	I come from _____. country What about you? Where are you from?	
Student B	I come from _____. country I came to Australia in _____. year What about you? When did you come here?	
Student A	I came here in _____. year Oh. Look at the time. I must get back to class .	3. End Close the conversation.
Student B	Me too. Talk later.	
Student A	Bye.	

4. Basam starts class.



Basam	Hello. I'm a new student. My name's Basam.
Peter	Welcome Basam. I'm your teacher. My name's Peter.
Basam	Hello Peter. What do I need for class? I have a pen and a notebook.
Peter	That's good, but you need a few more things.



1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>
<i>a pencil case</i>		
4 <input type="checkbox"/>	5 <input type="checkbox"/>	6 <input type="checkbox"/>
7 <input type="checkbox"/>	8 <input type="checkbox"/>	9 <input type="checkbox"/>
10 <input type="checkbox"/>	11 <input type="checkbox"/>	12 <input type="checkbox"/>

- a rubber
- a pen
- a pencil
- a ruler
- a notebook
- a workbook
- a folder
- a pencil case ✓
- a USB
- a sharpener
- a highlighter
- scissors





What do **you** have for class?
What do you need to buy?



I have _____
_____ and _____.

I need to buy _____
_____ and _____.



1.



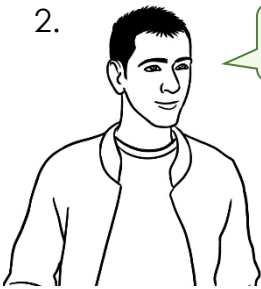
Could I borrow a pencil?

Thanks.

Sure. Here's one.



2.



Could I borrow a highlighter?

Sorry. I don't have one.



3.



Could I borrow your workbook for a minute?

Thanks Ahmad.

OK. Here it is.



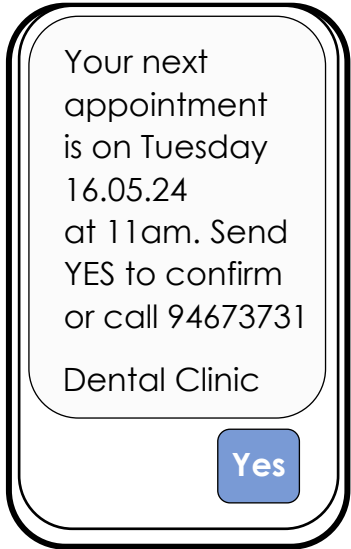
①



Basam has an appointment.



I have a dentist appointment tomorrow.



confirm = agree

②



Basam	Excuse me, Peter.
Peter	Yes Basam?
Basam	I can't come to school tomorrow because I have an appointment. I'm sorry to miss class.
Peter	That's OK. I understand. Next time, could you try to make your appointment outside class time?
Basam	It's difficult to make an appointment.
Peter	Ok. Let's practise together.



③





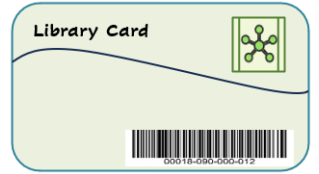
Next week

later	name	fine	What	about
Bye	2:30	like ✓	next	no

Basam	Good morning. I'd <u>like</u> to make an appointment please.
Receptionist	No problem. What's your _____?
Basam	Basam Radi.
Receptionist	Basam, what _____ Wednesday at 10:00?
Basam	Oh sorry, that's _____ good.
Receptionist	OK. _____ about Thursday at 12:00?
Basam	Oh no, that's no good. Have you got a _____ time?
Receptionist	What about _____?
Basam	Yes that's _____.
Receptionist	Good. We'll see you _____ Thursday at 2:30.
Basam	Thank you. Bye.
Receptionist	_____.



Basam goes to the library.



a library card



a conversation group



a computer



easy English books



1
Basam wants

- to join the library.
- to join a conversation group.
- to use a computer.
- to borrow some easy English books.

2
The librarian wants

- Basam's full name.
- his address.
- his birthdate.
- his phone number.

①



②

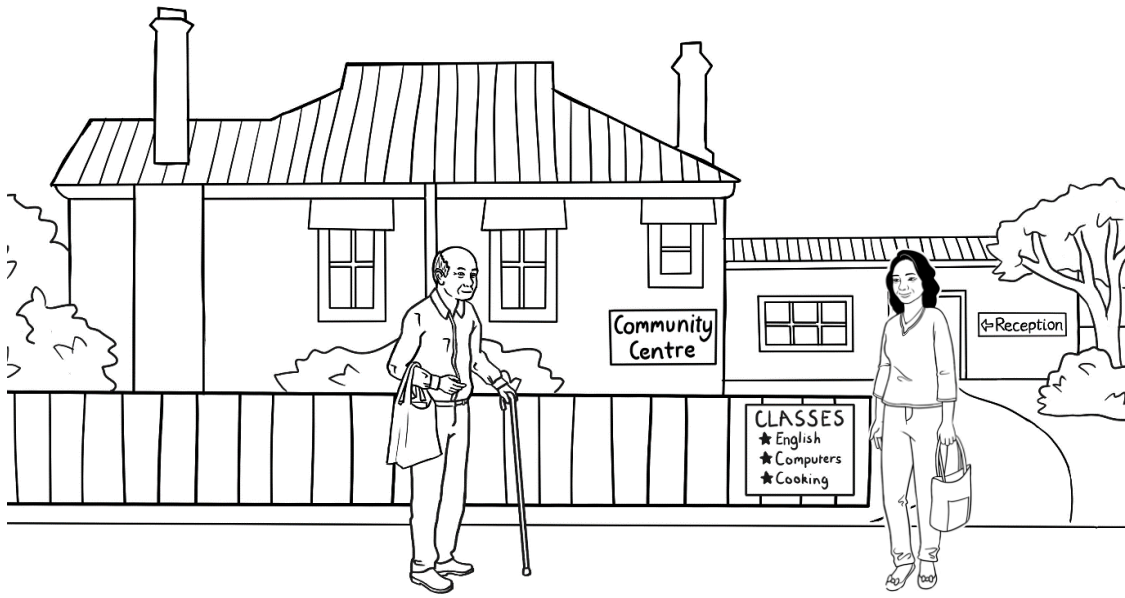


Basam	Excuse me. I'd like to join the library. Can you help me please?
Librarian	Yes, I can. Can you tell me your full name?
Basam	My name's Basam Radi.
Librarian	How do you spell your family name?
Basam	Radi R A D I
Librarian	What's your address?
Basam	It's Unit 3 / 140 Kemp Street, Kellivale.
Librarian	What's your phone number?
Basam	0463 346 291
Librarian	Just a minute. OK, here's your library card. You can use the library now.
Basam	Thank you. Can I borrow some easy English books?
Librarian	Yes. I'll show you where they are.
Basam	Thank you.



