

# 1 Citizenship

Speakers	Web DVD	Video Summary	Page No.	E1	E2	E3	L1 L2
Joanne Burgess	001	People should consider how their actions will impact on others and be more sociable.	2	x	x	✓	✓
Teresa Hough	002	Migrants should “contribute to the country which adopted them.” Talks about how she became a British citizen.	12	x	✓	✓	✓
Pat Childs	003	How a good citizen would help an elderly neighbour.	22	x	✓	✓	✓
Roger Harington	004	People should be aware of the needs of the area they live in and respond to them.	31	x	x	✓	✓
Roxana Summers	005	Talks about how she became a British citizen.	39	x	x	✓	✓
Pauline Fernandes	006	A good citizen would respond to things like global warming.	46	x	x	✓	✓
Cilla Ross	007	Citizenship is about caring and being responsible for each other.	55	x	x	x	✓
Jacquiee Stevenson	008	The role of education in raising awareness about other people and cultures.	63	x	x	x	✓
Inderjeet Hunjan	009	A good citizen is honest, respectful and takes the role of parenting seriously for the betterment of society.	73	x	x	✓	✓
Simon Moran	010	People should think carefully before they comment on how other people look.	80	x	✓	✓	✓
Margeurite Hogg	011	Talks about European citizenship and how multi-culturalism is beneficial.	87	x	x	x	✓
Richard Corbett (MEP)	012	A good citizen obeys the law and thinks about how to improve society.	96	x	x	✓	✓
PC Carole Mumsey	013	Carole talks about respect for other people’s property.	102	x	✓	✓	✓

To download videos, audio files and a Microsoft Word version of this teaching workbook please visit: [www.esoluk.co.uk/download.html](http://www.esoluk.co.uk/download.html)

Answer key to multiple-choice questions: **page 109**

## 1

# Citizenship

Speaker: 001 Joanne Burgess

Job: Education Administrator



Skill	Suggested Activities
Speaking:	Plan a lesson around greetings. Discuss what body language we use when we greet people. Discuss how attitudes to the elderly differ in different societies
Listening:	Listen for gist: what does Joanne think makes a good citizen?
Reading:	Read / construct a description of your area.
Writing:	Write a description of your neighbour. Write an invitation to a party/ community event.

## Transcript:

**Mary:** So to the last question. What do you think is a good citizen?

**Joanne:** I think considering what your ... how your actions will impact on others really, from the community perspective helping others really, and speaking to your neighbours, and just trying to help people really.

**Mary:** So thinking about how your actions will impact on other people, and actually actively helping people?

**Joanne:** Yeah, yeah if you think ... possibly being more friendly. I think we live in quite a closed society but if ... you know if you feel that someone next door to you or someone that you see on the street, or on the bus needs help you know ask them, see if you can help them no matter how small, I think things like that make a good citizen.

**Mary:** Right.

**Joanne:** And I think working here there's ... opened that up for myself as well really.

**Mary:** Okay, so being aware of what people need ...

**Joanne:** Yeah.

**Mary:** ... and trying to do something even if quite a small thing.

**Joanne:** Yeah, just a smile ... think maybe even like just saying hello to some people ...

**Mary:** Right.

**Joanne:** ... there's a lot of elderly people that possibly don't speak with anybody. And a lot of the students here I think, and particularly ... maybe the younger ones who are perhaps unaccompanied, this might be the only form of contact that they have when they come to the centre, so I think it's really valuable to say hello to them and give them ... even if it's just a small amount of time, 'hello how are you' makes a good ...

**Mary:** That's really interesting.

**001 Questions: answers at back or visit [www.esoluk.co.uk](http://www.esoluk.co.uk)**

- 1) Who does Joanne think we should speak to?
  - a. neighbours
  - b. other people
  - c. citizens
  - d. elderly people
  
- 2) What is meant by 'community perspective'?
  - a. to be a better citizen
  - b. to help your neighbours
  - c. for the good of the country
  - d. to make the community better
  
- 3) What is meant by a 'closed society'?
  - a. people are more open
  - b. people are more private
  - c. society is closed
  - d. people don't like each other
  
- 4) What is meant by 'actions'?
  - a. what you do to other people
  - b. what you say and do to other people
  - c. What you say to other people
  - d. what your actions are
  
- 5) What is meant by 'impact'?
  - a. what you do effects other people
  - b. what you do doesn't matter
  - c. how you hurt other people
  
- 6) What is meant by 'thinking about how your actions will impact on others'?
  - a. understanding how your behaviour doesn't effect other people
  - b. understanding how your behaviour might offend or hurt other people
  
- 7) What is meant by 'opened that up for myself'?
  - a. helped her to work better
  - b. helped her to speak to more people
  - c. helped her to be a better citizen
  - d. helped her to understand better

8) What two small things can people do to make life better?

- a. smile and open doors
- b. say hello and open doors
- c. smile and say hello
- d. say hello and visit the elderly

9) What is meant by 'younger ones who are perhaps unaccompanied'?

- a. young students who do not have friends
- b. young students who do not have good company
- c. young students who do not have parents or adult guardians
- d. young students who want to be on their own

10) What is meant by 'only form of contact'?

- a. students who have no one else to talk to
- b. students who do not want to contact anyone else
- c. students who want to contact someone else
- d. students who can't complete forms

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## 001 listening/reading gapfill:

The words removed below are the key words used most by this speaker.

- Listen to a small section at a time and try to hear the missing words, **or/and**
- read the text and fill in the gaps.
- Interactive gapfill and spelling test at: [www.esoluk.co.uk/001.html](http://www.esoluk.co.uk/001.html)

**Words:** *maybe people small think impact actions quite help helping*

**Mary:** So to the last question. What do you think is a good citizen?

**Joanne:** I [1] \_\_\_\_\_ considering what your... how your [2] \_\_\_\_\_ will [3] \_\_\_\_\_ on others really, from the community perspective [4] \_\_\_\_\_ others really, and speaking to your neighbours, and just trying to [5] \_\_\_\_\_ [6] \_\_\_\_\_ really.

