

WARM UP:

WORD	TYPE	MEANING
clusters	noun	group of
facilitate	verb	Assist / make possible
wreaks [havoc]	verb	Cause chaos ('always havoc')
consists of		
enveloping		
confront		
by-product		Secondary product / unwanted result
accumulates		
purged		
perilous	Adjective	danger
cumulative		
impaired		
susceptible / susceptibility		
sustained	Adj / Verb	ongoing
stave off	Phrasal verb	Fight off
proliferation		

TODAY: Part C Listening

- 1 Review format
- 2 Technique: discuss
3. Practice one full audio mock

FORMAT

structure: how many questions, how much time...

What are OET trying test you on?

Understanding / Inference

indirectly

Question Style:
Multiple Choice (A, B, C)

Situation:
1. Presentation
2. Interview

Total questions:
12

2 audio clips
(approx. 4-5 mins)

6 questions
per clip

Part C

In this part of the test, you'll hear two different extracts. In each extract, you'll hear health professionals talking about aspects of their work.
For questions 31-42, choose the answer (A, B or C) which fits best according to what you hear. Complete your answers as you listen.
Now look at extract one.

Extract 1: Questions 31-36

You hear an interview with a neurosurgeon called Dr Ian Marsh who specialises in the treatment of concussion in sport.
You now have 90 seconds to read questions 31-36.

31. Dr Marsh says that one aim of the new guidelines on concussion is

- (A) to educate young sportspeople in how to avoid getting it.
- (B) to correct some common misunderstandings about it.
- (C) to provide a range of specialist advice about it.

32. Dr Marsh makes the point that someone who has suffered a concussion will

- (A) be unconscious for varying amounts of time after the event.
- (B) ...

Technique: How do you do it?

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Main ideas

1. Eliminate answers
2. Underline words in the 90 seconds before you start
3. Underline main ideas
4. Predict the vocab you might hear
5. Focus on main idea not specific words

OET Speaking:

SIGNPOSTING: *Indicating a change in topic*

'Okay lets discuss you medication'

Distractors:

analysing patient feedback data on the subject of communication.

They will mention or talk about all of the answers

38. What point does Dr Gardiner make about a typical admission to hospital?

(A) The information given can overwhelm patients. *distracter*

(B) Patients often feel unable to communicate effectively.

(C) Filling in detailed paperwork can be stressful for patients.

39. Dr Gardiner uses an example of poor communication to illustrate the point that

a health care professional assumes they've made themselves clear to a patient, when in fact they've been anything but. Luckily, I've had very few complaints made against members of my team, but the potential is certainly there.

So first, let's start by looking at a typical hospital admission for an in-patient, and the first communication they have about any procedures they are to undergo. On arrival, a patient will complete necessary paperwork. Various staff will talk to them about their treatment during their stay, which is designed to reduce patient anxiety. However, from some patients' point of view, this interaction can seem very complex and difficult to take in, especially at a time when they're not at their best physically or mentally. So it's doubly important to check that any communication has been understood.

Now, to illustrate what I'm talking about, let's take a hypothetical situation. I often use this because it highlights the potential consequences of poor communication. A man in

Signposts:

You hear a hospital doctor called Dr Keith Gardiner giving a presentation about some research he's done on the subject of staff-patient communication.

You now have 90 seconds to read **questions 37-42**.

37. Dr Gardiner first became interested in staff-patient communication after

(A) experiencing poor communication as an in-patient.

(B) observing the effects of poor communication on a patient.

(C) analysing patient feedback data on the subject of communication.

How do you know when it changes?

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(A) The information given can overwhelm patients.

(B) Patients often feel unable to communicate effectively.

(C) Filling in detailed paperwork can be stressful for patients.

39. Dr Gardiner uses an example of poor communication to illustrate the point that

(A) patients should be consulted about the desirability of a hospital stay.

(B) specialists need to be informed if there are any mental health issues.

(C) relatives' knowledge of a patient's condition shouldn't be taken for granted.

Transcript of the Audio

Good morning. My name's Dr Keith Gardiner, and I'd like to talk to you today about some research I've been involved in, concerning something that affects all health professionals – staff-patient communication.

Now, firstly, let me reassure you that in feedback, patients seem positive about the way information is communicated to them. But I recently decided to explore the issue in more detail when I was in a hospital with a patient and witnessed for myself what can result when a health care professional assumes they've made themselves clear to a patient, when in fact they've been anything but. Luckily, I've had very few complaints made against members of my team, but the potential is certainly there.

So first, let's start by looking at a typical hospital admission for an in-patient, and the first communication they have about any procedures they are to undergo. On arrival, a patient will complete necessary paperwork. Various staff will talk to them about their treatment during their stay, which is designed to reduce patient anxiety. However, from some patients' point of view, this interaction can seem very complex and difficult to take in, especially at a time when they're not at their best physically or mentally. So it's doubly important to check that any communication has been understood.

Now, to illustrate what I'm talking about, let's take a hypothetical situation. I often use this because it highlights the potential consequences of poor communication. A man in his eighties is admitted to hospital, despite his protestations, with ongoing severe back

OET will usually sign post the change