5. Linh starts class.

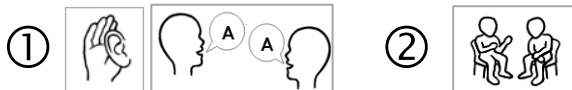
①



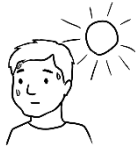
Ming	Hello. My name's Ming. Are you a new student?
Linh	Yes. I'm a new student. My name's Linh.
Ming	Nice to meet you Linh.
Linh	Can you help me Ming? Where's the Level 1 classroom?
Ming	I can show you. Come with me.
Linh	Thank you.

②





Wendy	Good morning. I'm your teacher. My name's Wendy.
Linh	Hello Wendy. My name's Linh.
Wendy	How do you spell your name?
Linh	Linh. L I N H
Wendy	Did you say L I N A?
Linh	No. L I N H
Wendy	Where do you come from Linh?
Linh	I come from Vietnam.
Wendy	It's nice to meet you.
Linh	It's nice to meet you too.



hot



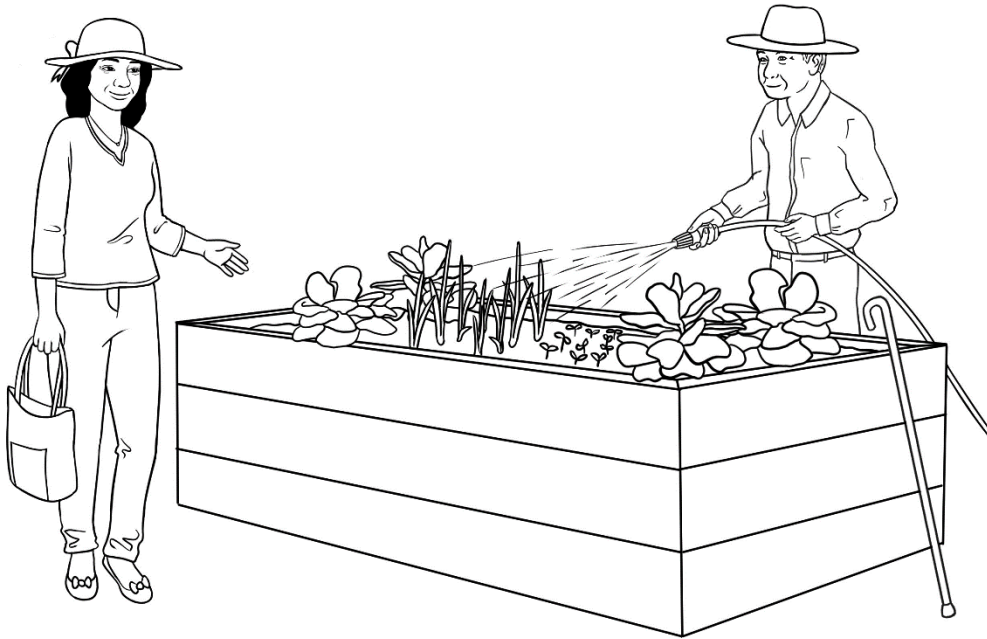
very hot



flowers



vegetables



1. Ming works in the garden on Tuesday on Wednesday.

2. He works before class after class.

3. He's watering the flowers the vegetables.

4. Tomorrow will be hot very hot.

5. Linh will help today next week.



help	vegetables	hot	week	Bye
thanks	Hello ✓	today	Wednesday	very

Linh	Hi Ming.
Ming	<u>Hello</u> Linh. How are you?
Linh	Fine _____. What are you doing?
Ming	I'm watering the _____. This is our community garden. I work here on _____ before class.
Linh	Oh.
Ming	I need to water _____ because tomorrow will be _____.
Linh	Mm. Can I _____ in the garden?
Ming	Yes. Everyone's welcome.
Linh	Thanks Ming. I'd better go. See you here next _____.
Ming	Bye Linh.
Linh	_____.

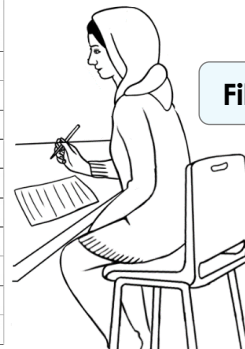
6. Parwana enrolls in a class.



a form

		Student Enrolment Form Please use CAPITAL letters. <input checked="" type="checkbox"/> Tick the box.	
First name			
Family name			
Gender		<input type="checkbox"/> Male <input type="checkbox"/> Female <input type="checkbox"/> Other	
Date of birth			
Country of birth			
Date of arrival in Australia			
Address	Street		
	Suburb/Town		
	Postcode		
	Phone number		

Fill in a form.



1. Parwana needs to fill in a form. Yes No

2. She can come for an interview tomorrow. Yes No

3. The interview on Friday is at 10:00. Yes No

4. Parwana needs childcare for her son. Yes No

5. Forms are difficult for Parwana. Yes No

①



②



tomorrow	Thanks	10:30	a form	No
son	here ✓	fill in	Friday	help

Parwana	Excuse me. Can I enrol in an English class <u>here</u> ?
Receptionist	Yes, you can enrol here. But first you need to fill in _____ and have an interview.
Parwana	An interview?
Receptionist	Yes. Can you come for an interview _____ ?
Parwana	_____, I'm sorry. I'm busy tomorrow.
Receptionist	Can you come on _____ at _____ ?
Parwana	Yes, that's OK. I need childcare for my _____. Do you have childcare here?
Receptionist	Yes, we do. I can give you some information about childcare, but let's _____ this form first.
Parwana	Oh. Forms are difficult. Can you _____ me please?
Receptionist	Yes, I can help you.
Parwana	_____ for your help.

①



At the childcare centre



②



1. Parwana's son is three.	Yes	No
2. His birthday is on 13 September.	Yes	No
3. He was born in 2021.	Yes	No
4. Parwana needs childcare on Monday and Thursday.	Yes	No
5. Parwana needs to fill in a form.	Yes	No



Nisha	Hello. Can I help you?	
Parwana	Yes. Can I enrol my son for childcare here?	
Nisha	Yes, you can. How old is your son?	
Parwana	He's two.	
Nisha	What's his name?	
Parwana	Mustafa Tajik.	
Nisha	Uh huh. What's his date of birth?	Uh huh = yes
Parwana	30 September 2021.	
Nisha	13 September?	
Parwana	No. 30 September.	
Nisha	Oh, 30 September. What days do you need childcare?	
Parwana	Monday and Tuesday.	Oh = 😲
Nisha	Mm. That's fine. Can you fill in this form?	
Parwana	Oh. Can you help me please?	
Nisha	Yes, I can help. Let's sit down here.	



