

Life Competencies Questionnaire for EAL Learners

Skill / Competency – Beginner Levels 1 and 2

	Can Do	Work on Now	Work on Later	Not Interested
Basic Skills / Functions				
Give personal information orally (name, address, phone number).				
Write personal information (name, address, phone number).				
Express a lack of understanding and ask someone to repeat.				
Ask simple questions for clarification.				
Use appropriate social language to introduce self and others, for farewells and greetings etc.				
Ask if something was done correctly				
Other:				
Community Resources				
Read emergency words.				
Read, say, and dial telephone numbers of emergency services. Report household emergency by phone (spell name, address).				
Ask for stamps at a post office.				
Correctly address an envelope/package including return address.				
Other:				
Shopping				
State basic food or clothing needs.				

Ask for or read the price of food, clothing, or other items in a store.				
Differentiate sizes by reading tags and request size/colour for a specific item in simple terms.				
Ask for information and follow simple directions to buy food, clothing, and household items.				
Read and ask about store signs, aisle numbers and store hours.				
Locate and read expiration dates.				
Ask for food using common weights and measures and read abbreviations for weights and measures.				
Order and pay for food in a restaurant.				
Identify and read names of Canadian coins and bills and respond to request for change and/or specific coins.				
Use money correctly to pay the total amount requested orally and in writing.				
Ask to cash a cheque or money order, endorse it, and provide proper ID on request.				
Buy a money order.				
Other:				
Employment				
State or list previous and current employment and own job skills.				
Fill out a simple job application form.				
Identify common entry-level jobs.				
Respond to simple questions about and report on work progress and completion of tasks.				
Sign name on a time sheet.				
Read common warning signs and respond to simple oral warnings.				
Read alphanumeric codes.				
Give simple excuses for absences or lateness.				
Ask supervisor or co-worker for help.				

Follow simple one-step instructions.				
Other:				
Health				
State health				
Read simple signs related to health care.				
Identify major body parts.				
Make a doctor's appointment in person, giving name, address, and phone.				
Read time and date on appointment card.				
State a need for an interpreter.				
Ask for a non-prescription medication at the drug store.				
Determine and report body temperature as indicated by thermometer.				
Ask for a patient's room number in a hospital.				
Identify oneself, appointment time and doctor's name upon arrival at doctor's office.				
Other:				
Housing				
Identify common household furniture/rooms.				
Identify basic types of housing and answer simple questions about housing needs.				
Ask how much the rent is.				
Read common housing signs.				
Report basic household problems and request repairs in simple terms.				
Other:				
Transportation and Directions				
Ask for locations and follow simple directions to places in a building.				

Give the streets and a landmark near your house/apartment.				
Read a limited number of symbol or transportation/pedestrian signs.				
Ask for a bus, train, or plane destination.				
Read signs indicating bus/train destinations and street names.				
Other:				

Skill / Competency – Intermediate Level 3

	Can Do	Work on Now	Work on Later	Not Interested
Basic Skills / Functions				
Write personal information (name, address, phone number).				
Clarify by spelling or writing.				
Clarify by asking simple questions.				
Repeat instructions to verify comprehension.				
Ask about meaning or pronunciation of a word.				
Give and follow two-step instructions.				
Other:				
Community Resources				
Report an emergency outside the home.				
Answer questions about child for school enrollment.				
Ask about correct postage for mailing.				
Fill out change-of-address forms from school or post office.				
Other:				

Shopping				
Write a cheque and fill out a money order.				
Use and report problems in using coin-operated machines.				
Fill out deposit/withdrawal slips.				
Compare equivalent products for value by interpreting ads, labels, and charts.				
Express a need to return an item, state reason in terms of size/colour, fit etc.				
Respond to cashier's questions concerning means of payment.				
Other:				
Employment				
Ask and answer questions about skills and work status.				
Fill out a simple job application.				
Inquire about job openings and ask for an interview in person.				
Read want ads, signs, and notices. Identify skills needed for a job.				
Modify a task based on changes in instructions.				
Respond to a supervisor's comments about quality of work.				
Give specific reasons for absences or lateness.				
Report specific problems encountered in completing a task.				
Interpret warning signs.				
Other:				
Health				
Identify common symptoms, illness, injuries, and health problems.				
Read names of common medicines and follow directions on medicine labels.				