**Mary:** So thinking about how your [7] \_\_\_\_\_ will [8] \_\_\_\_\_ on other [9] \_\_\_\_\_, and actually actively [10] \_\_\_\_\_ people?

**Joanne:** Yeah, yeah if you [11] \_\_\_\_\_... possibly being more friendly. I [12] \_\_\_\_\_ we live in [13] \_\_\_\_\_ a closed society but if... you know if you feel that someone next door to you or someone that you see on the street, or on the bus needs [14] \_\_\_\_\_ you know ask them, see if you can [15] \_\_\_\_\_ them no matter how [16] \_\_\_\_\_, I [17] \_\_\_\_\_ things like that make a good citizen.

**Mary:** Right.

**Joanne:** And I [18] \_\_\_\_\_ working here there's... opened that up for myself as well really.

**Mary:** Okay, so being aware of what [19] \_\_\_\_\_ need ...

**Joanne:** Yeah.

**Mary:**... and trying to do something even if [20] \_\_\_\_\_ a [21] \_\_\_\_\_ thing.

**Joanne:** Yeah, just a smile... [22] \_\_\_\_\_ [23] \_\_\_\_\_ even like just saying hello to some [24] \_\_\_\_\_...

**Mary:** Right.

**Joanne:**... there's a lot of elderly [25] \_\_\_\_\_ that possibly don't speak with anybody. And a lot of the students here I [26] \_\_\_\_\_, and particularly... [27] \_\_\_\_\_ the younger ones who are perhaps unaccompanied, this might be the only form of contact that they have when they come to the centre, so I [28] \_\_\_\_\_ it's really valuable to say hello to them and give them... even if it's just a [29] \_\_\_\_\_ amount of time, 'hello how are you' makes a good...

**Mary:** That's really interesting.

# 1 Citizenship

## 001 sequencing activity:

Conversation requires the skilful use of a number of language features.

1. Read the conversation and underline discourse markers (e.g. okay, yes, well, now, right, so, anyway, uh-huh) and think about the purpose of each one.
2. Underline key words and phrases spoken at the end of one paragraph and repeated by the next speaker.
3. Underline any other turn-taking patterns and conventions.
4. Place the paragraphs in the correct order, e.g. 1, 2, 3, 4, 5 ... **or** cut out and re-sequence.
5. Check answers by watching the video or read the full text.
6. Find a friend and practise speaking aloud the full conversation.

**Joanne:** I think considering what your ... how your actions will impact on others really, from the community perspective helping others really, and speaking to your neighbours, and just trying to help people really.

**Joanne:** Yeah, yeah if you think ... possibly being more friendly. I think we live in quite a closed society but if ... you know if you feel that someone next door to you or someone that you see on the street, or on the bus needs help you know ask them, see if you can help them no matter how small, I think things like that make a good citizen.

**Mary:** Right.

**Mary:** So thinking about how your actions will impact on other people, and actually actively helping people?

**Joanne:** And I think working here there's ... opened that up for myself as well really.

**Mary:** So to the last question. What do you think is a good citizen?

**Joanne:** Yeah, just a smile ... think maybe even like just saying hello to some people ...

**Mary:** Okay, so being aware of what people need ...

**Mary:** Right.

**Joanne:** Yeah.

**Mary:** ... and trying to do something even if quite a small thing.



**Mary:** That's really interesting.

**Joanne:** ... there's a lot of elderly people that possibly don't speak with anybody. And a lot of the students here I think, and particularly ... maybe the younger ones who are perhaps unaccompanied, this might be the only form of contact that they have when they come to the centre, so I think it's really valuable to say hello to them and give them ... even if it's just a small amount of time, 'hello how are you' makes a good ...

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## 001 punctuation activity:

1. Replace all the commas (,) full-stops (.) apostrophes (') question marks (?)
2. When punctuating, underline difficulties where spoken English does not follow the same 'rules' as written English.
3. Replace capital letters where needed.
4. Check your answers by reading the full text.

**mary:** so to the last question what do you think is a good citizen

**joanne:** i think considering what your ... how your actions will impact on others really from the community perspective helping others really and speaking to your neighbours and just trying to help people really

**mary:** so thinking about how your actions will impact on other people and actually actively helping people

**joanne:** yeah yeah if you think ... possibly being more friendly i think we live in quite a closed society but if ... you know if you feel that someone next door to you or someone that you see on the street or on the bus needs help you know ask them see if you can help them no matter how small i think things like that make a good citizen



# 1 Citizenship

Speaker: 002 Teresa Hough

Job: College Tutor



Skill	Suggested Activities
Speaking:	Use tape and listening activity as basis for discussion; how has the process of becoming a British citizen changed? Which process (past or present) is better, and why?
Listening:	Listen for detail: what process did Teresa go through to become a British citizen? Listen for detail: which verbs does Teresa use when describing what a good citizen does eg contribute, work, get involved
Reading:	Read application form for British Citizenship. Discuss how to fill in various sections
Writing:	Complete an application form for British Citizenship.

## Transcript:

**Mary:** What do you think a good citizen is or another way of looking at that, what do you think a good citizen does?

**Teresa:** I think a good citizen maybe should pay somehow back to the country that adopted them, to do something to contribute to the new society, new communities, get involved with the life and not just get from the country but also give something. Work as hard as you can, be understanding of other cultures, interested in other people as well, not just stick to your own community.

**Mary:** Okay, so sort of look beyond.

**Teresa:** Yes, so they don't just think 'oh this is my culture I'm not interested in anybody else' but to join and to connect with other people.