Parwana starts class.



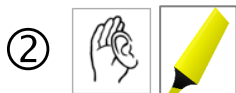
Linh	Hello. My name's Linh.
Parwana	Hello. My name's Parwana. I'm a new student.
Linh	Oh. What class are you in?
Parwana	I'm in Level 1.
Linh	Me too. Come and meet our teacher and the students. We're in room 2 today, but tomorrow we're in room 3.
Parwana	Thanks for your help Linh.
Linh	No problem.





1. glass class
2. pill fill
3. ten pen
4. fun one
5. his is
6. meets greets

7. son run
8. name game
9. feeds needs
10. two who
11. thirteen thirty
12. Sunday Monday



1. Parwana wants to go to English class.
2. She needs to fill in a form.
3. Parwana has an interview is at 10.
4. She goes into English Level one.
5. Wendy is Parwana's teacher.
6. Parwana meets Linh.
7. Parwana has a son.
8. His name is Mustafa.
9. Mustafa needs to go to childcare.
10. He's two.
11. His birthday is on 30 September.
12. Childcare is on Monday and Tuesday.



7. Talk about jobs at home.



Linh	Do you cook dinner every day Parwana?
Parwana	Yes I do. What about you Linh? Do you cook dinner every day?
Linh	No, I don't cook every day, because my husband cooks sometimes.
Parwana	Oh. You're lucky.



Subject	verb	object	when
I You They We	cook	dinner	every day.
He, She, It	cooks		




Subject	verb	object	when
I You They We	don't cook	dinner	every day.
He, She, It	doesn't cook		

① 



- cook dinner
- clean the house
- work in the garden
- wash the car
- do the shopping
- do some homework
- do the washing
- do the dishes
- cut the grass



②  What do **you** do every day?

I _____ every day, but
 don't _____ every day.

③  

My partner _____ every day,
 but doesn't _____ every day.



Parwana	Did you clean the house yesterday Linh?
Linh	Yes I did. I cleaned in the morning. What about you Parwana? Did you clean yesterday?
Parwana	No, I didn't. I cooked all day because it was my husband's birthday.
Linh	Oh. Happy birthday to your husband.



Regular verb - to clean

Subject	verb		object	when
I You They We He, She, It	 cleaned	 didn't clean	the house	yesterday.



What did **you** do yesterday?

I _____ yesterday.

What didn't you do yesterday?



I didn't _____ yesterday.



Basam	Did you do the shopping yesterday Ahmad?
Ahmad	No I didn't, because I worked yesterday. What about you? Did you do the shopping?
Basam	Yes I did. I went to the new supermarket on North Street.
Ahmad	Oh. What's it like?
Basam	Very cheap.



Irregular verb - to do

Subject	verb		object	when
I You They We He, She, It	 did	 didn't do	the shopping	yesterday.

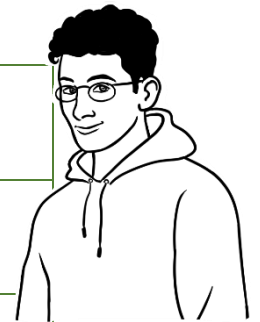


Did **Ahmad** do the shopping yesterday?

No, he _____ yesterday.

Did **you** do the shopping yesterday?

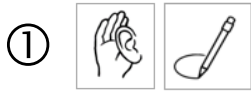
_____.



What did you do yesterday?	Yesterday?
Yes, yesterday.	Not much.
Did you clean the house?	No, I didn't.
Did you wash the car?	No, I didn't.
Did you cut the grass?	No, I didn't.
Did you work in the garden?	No, I didn't.
Did you do the shopping?	No, I didn't.
Did you do the washing?	No, I didn't.
Did you do some homework?	Yes, I did.
Did you cook dinner?	Yes, I did.
You cooked dinner?	Uh huh.
Really?	Uh huh.
You can cook?	Uh huh.
Really?	Yeah, really.

Really? = *Is that true?*

Really. = *That's true.*



1. way day	6. car jar
2. looks cooks	7. wishes dishes
3. shopping chopping	8. washing squashing
4. work shirt	9. grass class
5. mouse house	10. come some



1. What do you do every day?



2. Parwana cooks dinner every day.

3. Basam does the shopping.

4. Ahmad doesn't work in the garden.



5. Linh cleans the house.



6. A man washes the car.



7. A woman does the dishes.



8. She also does the washing.



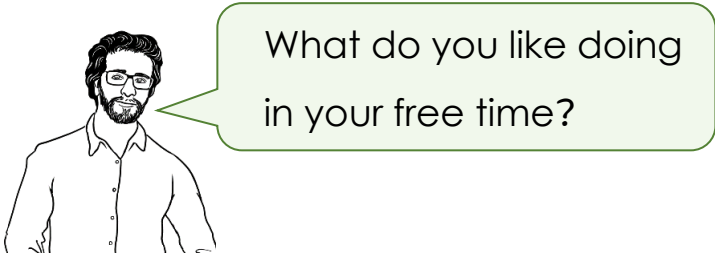
9. A man cuts the grass.



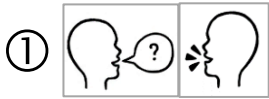
10. The student does some homework.



8. Talk about free time.



<p>1.</p> <p>going to the park</p>	<p>2.</p> <p>going to the beach</p>	<p>3.</p> <p>talking to family online</p>
<p>4.</p> <p>visiting friends</p>	<p>5.</p> <p>shopping</p>	<p>6.</p> <p>playing video games</p>
<p>7.</p> <p>cooking</p>	<p>8.</p> <p>having a barbeque</p>	<p>9.</p> <p>watching TV</p>
<p>10.</p> <p>playing sport</p>	<p>11.</p> <p>fishing</p>	<p>12.</p> <p>using social media</p>



Do you like cooking?

Yes I do.

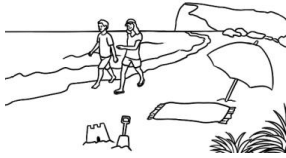
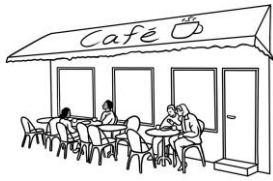
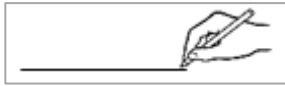
No I don't.

Do you like _____	Yes	No	Name
1.  cooking?			
2.  fishing?			
3.  shopping?			
4.  going to the park?			
5.  going to the beach?			
6.  playing sport?			
7.  having a barbecue?			
8.  watching TV?			
9.  visiting friends?			
10.  using social media?			