Interpret information on appointment cards and make notations on calendars.				
Make, change, or cancel a doctor's appointment.				
Locate facilities in a hospital or clinic by reading signs.				
Follow oral instructions in a medical exam or about treatment.				
Fill out a simple insurance form with assistance.				
Other:				
Housing				
Ask for information about housing.				
Identify amount due on housing bills and question errors on bills.				
Describe need for household repairs.				
Make arrangements to move in or out of housing.				
Ask about and follow instructions for using and maintaining household equipment.				
Other:				
Transportation and Directions				
Ask and answer questions or read information about arrival/departure times.				
Ask when/where to get on or off a bus.				
Buy travel tickets.				
Read common traffic, pedestrian, airport, or station signs.				
Give and follow simple oral or written directions to a place.				
Identify major streets and landmarks on a map.				
Other:				

Skill / Competency – Advanced Level 4

	Can Do	Work on Now	Work on Later	Not Interested
Basic Skills / Functions				
Ask for clarification by restating, giving alternatives or identifying instructions that were not understood.				
Paraphrase concepts or ideas.				
Use appropriate social language to initiate and maintain a conversation.				
Respond to body language and hand gestures appropriately.				
Other:				
Community Resources				
Read and respond to basic information about a child’s report card and written information from school.				
Arrange day care for own children.				
Read and interpret information about local public recreational facilities and entertainment and other community services in local or social media.				
Fill out postal forms.				
Ask about services provided by community agencies.				
Report suspected loss or theft.				
Other:				
Shopping				
Interpret advertisement and labels to select goods and services.				
Place an ad in the newspaper to sell an item.				

Interpret basic nutritional and related information listed on food labels.				
Follow directions on food labels for preparing food and on clothing for care.				
Express need to return/exchange merchandise and state reason orally and in writing.				
Ask about and understand basic information about store hours, products, and prices over the phone.				
Write a letter to question a bill.				
Ask/answer questions for opening a chequing / savings account and fill out required forms.				
Read a savings and chequing account statement.				
Other:				
Employment				
Fill out a standard job application form.				
Begin and end an interview properly. Answer standard interview questions including ability to use technology, tools, equipment, and machines.				
Inquire by phone about advertised and unadvertised job openings and request an interview.				
Discuss requirements, procedures, and benefits with a supervisor.				
With assistance, write a basic resume and cover letter when applying for a job.				
Make a follow-up call about a job application.				
Respond to multiple-step oral instructions without visual references.				
Briefly explain a technique or the operation of a piece of basic equipment to a co-worker.				
State intention to resign and give reasons for resigning from the job.				
Request and describe the nature of any problems on the job.				
Read and write a simple work memo or email.				

Teach a routine task to a co-worker using step-by-step verbal instructions, demonstration, and gestures.				
Read and fill out health insurance forms and accident reports. (With assistance)				
Ask about regular pay-cheque deductions and question irregularities.				
Read written safety regulations and operating instructions for tools and equipment.				
Understand hazardous materials information.				
Other:				
Health				
Telephone or write a note to school/work explaining own or a child's absence.				
Read warning, storage directions and emergency instructions such as " <i>refrigerate after opening,</i> " or " <i>keep out of reach of children.</i> "				
Respond to questions about means of payment.				
Fill out a standard medical history form. (With assistance)				
Read about and describe some possible side effects of medications.				
Read routine clinic notices (hours, payment requirements and policies concerning cancelled appointments).				
Read immunization requirements for school or work.				
Locate agencies providing emergency help and interpret how to effectively use them.				
Other:				
Housing				
Arrange for installation or termination of household utilities.				
Read household bills. Question errors on household bills.				
Read classified ads and housing notices.				

Make complaints to a landlord. Respond appropriately to complaints from neighbours or the landlord.				
Ask about and describe landlord/tenant responsibilities.				
Read a non-simplified housing lease or rental agreement and fill out with assistance.				
Other:				
Transportation and Directions				
Read printed bus/train schedules.				
Read maps related to travel needs.				
Answer a police officer's questions regarding a car accident or a traffic violation.				
Describe common car problems.				
Ask questions and read information related to buying car insurance and purchasing a car.				
Obtain detailed long distance travel information such as schedules and costs over the phone.				
Other:				

Source: *New Readers Press ESLOA (English as a Second Language Oral Assessment)*