

OET Speaking

Information Gathering

What is the OET Speaking Test?

- 2 x roleplays – 5 minutes each
- Healthcare Professional & patient/carer
- You always play yourself in the role plays
- A full cue card is given for each task: instructions about what to do
- 3 minutes is given for preparing each task
- The person you are speaking to is not an examiner – they are interlocutors

Typical cue card:

OET SAMPLE TEST	
CANDIDATE CARD NO. 1	NURSING
SETTING	General Practice Clinic
NURSE	Your patient is 39 years old. He/She has come to the clinic with complaints of abdominal discomfort and change in bowel habit over the last couple of weeks.
TASK	<ul style="list-style-type: none"> • Greet patient. Find out what he/she wants to speak to you about. • Empathise with patient and ask how their current bowel movement is. Ask if he/she has made any lifestyle changes recently (work, exercise, dietary, etc). • Say that due to the inactivity and lack of fibre intake, it is most likely that patient is suffering from constipation. • Explain that he/she needs to make an effort to stay active (cycling, running, playing sports etc.) and to eat high-fibre foods (e.g., fruits: avocado, bananas, apples, etc.; vegetables: broccoli, brussels sprouts, artichokes, etc.). Stress importance of increasing fluid intake (minimum 2 litres per day). • Emphasise that if there's no improvement in a few days, he/she should return to see the doctor.
© Cambridge Boxhill Language Assessment (2022) SAMPLE TEST	

How are test takers scored?

Linguistic – 60%	Clinical Communication – 40%
<p>How well you use English:</p> <ul style="list-style-type: none"> • fluency • rhythm • pronunciation • grammar • word choice 	<p>Foundational skills used throughout Speaking test:</p> <p>Relationship Building UIPP Providing Structure</p> <p>'Show' skills for specific tasks on cue card:</p> <p>Information Gathering Information Giving</p> <p><i>Each criterion is split into indicators – which are types of behaviour</i></p>
<ul style="list-style-type: none"> • You only have to demonstrate a clinical communication indicator once in your whole test 	

What is the difference between these two criteria?

Information Gathering	Information Giving
Collecting information from the patient	Providing information for the patient
Remember: When we gather information we must demonstrate that we understand it.	Remember: When we give information we must demonstrate that the patient understands it.

Criteria Indicators

<p>D1. Facilitate the patient's narrative with <i>active listening techniques</i>, minimising interruption</p>	<p>Verbal encouragement:</p> <p>OK / mm / I see</p> <p>Echoing / repetition:</p> <p>Say what the patient says, back to them.</p> <p>Paraphrase:</p> <p>Take the patient's words and say them back differently but with the same meaning</p>
<p>D2. Using initially open questions, moving to closed questions</p>	<p>Open Questions</p> <p>These types of questions often open new lines of enquiry:</p> <ul style="list-style-type: none"> - How are you? - How does the pain affect you? - Which leg is hurting - Where is the pain? - When did the pain start? <p>Closed questions</p> <p>These types of questions are good for getting specific answers, and are answered 'yes' or 'no':</p> <ul style="list-style-type: none"> - Is it - Are you - Can you - Have you
<p>D3. NOT using compound/Leading questions</p>	<p>Compound Questions</p> <p>Multiple questions asked at the same time</p> <ul style="list-style-type: none"> - do not do this! <p>There is a risk:</p> <p>The patient might only answer the last question</p>

	<p>You have to ask again or you might forget</p> <p>Leading questions:</p> <ul style="list-style-type: none"> - Do you think you can stop smoking? - What do you think about stopping smoking? - Leading question: You can stop smoking, can't you?
<p>D4. Clarifying statements which are vague</p>	<p>Patients can sometimes be vague – unclear.</p> <ul style="list-style-type: none"> - OK, just to clarify, - OK can you tell me what means? - Can you provide a bit more detail about that? <p>These kind of questions are likely to lead to vague answers:</p> <ul style="list-style-type: none"> - Can you tell me about... - What is the pain like....
<p>D5. Summarising information to encourage correction</p>	<p>When a patient has finished giving information, summarise it:</p> <ul style="list-style-type: none"> - Just to summarise... - Just to recap - I'd like to sum up - I'd like to go through what we've discussed.. <p>Don't feel pressured to be correct! Acknowledge your error – it's fine!</p>

Important - Interlocutors are trained to be:

- vague
- annoyed
- impatient
- sad
- worried

Be aware of this when gathering information – they are not being bad interlocutors!

Questions

The basic grammar of questions relies on 'inversion'

John likes chocolate. (Subject + Infinitive)

Does John like chocolate? (Aux + Subject + Infinitive)

<p>Aux</p> <p>Closed questions –</p> <p>Yes / No</p> <p>ASI</p>	<ul style="list-style-type: none"> • Does it affect your sleep? <p><i>A + S + I</i></p> <ul style="list-style-type: none"> - be - do - have <ul style="list-style-type: none"> • Are you able to rotate his wrist? <p><i>A + S</i></p> <ul style="list-style-type: none"> • Have you heard of metformin? <p><i>A + S</i></p>
<p>Wh- Open</p> <p>QUASI</p>	<ul style="list-style-type: none"> • Why do you miss your appointments? <p><i>QU + A + S + I</i></p> <ul style="list-style-type: none"> • Where is the pain? <p><i>QU + A + S</i></p> <ul style="list-style-type: none"> • When did the pain start? <p><i>QU + A + S + I</i></p>
<p>Wh (Quantitative)</p>	<ul style="list-style-type: none"> • How many / much + noun • Which + noun • What + noun

	<ul style="list-style-type: none"> • How many fingers did you break in the accident? • How many fingers were broken in the accident? <p><i>QU + noun + aux</i></p> <ul style="list-style-type: none"> • Which arm was hurting? <p><i>QU + noun + aux</i></p>
Indirect	<p>Could you tell me where is the pain? A + S + I ——— Qu + A + S</p> <p>Could you tell me where the pain is? <i>A + S + I Statement</i></p> <ul style="list-style-type: none"> - Could you tell me when the pain started? - Would you mind if I asked when the pain started? - Are you willing to tell me when the pain started? - Would you mind telling me when the pain started?