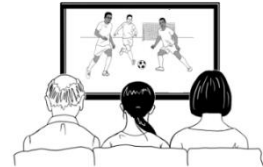


_____ likes _____, but
 name
 doesn't like _____.

①



- going to the park
- going to the beach
- going to the city
- going to a cafe
- talking to family online
- watching TV
- shopping
- fishing
- visiting friends
- cooking
- having a barbecue
- playing sport
- playing video games
- using social media





②







I like _____ , but

I don't like _____ .

- ①   ② 

	Ahmad	What do you like doing in your free time Basam?	
	Basam	I like fishing. Do you like fishing Ahmad?	
	Ahmad	No, I don't, but I really like playing video games. What about you? Do you like video games?	
	Basam	Yes, sometimes.	really = very much

	Ahmad	What do you like doing in your free time Amina?	
	Amina	I like cooking. Do you like cooking Ahmad?	
	Ahmad	Yes, I do, but I really like using social media.	

	Ahmad	I don't like working in the garden. What about you Peter?	
	Peter	I like working in the garden, but I really like soccer. What about you? Do you like playing soccer?	
	Ahmad	Yes, I like playing soccer on the weekend sometimes.	

9. Talk about the weather.



What's the weather like today?

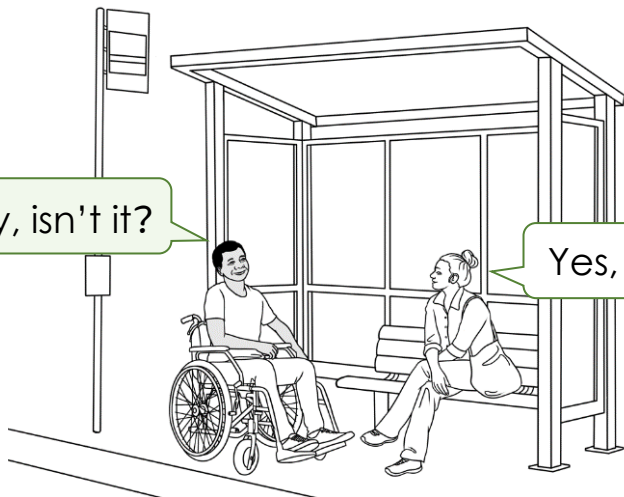
1	2	3	4	5
sunny	cloudy	windy	rainy	stormy

	6	7	8	9	10
	warm	hot	very hot	cold	very cold
	20°	30°	39°	12°	1°

° = degrees



It's a nice day, isn't it?



Yes, it's a lovely day.



Start a conversation.

1.

It's a nice day, isn't it?

Yes, it is.

2.

It's cold today, isn't it?

Yes.

3.

It's really hot today, isn't it?

Yes, very hot.

4.

Do you think it'll rain today?

Maybe. It's very cloudy.



②

10. Talk about family.



Focus – correctional stress and vocab related to family
 Students need to cover the conversation on the opposite page, discuss the picture, read the statements below and listen to the conversation.



Students may have difficulty talking about family due to past trauma in their country of birth or in Australia. It is important to give students the language to politely avoid talking about the topic. See page 39



1. Parwana has many of her family in Australia.	Yes	No
2. She has three children.	Yes	No
3. She has two sons and a daughter.	Yes	No
4. Her daughter is 5 years old.	Yes	No
5. Linh says, 'What a big family.'	Yes	No

①



②



many	Australia✓	lucky	brother	Yes
photo	five	children	lovely	two

Linh	Do you have family in <u>Australia</u> Parwana?
Parwana	Yes I do. I have _____ of my family here. I have my husband and children, and my parents and my _____.
Linh	Oh. You have _____? How many?
Parwana	I have _____.
Linh	A girl and a boy?
Parwana	_____, a girl and a boy.
Linh	How old are they?
Parwana	My daughter Bibi is _____ and my son Mustafa is two. Look. I have a _____ of my family.
Linh	What a _____ family. You're very lucky Parwana.
Parwana	Yes, I'm very _____.



This is my family.

mother	father	brother	husband	son	daughter	me
Amina	Nabi	Rahim	Jomeh	Mustafa	Bibi	Parwana



father	<u>father</u>	mother	<u>mother</u>
son	_____	daughter	_____
grandfather	_____	grandmother	_____
grandson	_____	granddaughter	_____
husband	_____	wife	_____
brother	_____	sister	_____
uncle	_____	aunt	_____
nephew	_____	niece	_____



Parwana	Do you have family in Australia Linh?
Linh	Just my husband.
Parwana	Oh that's hard for you.
Linh	Yes.
Parwana	When did you come to Australia?
Linh	A long time ago.
Parwana	Do you have family in Vietnam?
Linh	I don't like to talk about my family Parwana, because it makes me very sad.
Parwana	Oh, I'm sorry Linh.
Linh	That's OK.
Parwana	Let's talk about something else.

11. Talk about an excursion.



Monday

Today is Monday.
We will go on an excursion tomorrow.

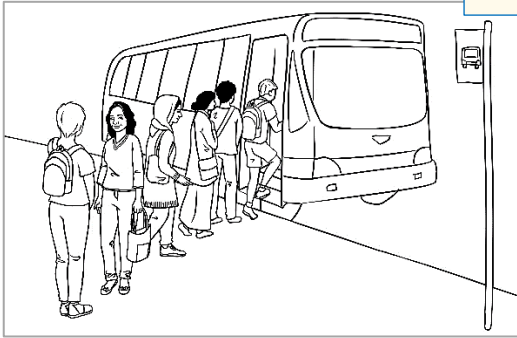


Wendy	We'll go on an excursion tomorrow.
Linh	Where will we go?
Wendy	We'll go to the market.
Linh	How will we get there?
Wendy	We'll go by bus.
Linh	What time will we leave?
Wendy	We'll leave at 9:30.
Linh	What time will we get back?
Wendy	We'll get back at 1 o'clock.



- ① 
- ② 

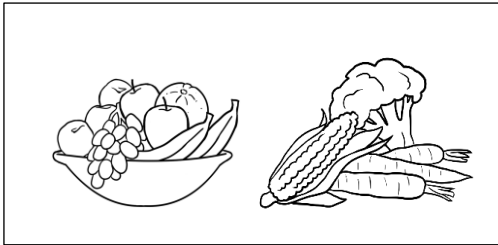
Tuesday



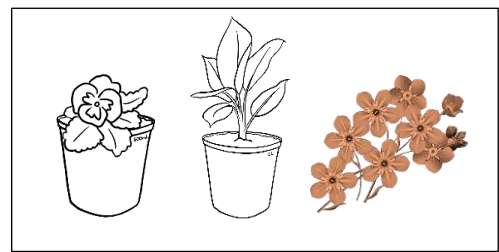
The students get on the bus.