**Mary:** Okay, thank you. Can I ask you how long you yourself have been in this country?

**Teresa:** I have been here for twenty six years ...

**Mary:** Okay.

**Teresa:** ... and I had to swear on the Bible that I would be a good citizen twenty five years ago, and as I say that it was not explained in what they expected me to do as to be a good citizen. It was one of the requirements to ...

**Mary:** Okay, so you had to swear on the Bible that you would be a good citizen, but there was no discussion then about what that meant?

**Teresa:** Not really, you were just sent to a solicitor and they said you have to now make an oath, and say you would be a good citizen, which you just repeated after the Solicitor.

**Mary:** Right, that was the process?

**Teresa:** Twenty five years ago.

**Mary:** Right.

**Teresa:** And here I am a good citizen.

**Mary:** And here you are, absolutely doing so much. Thank you.

**002 Questions: answers at back or visit [www.esoluk.co.uk](http://www.esoluk.co.uk)**

- 1) What is meant by 'pay back to the country'?
  - a. do something positive in the new country
  - b. give money to the country
  - c. pay to join the country
  - d. give money to the country you left
  
- 2) What is meant by 'country that adopted them'?
  - a. the country adopted a child
  - b. the country is like a new parent
  - c. the country will adapt for new people
  - d. the country is like a new child
  
- 3) What is meant by 'contribute to the new society'?
  - a. give all you can to the new society
  - b. pay to join the new society
  - c. give money to the society
  - d. do something positive in the new country
  
- 4) What is meant by 'be understanding of other cultures'?
  - a. try to be like people who are different to you
  - b. respect people who are different to you
  - c. talk to people who are different to you
  - d. read books to understand other cultures
  
- 5) What is meant by 'not just stick to your own community'?
  - a. try to socialise with different types of people
  - b. try to live in a different community
  - c. try to leave your community
  - d. try to live with different types of people
  
- 6) What is meant by 'sort of look beyond'?
  - a. try to move outside your community
  - b. try living with people who are a different culture
  - c. look around the country for other communities
  - d. try looking outside your community to learn about other people
  
- 7) What is meant by 'connect with other people'?

- a. be friendly with other people
- b. help other people to come together
- c. try living with people from different cultures
- d. talk with other people to understand their culture

8) Which definition best explains the phrase 'swear on the bible'?

- a. become a Christian
- b. promise to read the bible
- c. to be truthful
- d. never to use swear words

9) Which definition best explains the phrase 'make an oath'?

- a. make a promise to learn about citizenship
- b. make a promise to do something
- c. promise to be a good citizen
- d. promise to learn the rules about citizenship

10) What was the process of citizenship 25 years ago?

- a. put your hand on a bible and verbally promise you would be a good citizen
- b. make a verbal oath in front of a bible that you would be a good citizen
- c. tell a solicitor holding a bible that you would be a good citizen
- d. make a promise to God that you would be a good citizen

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## 002 listening/reading gapfill:

The words removed below are the key words used most by this speaker.

- Listen to a small section at a time and try to hear the missing words, **or/and**
- read the text and fill in the gaps.
- Interactive gapfill and spelling test at: [www.esoluk.co.uk/002.html](http://www.esoluk.co.uk/002.html)

**Words:** *citizen just okay think bible interested swear country solicitor*

**Mary:** What do you think a good citizen is or another way of looking at that, what do you think a good citizen does?

**Teresa:** I [1] \_\_\_\_\_ a good [2] \_\_\_\_\_ maybe should pay somehow back to the [3] \_\_\_\_\_ that adopted them, to do something to contribute to the new society, new communities, get involved with the life and not [4] \_\_\_\_\_ get from the [5] \_\_\_\_\_ but also give something. Work as hard as you can, be understanding of other cultures, [6] \_\_\_\_\_ in other people as well, not [7] \_\_\_\_\_ stick to your own community.

**Mary:** [8] \_\_\_\_\_, so sort of look beyond.

**Teresa:** Yes, so they don't [9] \_\_\_\_\_ [10] \_\_\_\_\_ 'oh this is my culture I'm not [11] \_\_\_\_\_ in anybody else' but to join and to connect with other people.

**Mary:** [12] \_\_\_\_\_, thank you. Can I ask you how long you yourself have been in this country?

**Teresa:** I have been here for twenty six years.

**Mary:** [13] \_\_\_\_\_.

**Teresa:**... and I had to [14] \_\_\_\_\_ on the [15] \_\_\_\_\_ that I would be a good [16] \_\_\_\_\_ twenty five years ago, and as I say that it



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was not explained in what they expected me to do as to be a good [17] \_\_\_\_\_ . It was one of the requirements to.

**Mary:** [18] \_\_\_\_\_ , so you had to [19] \_\_\_\_\_ on the [20] \_\_\_\_\_ that you would be a good [21] \_\_\_\_\_ , but there was no discussion then about what that meant?

**Teresa:** Not really, you were [22] \_\_\_\_\_ sent to a [23] \_\_\_\_\_ and they said you have to now make an oath, and say you would be a good [24] \_\_\_\_\_ , which you [25] \_\_\_\_\_ repeated after the [26] \_\_\_\_\_ .

**Mary:** Right, that was the process?

**Teresa:** Twenty five years ago.

**Mary:** Right.

**Teresa:** And here I am a good [27] \_\_\_\_\_ .

**Mary:** And here you are, absolutely doing so much. Thank you.

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## 002 sequencing activity:

Conversation requires the skilful use of a number of language features.

1. Read the conversation and underline discourse markers (e.g. okay, yes, well, now, right, so, anyway, uh-huh) and think about the purpose of each one.
2. Underline key words and phrases spoken at the end of one paragraph and repeated by the next speaker.
3. Underline any other turn-taking patterns and conventions.
4. Place the paragraphs in the correct order, e.g. 1, 2, 3, 4, 5 ... **or** cut out and re-sequence.
5. Check answers by watching the video or read the full text.
6. Find a friend and practise speaking aloud the full conversation.

