

# **OET Speaking- Providing Structure**

'Foundational' skills	'Show' skills
Relationship Building	Information Gathering
UIPP	Information Giving
Providing Structure	

Basic expectations of a consultation:

- understand what will happen
- to feel like I am in safe, experienced hands

Sequencing the interview purposefully and logically	Follow the order of the cue card:
sequencing the interview purposerum and logically	Follow the order of the cue card:
	Don't jump ahead — you might miss something that is important in <b>this</b> point
	Use sequencing language:
	Firstly, then, next, before we, finally, lastly, One more thing
	Use the 'Menu' technique:
	Show the patient what to expect in the consultation:
	<ul> <li>Ok, firstly I'd like to and then we can</li></ul>
	Ask permission:  Is that ok?
	How does that sound?
Signposting changes in topic	Signposts come before important information
	• I'd like to
	Let's talk about
	Let's move on
	It's a good idea to encourage patient reaction:

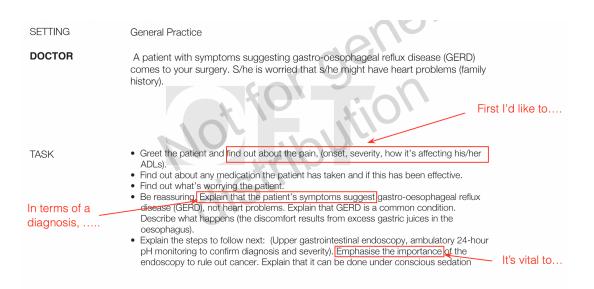


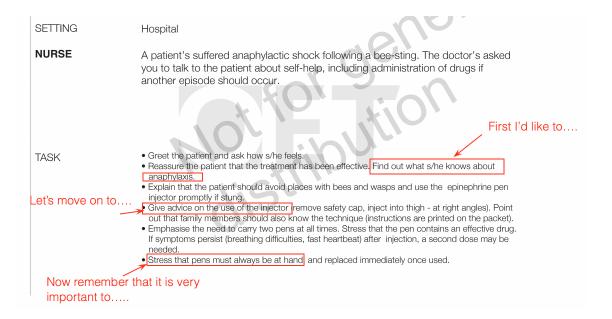
	Is that ok?      How does that sound?
	<ul><li>How does that sound?</li><li>Is that ok with you?</li></ul>
	·
	Don't overdo signposting:
	I'd like to discuss some lifestyle changes if that's ok.
	<ul> <li>Firstly I'd like to discuss exercise, I recommend that you do more exercise + encourage reaction</li> <li>Now, regarding smoking, I would also recommend - stop smoking + encourage reaction</li> <li>In terms of your diet, I think it's good to change your diet</li> </ul>
Using organising techniques in speaking	Categorisation
	Let's move on. – non-specific.
	Being specific about what we are going to discuss:
	I'd like to discuss <u>some lifestyle changes</u> if that's ok.
	Labelling
	Stressing the importance of things:
	<ul> <li>It's important to remember that</li> <li>It's to vital to note that</li> <li>It's crucial / vital to</li> </ul>
	Skills which are essential for information giving:
	Chunking
	Breaking information down in to easily understood sections Summarising
	<ul> <li>Just to recap</li> <li>OK, I'd like to just go throughagain</li> <li>Now, to summarise what we've discussed</li> </ul>



## How to use these techniques

- 1) Practice some phrases Don't be endlessly inventive get into a routine
- 2) Use your 3 minutes wisely and choose good places for your structure interventions. Here are some suggestions:







#### **OET SAMPLE TEST**

#### **CANDIDATE CARD NO. 1**

**MEDICINE** 

**SETTING** 

Suburban General Practice

**DOCTOR** 

This 45-year-old patient is attending the practice after suffering a mild anterior acute myocardial infarct two weeks ago. Recovery was uncomplicated and the patient was discharged from hospital four days ago. He/she is now very concerned about the long-term process of recovery.