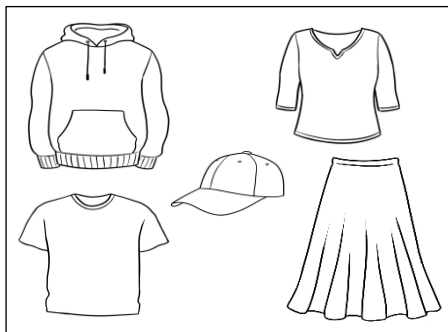
They look around the market.



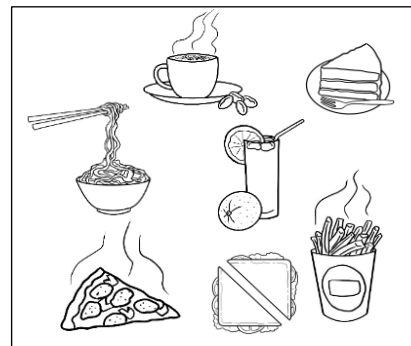
They buy fruit and vegetables.



They buy plants and flowers.



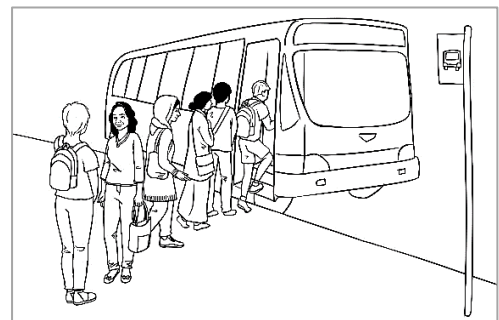
They buy clothes.



They have lunch.



The students speak English.



They catch the bus back to the centre.

①



②



③

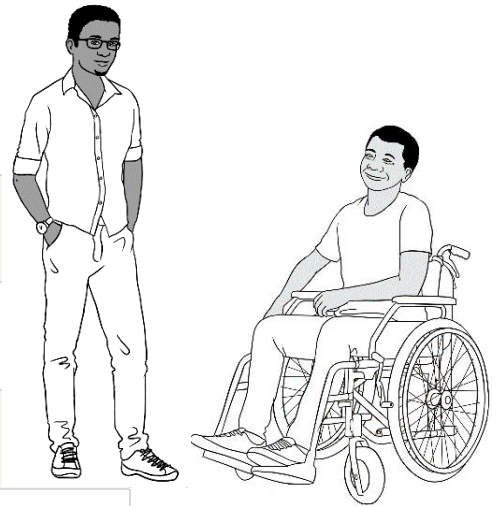


Wednesday

Sarah	Hi Parwana. How are you?
Parwana	Good thanks Sahra.
Sarah	Are you enjoying your English class?
Parwana	Yes I am. Yesterday we _____ on an excursion to the market.
Sarah	Oh. _____ you have lunch there?
Parwana	Yes, we _____ lunch, but before lunch we _____ the market.
Sarah	_____ you buy anything?
Parwana	Yes, we _____ lots of things. Some students _____ clothes and flowers, but Linh and I _____ fruit and vegetables. Then after lunch, we _____ the bus back to the centre.
Sarah	_____ you enjoy the excursion?
Parwana	Yes I _____ and we _____ English all day.
Sarah	Let's go to the market together sometime.
Parwana	Good idea. See you later Sarah.
Sarah	Yes. See you soon.



Past
went
had
did ⁴
bought ³
caught
spoke
looked around



Tahil	Hi Ko. How's things?
Ko	Good thanks Tahil.
Tahil	How's your English class?
Ko	Great. We _____ to the market yesterday.
Tahil	Oh. How _____ you get there?
Ko	We _____ the bus.
Tahil	How _____ you get your wheel chair on the bus?
Ko	The driver _____ down a ramp for me.
Tahil	Oh, that's good. How _____ the market?
Ko	Good. I _____ a t-shirt and a big bag of lemons. Would you like some lemons?
Tahil	Yes please.
Ko	I'll give them to you later.
Tahil	OK. I'll see you then.

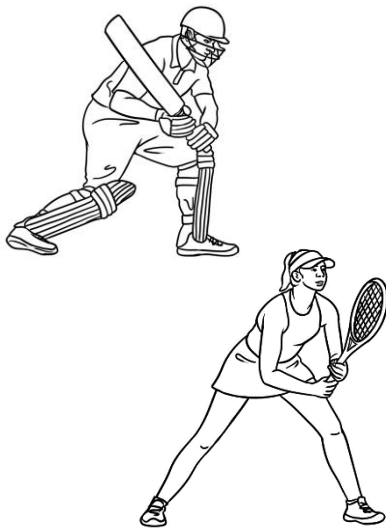
Past
went
did ²
caught
put down
was
bought



12. Talk about sport.

- ① 
- ② 

What sports do you enjoy watching or playing?



- soccer
- footy
- tennis
- netball
- cricket



- ③  



Peter	Have you been to a footy game Basam?
Basam	Footy?
Peter	Yes footy. Aussie Rules. AFL.
Basam	No, not yet. I don't understand it. I like soccer.
Peter	Yes, I like soccer, but I like footy too. It's a popular sport in Australia.

A **popular** sport is a sport many people like.



1. What sport are Nisha and Parwana talking about?

tennis cricket soccer

2. Is Parwana interested in this sport? Yes No

3. Where does Nisha come from?

Afghanistan China India



fine	yesterday	where	tired
here	How	interested in	very



Nisha	Hello Parwana. _____ are you?
Parwana	I'm _____ thanks. And you?
Nisha	I'm a little _____. I went to the cricket _____ . Are you _____ cricket?
Parwana	No, I'm not, but it's a popular _____ isn't it?
Nisha	Yes, and it's _____ popular in my country.
Parwana	Oh, _____ do you come from Nisha?
Nisha	I'm from India.