**Teresa:** I think a good citizen maybe should pay somehow back to the country that adopted them, to do something to contribute to the new society, new communities, get involved with the life and not just get from the country but also give something. Work as hard as you can, be understanding of other cultures, interested in other people as well, not just stick to your own community.

**Teresa:** Not really, you were just sent to a solicitor and they said you have to now make an oath, and say you would be a good citizen, which you just repeated after the Solicitor.

**Mary:** Okay, so sort of look beyond.

**Teresa:** Yes, so they don't just think 'oh this is my culture I'm not interested in anybody else' but to join and to connect with other people.

**Teresa:** I have been here for twenty six years ...

**Mary:** What do you think a good citizen is or another way of looking at that, what do you think a good citizen does?

**Teresa:** ... and I had to swear on the Bible that I would be a good citizen twenty five years ago, and as I say that it was not explained in what they expected me to do as to be a good citizen. It was one of the requirements to ...

**Mary:** Okay, thank you. Can I ask you how long you yourself have been in this country?

**Mary:** Okay.

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**Teresa:** And here I am a good citizen.

**Teresa:** Twenty five years ago.

**Mary:** And here you are, absolutely doing so much. Thank you.

**Mary:** Okay, so you had to swear on the Bible that you would be a good citizen, but there was no discussion then about what that meant?

**Mary:** Right, that was the process?

**Mary:** Right.

**002 punctuation activity:**

1. Replace all the commas (,) full-stops (.) apostrophes (') question marks (?)
2. When punctuating, underline difficulties where spoken English does not follow the same 'rules' as written English.
3. Replace capital letters where needed.
4. Check your answers by reading the full text.

**mary:** what do you think a good citizen is or another way of looking at that what do you think a good citizen does

**teresa:** i think a good citizen maybe should pay somehow back to the country that adopted them to do something to contribute to the new society new communities get involved with the life and not just get from the country but also give something work as hard as you can be understanding of other cultures interested in other people as well not just stick to your own community

**mary:** okay so sort of look beyond

**teresa:** yes so they dont just think oh this is my culture im not interested in anybody else but to join and to connect with other people

**mary:** okay thank you can i ask you how long you yourself have been in this country



# 1 Citizenship

Speaker: 003 Pat Childs

Job: Hospital Receptionist



Skill

## Suggested Activities

Speaking:

Plan a lesson about language of making offers – offering help etc. Also language of condolence.

Listening:

Prediction activity: how will Pat respond to Stephen's question about the elderly neighbour? Listen and check prediction

Reading:

Read a variety of sympathy cards, discuss responses to bereavement in this country and elsewhere

Writing:

Writing notes: write note to neighbour offering help;  
Writing cards: sympathy cards

## Transcript:

**Stephen:** If for example there's an elderly lady whose partner for example might have recently died and she lives on her own, doesn't get out very often. What would a good citizen do to help that lady?

**Pat:** A good citizen could just knock on the door and ask if that person needed any help, any shopping doing or if somebody was going somewhere you know said "I'm going to such and such a place, is there anything I can bring back for you", or even invite them to come with them if they were physically able to.

**Stephen:** So, okay sort of ask if they need help with shopping. Even perhaps just to be sociable ...

**Pat:** Just to be sociable ...

**Stephen:** ... have a chat.

**Pat:** ... just a smile and say hello it means a lot. I've realised that working in the hospital.

**Stephen:** Okay.

**Pat:** Just say hello to people.

**Stephen:** Okay.

**Pat:** And just smile at them and they will acknowledge you back.

**Stephen:** That's excellent. Thank you very much.

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## 003 Questions: answers at back or visit [www.esoluk.co.uk](http://www.esoluk.co.uk)

- 1) In the first paragraph, what is meant by 'partner'?
  - a. boyfriend
  - b. friend
  - c. wife
  - d. husband
  
- 2) What is meant by 'doesn't get out very often'?
  - a. someone who leaves their home a lot
  - b. someone who is never at home
  - c. someone who stays at home a lot
  - d. someone who is always out
  
- 3) What is meant by 'any shopping doing'?
  - a. someone who needs something from a shop
  - b. someone who needs to go to the shop
  - c. someone who needs shopping collecting from the shop
  - d. someone who likes shopping
  
- 4) What is meant by 'just to be sociable'?
  - a. offer your help because people like talking
  - b. offer your help to be friendly
  - c. offer your help because someone might need help
  - d. offer your help to be happy
  
- 5) According to Pat, what two things are important to be sociable?
  - a. offer to help with shopping and smile
  - b. work at a hospital and smile
  - c. smile at people and say hello
  - d. offer to help with shopping and say hello
  
- 6) What is meant by 'it means a lot'?
  - a. it's valuable
  - b. it's important
  - c. it's not important
  - d. it's very important
  
- 7) What is meant by 'I've realised that'?



- a. I don't understand
- b. I can now do it
- c. I now understand

8) What is meant by 'such and such'?

- a. a place called 'such and such'
- b. Pat has pronounced the name incorrectly
- c. a phrase used to refer to something you can't name
- d. a verb describing how to get to somewhere

9) What is meant by 'physically able to'?

- a. someone who likes doing physical things
- b. someone who likes running to the shop
- c. someone who can do things using their own body

10) What is meant by 'they will acknowledge you back'?

- a. people will smile back at you
- b. people will say hello to you
- c. people will know who you are
- d. people will be happy to stay in the hospital

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## 003 listening/reading gapfill:

The words removed below are the key words used most by this speaker.