TASK

- Find out what is worrying the patient and be reassuring. Some fatigue is to be expected; it usually takes some weeks before full energy levels return.
- Advise the patient of the importance of joining the cardiac rehabilitation program at a nearby hospital in order to increase exercise tolerance under supervision.
- Explain the importance of exercise (e.g., to lower cholesterol, lose weight, strengthen heart etc.).
- Reassure the patient that his/her concerns are appropriate. Moderate physical
  activity is all right two weeks after a mild event with a good recovery, with usually
  four to six weeks before attempting to return to work.
- Provide recommendations for prevention of future attack (diet, relaxation, stress management).

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SAMPLE TEST

#### **OET SAMPLE TEST**

## **CANDIDATE CARD NO. 4**

#### **NURSING**

**SETTING** 

Patient's Home

**NURSE** 

You are making a home visit to a patient who is suffering from chronic obstructive pulmonary disease (COPD) and requires continuous oxygen. Mobility is now a problem. The patient's spouse has been caring for him/her at home for two years but has recently returned to work. You have just completed an assessment of the patient's needs and are discussing full-time care options with his/her spouse. The patient is not present for the discussion.

**TASK** 

- Find out how spouse has been managing since your last visit.
- Reassure spouse about his/her situation (e.g., doing all he/she can, caring and working full-time: difficult, etc.). Give assessment of patient (now constant monitoring necessary, round-the-clock assistance, etc.).
- Outline options (full-time carer, nursing home, etc.). Explore option of spouse giving up work again.
- Explain benefits of nursing home to be discussed with spouse (e.g., high level of round-the-clock care, experienced staff, etc.). Find out any other concerns.
- Advise on choosing nursing home (e.g., list of requirements, visiting different options, speaking to staff/residents, etc.). Offer to suggest local nursing homes for consideration.



#### **OET SAMPLE TEST**

#### **CANDIDATE CARD NO. 1**

#### MEDICINE

**SETTING** 

Suburban Clinic

**DOCTOR** 

A parent presents with his/her five-year-old son, Matthew, as follow-up after an emergency consultation two days ago when Matthew was newly diagnosed with asthma. Then, Matthew experienced a severe bout of coughing, breathing difficulty and wheezing on the background of a cold with low-grade fever. The parent felt frightened so took Matthew to the hospital Emergency Department where he was treated with nebulised salbutamol.

TASK

- Find out what the patient has learnt about asthma since the hospitalisation.
- Explain asthma to the parent (narrowing of airways in lungs). Describe some of the symptoms (e.g., shortness of breath, wheezing).
- Find out what the patient wants to know in this consultation. Explain 2-3
  management points (e.g., how to identify and control trigger factors;
  assess severity of symptoms; respond in an urgent situation; ensure school is
  informed and salbutamol available there).
- Reassure the parent by explaining that prognosis is good if the parent understands the triggers and knows exactly what to do in an acute situation (you will support by developing an Asthma Action Plan and arranging early review).

CAMBLETECT

## **CANDIDATE CARD NO. 3**

#### **MEDICINE**

**SETTING** 

Local Medical Clinic

#### **DOCTOR**

Your patient is a 45-year-old office worker who is complaining of fatigue and feeling unwell. The patient appears to be overweight and thinks he/she may have diabetes. Recent publicity about diabetes (on TV, in the newspaper) has made him/her decide to get a check-up.

**TASK** 

- Find out how patient is feeling (any symptoms, concerns, etc.).
- Explore patient's lifestyle (exercise, work/life balance, etc.).
- Discuss possible significance of symptoms (e.g., possible underlying condition such as diabetes, etc.). Reassure patient about his/her symptoms (e.g., different possible causes, diabetes: only one possibility, can be managed, etc.).
- Briefly explain diabetes (e.g., type 1: insulin not produced; type 2: insulin not sufficient/effective, etc.). Outline management of diabetes (e.g., medication, diet, exercise, monitoring of blood glucose, etc.).
- Outline next steps (diagnostic blood test, return visit for results, consequent assessment of patient's health and lifestyle, etc.).

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SAMPLE TEST