4. What sport are Peter and Amina talking about?

footy netball tennis

5. Can Amina play this sport? Yes No

6. Where is the Australian Open played?

Sydney Melbourne Brisbane



it	but	and	Did you	Do you
All	It's on	I do	on	a



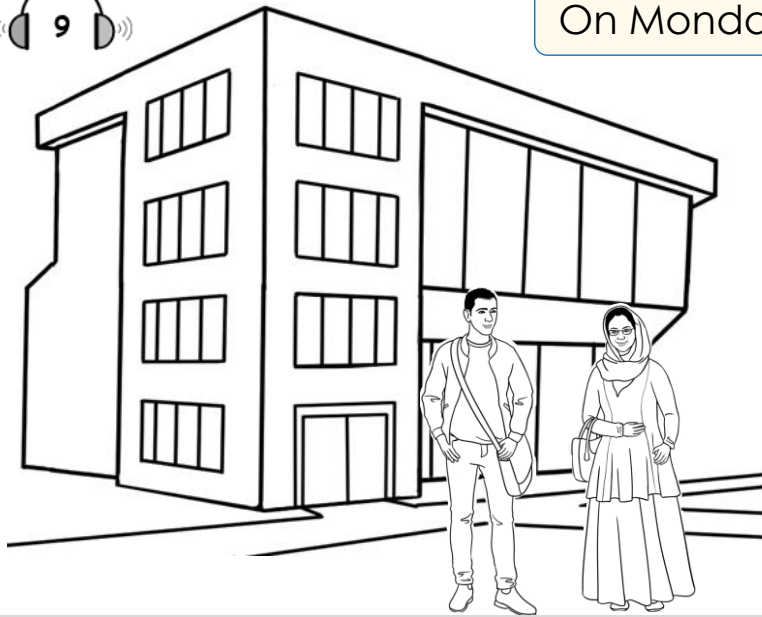
Peter	_____ like tennis Amina?
Amina	Yes, _____. I really like watching tennis, _____ I can't play.
Peter	_____ watch the Australian Open _____ TV last night?
Amina	The Australian Open? What's that ?
Peter	It's _____ tennis competition. _____ in Melbourne in January every year. _____ the best players come _____ play. It's on TV tonight.
Amina	Oh. Then I'll watch _____ tonight.



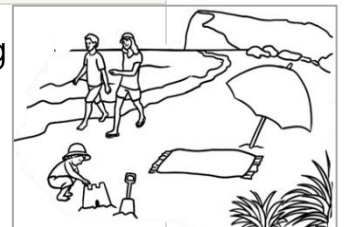
13. Talk about the weekend.



On Monday before class



Basam	Hi Amina. How are you?
Amina	Good thanks Basam. And you?
Basam	I'm fine thanks. How was your weekend?
Amina	It was busy. We went to the beach on Sunday because it was so hot.
Basam	Yes. It was really hot. Did you take the grandchildren?
Amina	Yes we did. The children loved playing in the water and on the beach. Did you have a busy weekend?
Basam	No, it was very quiet. Oh, look at the time.
Amina	Oh yes. It's time for class. Let's hurry.

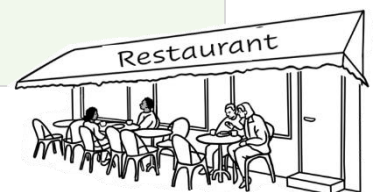




On Monday before class



Wendy	Hi Linh. How are you going?
Linh	Good thanks. How are you Wendy?
Wendy	I'm fine thanks. What did you get up to on the weekend?
Linh	I went shopping and talked to my friends in Vietnam. What did you do Wendy?
Wendy	I played netball and went out for dinner on Saturday.
Linh	That sounds nice.
Wendy	Yes, it was. Excuse me Linh. I need to get ready for class. Could you help me?
Linh	Yes, I'd love to.
Wendy	Thank you. We need to move this table.



①



②



On Monday at break time



Linh	Hello Ko.
Ko	Hi Linh.
Linh	Did you have a good weekend?
Ko	Yes. I went to the park with my family.
Linh	It was a beautiful day.
Ko	Yes, we sat on the grass near the lake.
Linh	Oh nice.
Ko	We had lunch, watched the ducks and relaxed. What about you?
Linh	We had a very quiet weekend at home.
Ko	Oh, here's Wendy. Let's go back to class.
Linh	Yes.



14. What will you buy?



What will you buy?



1. dress

2. top

3. skirt

4. shorts

5. jumper

6. cardigan

7. t-shirt

8. jeans

9. raincoat

10. jacket

11. hoodie

12. trackpants

13. scarf

14. cap

15. sunhat

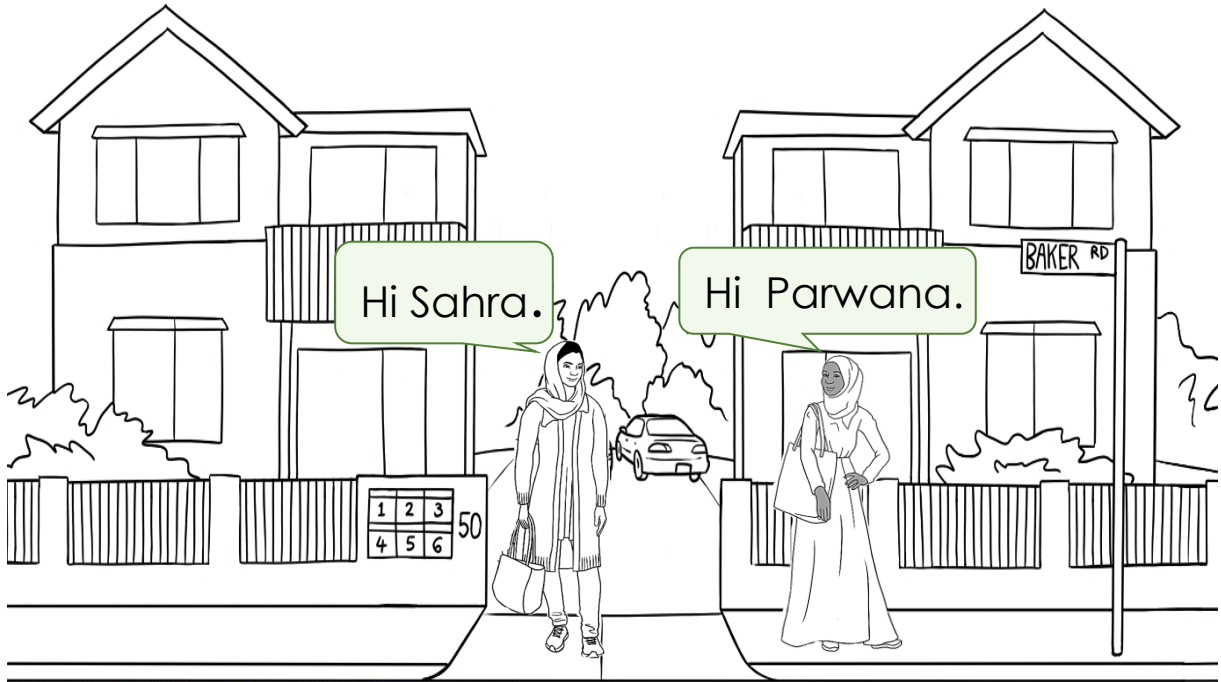
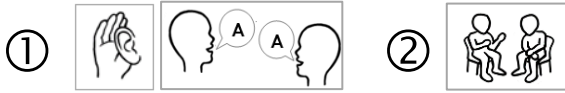
16. shoes