- Listen to a small section at a time and try to hear the missing words, **or/and**
- read the text and fill in the gaps.
- Interactive gapfill and spelling test at: [www.esoluk.co.uk/003.html](http://www.esoluk.co.uk/003.html)

**Words:** *back citizen example going help lady shopping smile*

**Stephen:** If for [1] \_\_\_\_\_ there's an elderly [2] \_\_\_\_\_ whose partner for [3] \_\_\_\_\_ might have recently died and she lives on her own, doesn't get out very often. What would a good [4] \_\_\_\_\_ do to [5] \_\_\_\_\_ that lady?

**Pat:** A good [6] \_\_\_\_\_ could just knock on the door and ask if that person needed any [7] \_\_\_\_\_, any [8] \_\_\_\_\_ doing or if somebody was [9] \_\_\_\_\_ somewhere you know said 'I'm [10] \_\_\_\_\_ to such and such a place, is there anything I can bring [11] \_\_\_\_\_ for you', or even invite them to come with them if they were physically able to.

**Stephen:** So, okay sort of ask if they need [12] \_\_\_\_\_ with [13] \_\_\_\_\_. Even perhaps just to be sociable.

**Pat:** Just to be sociable.

**Stephen:** Have a chat.

**Pat:** Just a [14] \_\_\_\_\_ and say hello it means a lot. I've realised that working in the hospital.

**Stephen:** Okay.

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**Pat:** Just say hello to people.

**Stephen:** Okay.

**Pat:** And just [15] \_\_\_\_\_ at them and they will acknowledge you [16]  
\_\_\_\_\_.

**Stephen:** That's excellent. Thank you very much.

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## 003 sequencing activity:

Conversation requires the skilful use of a number of language features.

1. Read the conversation and underline discourse markers (e.g. okay, yes, well, now, right, so, anyway, uh-huh) and think about the purpose of each one.
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**Stephen:** So, okay sort of ask if they need help with shopping. Even perhaps just to be sociable ...

**Pat:** Just to be sociable ...

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**Pat:** A good citizen could just knock on the door and ask if that person needed any help, any shopping doing or if somebody was going somewhere you know said "I'm going to such and such a place, is there anything I can bring back for you", or even invite them to come with them if they were physically able to.

**Stephen:** Okay.

**Pat:** And just smile at them and they will acknowledge you back.

**Stephen:** That's excellent. Thank you very much.

**Stephen:** If for example there's an elderly lady whose partner for example might have recently died and she lives on her own, doesn't get out very often. What would a good citizen do to help that lady?

**Pat:** ... just a smile and say hello it means a lot. I've realised that working in the hospital.

**Stephen:** Okay.

**Pat:** Just say hello to people.

# 1 Citizenship

## 003 punctuation activity:

1. Replace all the commas (,) full-stops (.) apostrophes (') question marks (?)
2. When punctuating, underline difficulties where spoken English does not follow the same 'rules' as written English.
3. Replace capital letters where needed.
4. Check your answers by reading the full text.

**stephen:**if for example theres an elderly lady whose partner for example might have recently died and she lives on her own doesnt get out very often what would a good citizen do to help that lady

**pat:** a good citizen could just knock on the door and ask if that person needed any help any shopping doing or if somebody was going somewhere you know said "im going to such and such a place is there anything i can bring back for you" or even invite them to come with them if they were physically able to

**stephen:**so okay sort of ask if they need help with shopping even perhaps just to be sociable ...

**pat:** just to be sociable ...

**stephen:**... have a chat

**pat:** ... just a smile and say hello it means a lot ive realised that working in the hospital

**stephen:**okay



# 1 Citizenship

Speaker: 004 Roger Harington

Job: Local Councillor



Skill

## Suggested Activities

Speaking:

Discussion before and after listening: what do students think a community is?

Listening:

Cloze activity using tapescript. Listen and respond to Roger's responses to Mary's questions. Do you agree with him?

Reading:

Roger talks a lot about people meeting together. Read accounts of community events/ festivals in different countries and here.

Writing:

Write a description of a community event / celebration

### Transcript:

**Mary:** What do you think a good citizen is, or another way of putting that what kind of things does a good citizen do?

**Roger:** I don't think you could ... I mean you'd have to ... I mean it depends hugely on how much time people have haven't they, if you've got a young family then ... say if you're married and you've got a young family then all you've probably got time for is to look after the family, support your family and your job and you probably haven't got time for ... you'd have less time for other things. It's ... but what you'd hope is that their ... people would take their area, take the needs of the ... be aware of the needs of their area and look around for the way in which they can respond to them, so that they do see themselves as part of a community rather than simply an individual.

**Mary:** Okay.

**Roger:** Now, I think the most over-used word in council life is community. People assume that there are communities. Well actually there might be say in this area, you might be able to talk about a Pakistani community because there's a lot of people of Pakistani origin who meet together for worship or whatever, and ditto Bangladeshi again.

But otherwise there aren't many places or ways in which different people meet together. Some people go to church but that's only a minority, very few people come to community meetings, the ones that we ... where the council set up, and so when people talk about communities there's lots of little bits of community, and so I would hope more people are more interested in trying to ... for there to be events which they join in, whether they be celebration events, or campaigning events, or whatever.



**004 Questions: answers at back or visit [www.esoluk.co.uk](http://www.esoluk.co.uk)**

- 1) What is meant by 'it depends hugely'?
  - a. it depends a bit
  - b. it has to be big
  - c. time is huge
  - d. it depends a lot
  
- 2) What is meant by 'respond to the needs of the area'?
  - a. ask people to respond
  - b. do something to help improve the area
  - c. talk about the needs of the area
  - d. look for ways to help the area
  
- 3) What prevents people from being more 'responsive'?
  - a. family
  - b. getting married
  - c. having a young family
  - d. family and work
  
- 4) What is the best explanation of 'community'?
  - a. a group of people who live together
  - b. a group of people who share something, like a religion or living close together
  - c. people who like to be with other people
  - d. people who live close together
  
- 5) What is meant by 'simply an individual'?
  - a. someone who doesn't belong to a community
  - b. someone who belongs to a community
  - c. someone who tries to join a community
  - d. someone who has left a community
  
- 6) Which is the best explanation of 'over-used word'?
  - a. a word that is used
  - b. a word that is often used
  - c. a word that is spoken a lot
  - d. a word that is spoken too much
  
- 7) What is meant by 'council life'?