17. boots

18. runners



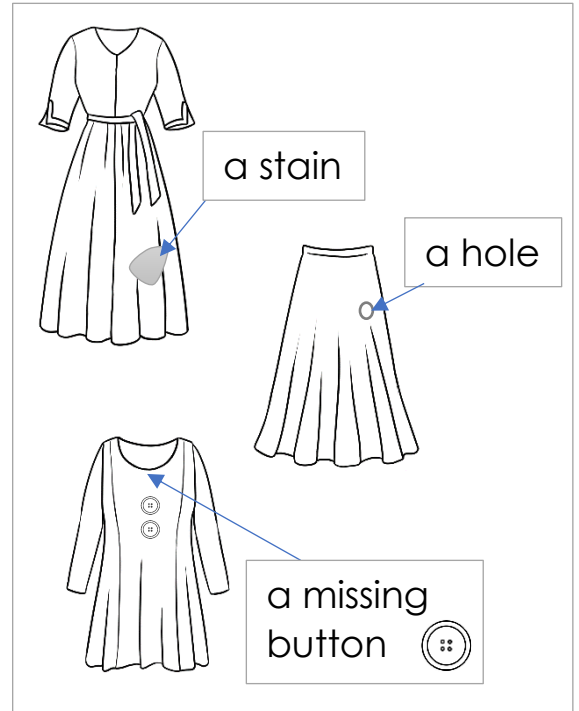
What will you buy?



Parwana	Hi Sahra.
Sarah	Hi Parwana. Are you going shopping today?
Parwana	Yes, I am. I need a new skirt and top.
Sarah	I'm going shopping too. I need a new pair of shoes.
Parwana	Let's go together.
Sarah	OK.
Parwana	Let's walk to the bus stop.
Sarah	The bus will be here soon.
Parwana	Yes. Let's walk quickly.

quickly = fast

15. What's the problem?



1	Parwana	bought	<input type="checkbox"/> a dress <input type="checkbox"/> a top <input type="checkbox"/> a skirt	<input type="checkbox"/> yesterday. <input type="checkbox"/> last week. <input type="checkbox"/> two days ago.
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2	There	is	<input type="checkbox"/> a missing button. <input type="checkbox"/> a small hole. <input type="checkbox"/> a stain.
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3	The shop assistant	needs	<input type="checkbox"/> Parwana's phone number. <input type="checkbox"/> her debit card. <input type="checkbox"/> the receipt.
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Parwana	Hello. I bought this skirt yesterday, but there's a small hole in it.
Shop assistant	Oh. Where's the hole?
Parwana	Just here.
Shop assistant	Oh yes. Do you have the receipt?
Parwana	Yes. Here it is.
Shop assistant	That's fine. Would you like an exchange or a refund?
Parwana	Oh. What does that mean?
Shop assistant	An <i>exchange</i> means you can change the skirt for a new one. A <i>refund</i> means you can get your money back.
Parwana	I'd like an exchange please.
Shop assistant	Okay. Can you get another skirt and bring it back here?
5 minutes later	
Parwana	Here's a new skirt.
Shop assistant	Do you need a bag?
Parwana	No thanks, I have a bag. Thanks for your help.
Shop assistant	You're very welcome.

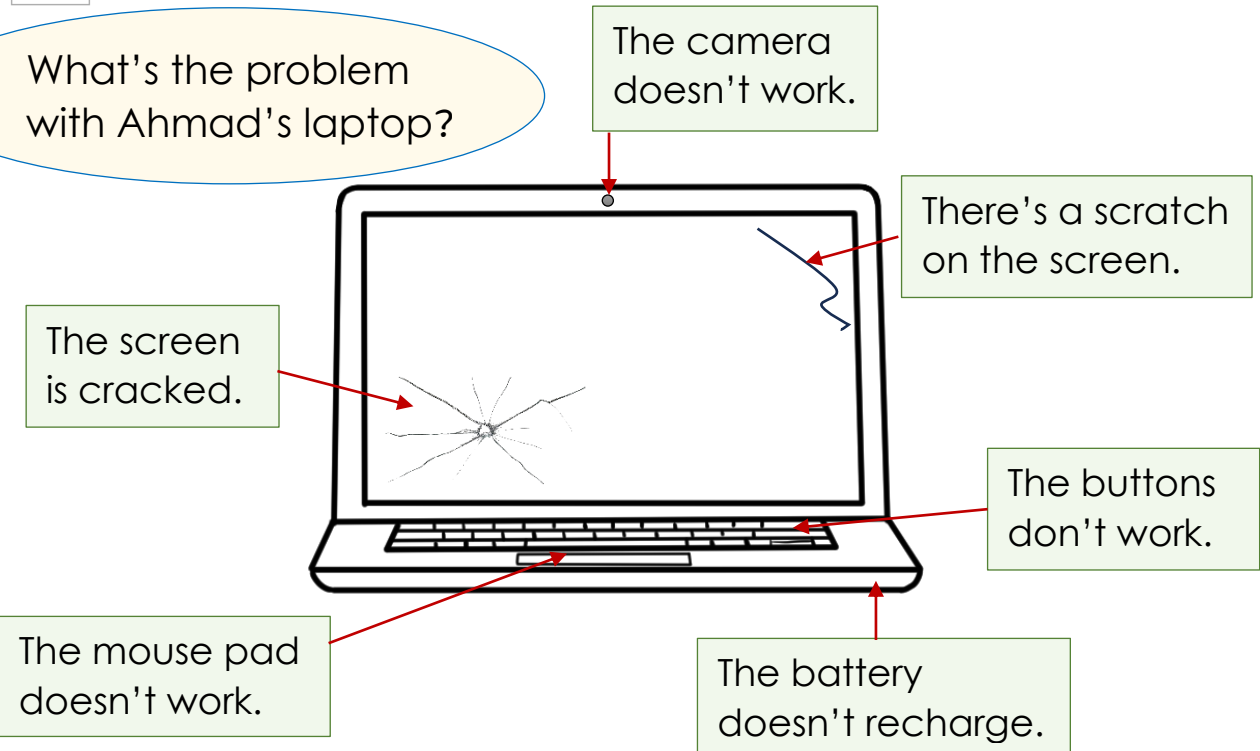


Peter	Hi Ahmad. How's your new laptop?
Ahmad	Hello Peter. The laptop's no good.
Peter	Oh. What's the problem?
Ahmad	I bought it last week, but it's faulty.
Peter	Will you take it back?
Ahmad	Yes. I'm going to the computer store after class.
Peter	Do you have the receipt?
Ahmad	Yes, I do.

faulty = not working well



What's the problem with Ahmad's laptop?





problem	phone	card	your	recharge
refund	not	fine	last week ✓	sorry

Ahmad	Hello. I bought this laptop <u>last week</u> , but it's faulty.
Shop assistant	What's the _____?
Ahmad	The battery doesn't _____.
Shop assistant	That's ____ good. Do you have your receipt?
Ahmad	Yes. It's on my _____ here.
Shop assistant	That's _____. Would you like an exchange or a refund.
Ahmad	I'd like a _____ please.
Shop assistant	Certainly. Do you have _____ card?
Ahmad	Yes. Here it is.
Shop assistant	I'll put the money onto your _____.
Ahmad	Thank you.
Shop assistant	I'm _____ about the problem.
Ahmad	That's okay. Bye
Shop assistant	Bye.