- a. people who live in council houses
- b. people who live in a council area
- c. people who work for the council
- d. people who are involved in council meetings and events

8) What is meant by 'or whatever'?

- a. what people do when they meet
- b. whatever happens
- c. there are lots of other examples
- d. Roger doesn't want to talk anymore

9) What is meant by 'ditto'?

- a. this is true
- b. this is similar
- c. the same applies
- d. this is different

10) What is meant by 'little bits of community'?

- a. communities have smaller communities in them
- b. communities have bigger communities close to them
- c. communities are all very different
- d. communities are made of little bits

# 1 Citizenship

## 004 listening/reading gapfill:

The words removed below are the key words used most by this speaker.

- Listen to a small section at a time and try to hear the missing words, **or/and**
- read the text and fill in the gaps.
- Interactive gapfill and spelling test at: [www.esoluk.co.uk/004.html](http://www.esoluk.co.uk/004.html)

**Words:** *area community council events family hope needs talk together whatever*

**Mary:** What do you think a good citizen is, or another way of putting that what kind of things does a good citizen do?

**Roger:** I don't think you could. I mean you'd have to. I mean it depends hugely on how much time people have haven't they, if you've got a young [1] \_\_\_\_\_ then ... say if you're married and you've got a young [2] \_\_\_\_\_ then all you've probably got time for is to look after the [3] \_\_\_\_\_, support your [4] \_\_\_\_\_ and your job and you probably haven't got time for ... you'd have less time for other things.

It's ... but what you'd [5] \_\_\_\_\_ is that their ... people would take their [6] \_\_\_\_\_, take the [7] \_\_\_\_\_ of the ... be aware of the [8] \_\_\_\_\_ of their [9] \_\_\_\_\_ and look around for the way in which they can respond to them, so that they do see themselves as part of a [10] \_\_\_\_\_ rather than simply an individual.

**Mary:** Okay.

**Roger:** Now, I think the most over-used word in [11] \_\_\_\_\_ life is [12] \_\_\_\_\_. People assume that there are communities. Well actually there might be say in this [13] \_\_\_\_\_, you might be able to [14] \_\_\_\_\_ about a Pakistani [15] \_\_\_\_\_ because there's a lot of

## 1

## Citizenship

people of Pakistani origin who meet [16] \_\_\_\_\_ for worship or [17] \_\_\_\_\_, and ditto Bangladeshi again.

But otherwise there aren't many places or ways in which different people meet [18] \_\_\_\_\_. Some people go to church but that's only a minority, very few people come to [19] \_\_\_\_\_ meetings, the ones that we ... where the [20] \_\_\_\_\_ set up, and so when people [21] \_\_\_\_\_ about communities there's lots of little bits of [22] \_\_\_\_\_, and so I would [23] \_\_\_\_\_ more people are more interested in trying to... for there to be [24] \_\_\_\_\_ which they join in, whether they be celebration [25] \_\_\_\_\_, or campaigning [26] \_\_\_\_\_, or [27] \_\_\_\_\_.

**004 punctuation activity:**

1. Replace all the commas (,) full-stops (.) apostrophes (') question marks (?)
2. When punctuating, underline difficulties where spoken English does not follow the same 'rules' as written English.
3. Replace capital letters where needed.
4. Check your answers by reading the full text.

now i think the most over-used word in council life is community people assume that there are communities well actually there might be say in this area you might be able to talk about a pakistani community because theres a lot of people of pakistani origin who meet together for worship or whatever and ditto bangladeshi again

but otherwise there arent many places or ways in which different people meet together some people go to church but thats only a minority very few people come to community meetings the ones that we ... where the council set up and so when people talk about communities theres lots of little bits of community and so i would hope more people are more interested in trying to ... for there to be events which they join in whether they be celebration events or campaigning events or whatever



# 1 Citizenship

Speaker: 005 Roxana Summers

Job: Health Advisor



Skill	Suggested Activities
Speaking:	Students discuss what they think a good citizen is: listen to tape and discuss whether or not they agree with Roxana. Ask each other the same questions that Wendy asks.
Listening:	Listen for detail: what did Roxana have to do to apply for British Citizenship? Also for details about her past life; and for her answer to the question, 'What do you think is a good citizen?'
Reading:	Dictionary work; using tapescript, identify new words/ phrases eg vow, person of standing; dramatically.
Writing:	Write about a past event eg why and when they came here.

## Transcript:

**Wendy:** What do you think is a good citizen?

**Roxana:** It's about being active, being able, willing and equipped to help your community, your ... the social group in which you move. Maybe making positive contributions to public life as well.

**Wendy:** How long have you been here and did you become a British Citizen?

**Roxana:** Yes, I came in 1988 which is now eighteen years isn't it, eighteen years ago I came to this Country, and originally my intentions were to finish off a Masters in Dental Public Health, which I finished. I met my now husband, in those days he was doing a PhD in Maths ... Mathematics,

and we got together we got married, and soon after that I got like a permanent leave to remain and I applied for my citizenship in this Country, but in those days the test was totally different. You had to sign an Allegiance to the Queen, or you had to sign ... you had to vow on a Bible. And then you had to get somebody who was a person of standing, particularly like a Magistrate or a Minister or both, and then swear in front of them that you were going to defend this country, no matter what. So, that was sixteen years ago, and I believe that things have changed quite dramatically nowadays.

**Wendy:** That's right. Yes.



**005 Questions: answers at back or visit [www.esoluk.co.uk](http://www.esoluk.co.uk)**

- 1) What is meant by 'being active'?
  - a. doing something positive to help other people
  - b. being physical, such as walking and running
  - c. watching other people to see if they need help
  - d. people should go to parks and events
  
- 2) What is meant by 'the social group in which you move'?
  - a. social groups you can move to
  - b. being social with people
  - c. the groups you join
  - d. the people you spend time with
  
- 3) What is meant by 'my intentions were to finish off'?
  - a. I wanted to finish
  - b. I couldn't finish
  - c. I planned to complete
  - d. I planned to stop
  
- 4) What is meant by 'I met my now husband'?
  - a. I met my husband now
  - b. I met the man who became my husband
  - c. I met my husband
  
- 5) What is meant by 'willing and equipped'?
  - a. wanting to and able to
  - b. will do and can do
  - c. might do and can do
  
- 6) What is meant by 'a person of standing'?
  - a. a judge or doctor
  - b. someone who is good at standing
  - c. a legal person
  - d. a well educated and qualified person
  
- 7) What is meant by 'swear in front of them'?
  - a. make a verbal promise to do something
  - b. agree never to swear in front of people

- c. make an oath
- d. stand in front of someone and swear

8) What is meant by 'an Allegiance to the Queen'?

- a. to serve and protect the Queen
- b. to serve and protect the people in your community
- c. to serve and protect the people of the nation
- d. to serve and protect all people

9) What is meant by 'vow on a Bible'?

- a. place your hand on a bible and make a verbal promise
- b. place your hand on a bible and promise to be a good citizen
- c. make a verbal promise to read the bible
- d. pay for a bible to take home and read

10) What is meant by 'things have changed quite dramatically'?

- a. the process of citizenship has changed
- b. the process of citizenship has changed a little bit
- c. the process of citizenship is similar to before
- d. the process of citizenship has changed a lot

# 1 Citizenship

## 005 listening/reading gapfill:

The words removed below are the key words used most by this speaker.

- Listen to a small section at a time and try to hear the missing words, **or/and**
- read the text and fill in the gaps.
- Interactive gapfill and spelling test at: [www.esoluk.co.uk/005.html](http://www.esoluk.co.uk/005.html)

**Words:** *being came country days public sign those years*

**Wendy:** What do you think is a good citizen?

**Roxana:** It's about [1] \_\_\_\_\_ active, [2] \_\_\_\_\_ able, willing and equipped to help your community, your ... the social group in which you move. Maybe making positive contributions to [3] \_\_\_\_\_ life as well.

**Wendy:** How long have you been here and did you become a British Citizen?

**Roxana:** Yes, I [4] \_\_\_\_\_ in 1988 which is now eighteen [5] \_\_\_\_\_ isn't it, eighteen [6] \_\_\_\_\_ ago I [7] \_\_\_\_\_ to this [8] \_\_\_\_\_, and originally my intentions were to finish off a Masters in Dental [9] \_\_\_\_\_ Health, which I finished. I met my now husband, in [10] \_\_\_\_\_ [11] \_\_\_\_\_ he was doing a PhD in Maths. Mathematics, and we got together we got married, and soon after that I got like a permanent leave to remain and I applied for my citizenship in this [12] \_\_\_\_\_, but in [13] \_\_\_\_\_ [14] \_\_\_\_\_ the test was totally different. You had to [15] \_\_\_\_\_ an Allegiance to the Queen, or you had to [16] \_\_\_\_\_ you had to vow on a Bible. And then you had to get somebody who was a person of standing, particularly like a Magistrate or a Minister or both, and then swear in front of them that you were going to defend this [17] \_\_\_\_\_, no matter what. So, that was sixteen [18] \_\_\_\_\_ ago, and I believe that things have changed quite dramatically nowadays.

**005 punctuation activity:**

1. Replace all the commas (,) full-stops (.) apostrophes (') question marks (?)
2. When punctuating, underline difficulties where spoken English does not follow the same 'rules' as written English.
3. Replace capital letters where needed.
4. Check your answers by reading the full text.

**wendy:** what do you think is a good citizen

**roxana:** its about being active being able willing and equipped to help your community your ... the social group in which you move maybe making **positive** contributions to public life as well

wendy: how long have you been here and did you become a british citizen

**roxana:** yes i came in 1988 which is now eighteen years isnt it eighteen years ago i came to this country and originally my intentions were to finish off a masters in dental public health which i finished i met my now husband in those days he was doing a phd in maths ... mathematics and we got together we got married and soon after that i got like a permanent leave to remain and i applied for my citizenship in this country but in those days the test was totally different you had to sign an allegiance to the queen or you had to sign ... you had to vow on a bible and then you had to get somebody who was a person of standing particularly like a magistrate or a minister or both and then swear in front of them that you were going to defend this country no matter what so that was sixteen years ago and i believe that things have changed quite dramatically nowadays



# 1 Citizenship

Speaker: 006 Pauline Fernandes

Job: Primary School Teacher



Skill	Suggested Activities
Speaking:	Discuss the green issues and the environment.
Listening:	Listen for detail: give students prompt of word 'slogan', discuss it's meaning (identify other slogans) and ask them to listen for the slogan mentioned. Use this as basis for discussion; what is meant; do they agree etc
Reading:	Read simple newspaper reports / headlines about the environment/ green issues.
Writing:	Write a letter to the relevant department of local council asking them to deal with any particular litter in local area.

## Transcript:

**Wendy:** What do you think is a good citizen?

**Pauline:** I think a good citizen is somebody who helps those less fortunate than themselves. I was in my butchers the other day and I saw a slogan that said 'think global, act local'. I think people can do it at a local level, it doesn't have to be international politics. But yes I think people ... for me people who have a look on the world, who are concerned about things like global warming, I think that's a good ingredient for a good citizen, lots to work on there.