<p>Student A</p>	<p>I bought this _____ yesterday, but there's a problem.</p>	
<p>Student B</p>	<p>Oh. What's the problem?</p>	<p>too big </p> <p>too small </p> <p>the wrong colour </p>
<p>Student A</p>	<p>I'd like _____ please.</p>	<p>an exchange </p> <p>a refund </p>
<p>Student B</p>	<p>Certainly. That's no problem. I can help you with that.</p>	
<p>Student A</p>	<p>Thank you very much.</p>	
<p>Student B</p>	<p>You're welcome. See you again.</p>	
<p>Student A</p>	<p>Bye.</p>	



1. What did you buy?

electric jug



toaster



microwave



coffee pot



fry pan



2. When did you buy it?

today	two days ago	three days ago	last weekend
yesterday	last week	two weeks ago	last Monday

3. What's the problem?



There's a crack.



There's a scratch.



The top's missing.



It doesn't work.



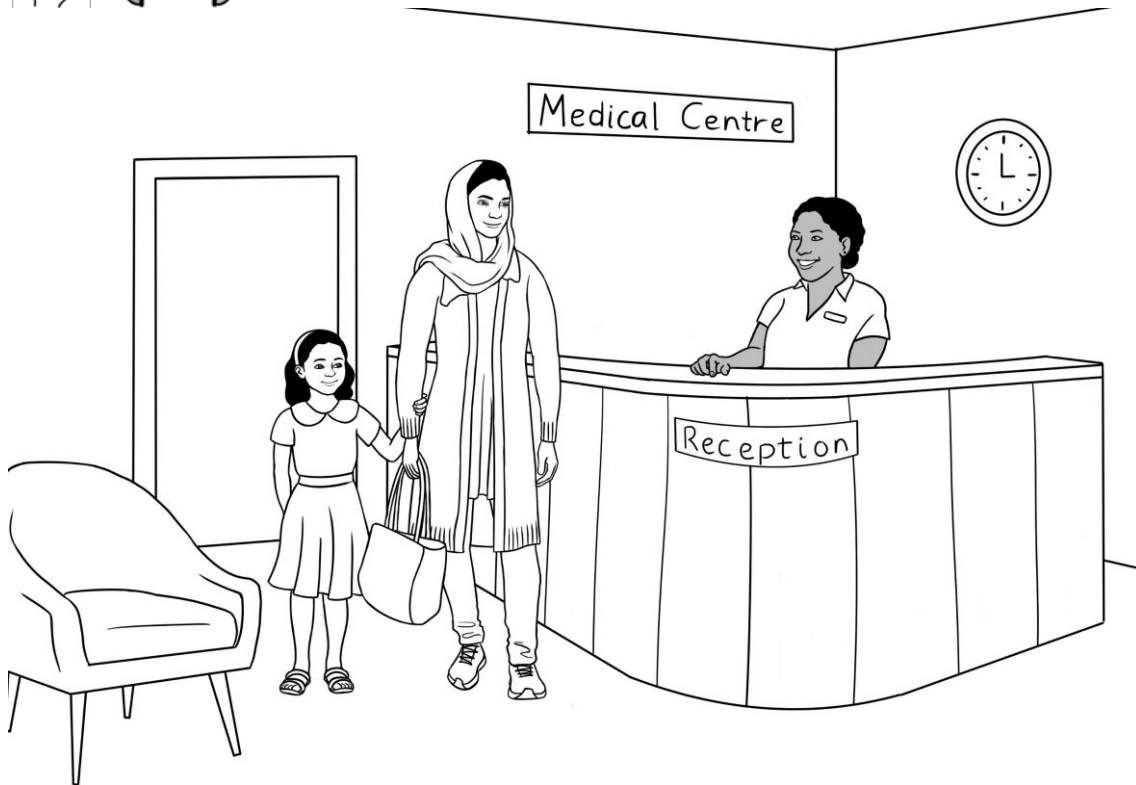
It's broken.



The handle's loose.

16. At the medical centre

①  



②  

<p>1 Parwana</p>	<p>needs</p>	<p>an appointment</p>	<p><input type="checkbox"/> with the dentist. <input type="checkbox"/> with the doctor. <input type="checkbox"/> with the nurse.</p>
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<p>2 Parwana</p>	<p><input type="checkbox"/> needs <input type="checkbox"/> doesn't need</p>	<p><input type="checkbox"/> an interpreter.</p>
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<p>3 The receptionist</p>	<p>needs</p>	<p><input type="checkbox"/> Parwana's full name. <input type="checkbox"/> her address. <input type="checkbox"/> her Medicare card.</p>
--------------------------------------	--------------	--



Receptionist	Good morning. Can I help you?
Parwana	Yes. I need an appointment with the doctor.
Receptionist	Have you been here before?
Parwana	No I haven't.
Receptionist	OK. What's your full name please?
Parwana	Parwana Saikal. S A I K A L.
Receptionist	Do you have a Medicare card Parwana?
Parwana	Yes. Here it is.
Receptionist	Can you come tomorrow at 11?
Parwana	Yes. I can, but I need an interpreter.
Receptionist	I'll arrange an interpreter. What language do you speak?
Parwana	Pashto.
Receptionist	Could you fill in this form too please?
Parwana	Yes, thank you. See you tomorrow.
Receptionist	Yes. Bye.



17. At the chemist

①



②



1. Parwana goes to the chemist with a script.	Yes	No
---	-----	----

2. She needs some medicine.	Yes	No
-----------------------------	-----	----

3. Her script is ready in about five minutes.	Yes	No
---	-----	----

4. Parwana says, 'I want to pay for this.'	Yes	No
--	-----	----

5. Parwana pays in cash.	Yes	No
--------------------------	-----	----



Parwana	Hi. I'd like to leave this script please.
Chemist	Have you had this medicine before?
Parwana	Yes, I have.
Chemist	That's fine. It will take about 15 minutes.
Parwana	OK. I'll wait here.
15 minutes later	
Chemist	Your script is ready now. Please pay at the register.
Parwana	OK. Thanks.
At the register	
Cashier	Next please.
Parwana	I'd like to pay for this.
Cashier	Sure. Is that card or cash?
Parwana	Card, please.
Cashier	Just tap here when you're ready.
Parwana	She taps the card. OK?
Cashier	Yes, that's fine. Thanks very much.
Parwana	Thanks. Bye.