**Wendy:** So, working on environmental issues ...

**Pauline:** On environmental issues, I think it's important.

**Wendy:** ... and for themselves locally you don't have to be ...

**Pauline:** In school it arises all the time. If you see litter dropped outside you know you can encourage children to pick it up, and if you're interested in that yourself automatically you can tell children about the dangers of it, and they need to keep ... to look after our world.

**Wendy:** Save on electricity and resources?

**Pauline:** Yes, save on electricity and so on. You just do it, you pass it on automatically just as you do as a parent to your own children, you pass it on in the teaching. So, there's great opportunity, great opportunity for teachers to lead from the front.

**Wendy:** Yes.

# 1 Citizenship

## 006 Questions: answers at back or visit [www.esoluk.co.uk](http://www.esoluk.co.uk)

- 1) What is meant by 'less fortunate than themselves'?
  - a. people who are unlucky
  - b. people who are lucky
  - c. people who need money
  - d. people who are suffering or struggling compared to people who are not
  
- 2) What is the meaning of 'slogan'?
  - a. a saying
  - b. a short phrase easy to remember, often used in politics or to sell a product
  - c. a sentence used to help save the world
  - d. a person who likes to help other people
  
- 3) What is meant by 'think global, act local'?
  - a. be concerned about world problems and do something to help in your own area
  - b. be concerned about the problems in your area
  - c. be concerned about the problems around the world
  - d. think about the world and think about the local area
  
- 4) What is meant by 'people who have a look on the world'?
  - a. people who look at the world
  - b. people who look over the world from space
  - c. people who are interested in problems around the world
  
- 5) What is meant by 'a good ingredient'?
  - a. something that is found in cooking
  - b. a good person
  - c. a good citizen
  - d. something that is important
  
- 6) Which is the best definition of 'environmental issues'?
  - a. problems with the natural world
  - b. problems with society
  - c. problems with the natural world which people need to discuss
  
- 7) What is meant by 'it arises all the time'?
  - a. something that happens a lot or is talked about a lot



- b. something that rises up
- c. something that happens in time
- d. something that is important

8) What is meant by 'save on electricity and resources'?

- a. use less electricity to save money
- b. turn the lights off to save money
- c. turn down things like heating and lighting to prevent global warming
- d. turn the heating down to save money

9) What is meant by 'pass it on automatically'?

- a. you share something which is automatic
- b. you share something with other people without thinking about it
- c. you shouldn't drive an automatic car
- d. teachers tell parents how to look after the world

10) What is meant by 'to lead from the front'?

- a. to start a protest and be at the front
- b. go to war and lead people into battle
- c. teachers should always be at the front of the class
- d. the teacher is a role-model for her students

# 1 Citizenship

## 006 listening/reading gapfill:

The words removed below are the key words used most by this speaker.

- Listen to a small section at a time and try to hear the missing words, **or/and**
- read the text and fill in the gaps.
- Interactive gapfill and spelling test at: [www.esoluk.co.uk/006.html](http://www.esoluk.co.uk/006.html)

**Words:** *automatically citizen electricity environmental global issues local opportunity people save world*

**Wendy:** What do you think is a good citizen?

**Pauline:** I think a good [1] \_\_\_\_\_ is somebody who helps those less fortunate than themselves. I was in my butchers the other day and I saw a slogan that said 'think [2] \_\_\_\_\_, act local'. I think [3] \_\_\_\_\_ can do it at a [4] \_\_\_\_\_ level, it doesn't have to be international politics. But yes I think [5] \_\_\_\_\_ ... for me [6] \_\_\_\_\_ who have a look on the [7] \_\_\_\_\_, who are concerned about things like [8] \_\_\_\_\_ warming, I think that's a good ingredient for a good [9] \_\_\_\_\_, lots to work on there.

**Wendy:** So, working on [10] \_\_\_\_\_ [11] \_\_\_\_\_.

**Pauline:** On [12] \_\_\_\_\_ [13] \_\_\_\_\_, I think it's important.

**Wendy:** ... and for themselves locally you don't have to be.

**Pauline:** In school it arises all the time. If you see litter dropped outside you know you can encourage children to pick it up, and if you're interested in that yourself [14] \_\_\_\_\_ you can tell children about the dangers of it, and they need to keep... to look after our [15] \_\_\_\_\_.

**Wendy:** [16] \_\_\_\_\_ on [17] \_\_\_\_\_ and resources?

# 1 Citizenship

**Pauline:** Yes, [18] \_\_\_\_\_ on [19] \_\_\_\_\_ and so on. You just do it, you pass it on [20] \_\_\_\_\_ just as you do as a parent to your own children, you pass it on in the teaching. So, there's great [21] \_\_\_\_\_, great [22] \_\_\_\_\_ for teachers to lead from the front.

**Wendy:** Yes.

# 1 Citizenship

## 006 sequencing activity:

Conversation requires the skilful use of a number of language features.

7. Read the conversation and underline discourse markers (e.g. okay, yes, well, now, right, so, anyway, uh-huh) and think about the purpose of each one.
8. Underline key words and phrases spoken at the end of one paragraph and repeated by the next speaker.
9. Underline any other turn-taking patterns and conventions.
10. Place the paragraphs in the correct order, e.g. 1, 2, 3, 4, 5 ... **or** cut out and re-sequence.
11. Check answers by watching the video or read the full text.
12. Find a friend and practise speaking aloud the full conversation.

**Wendy:** ... and for themselves locally you don't have to be ...

**Wendy:** What do you think is a good citizen?

**Pauline:** Yes, save on electricity and so on. You just do it, you pass it on automatically just as you do as a parent to your own children, you pass it on in the teaching. So, there's great opportunity, great opportunity for teachers to lead from the front.

**Pauline:** I think a good citizen is somebody who helps those less fortunate than themselves. I was in my butchers the other day and I saw a slogan that said 'think global, act local'. I think people can do it at a local level, it doesn't have to be international politics. But yes I think people ... for me people who have a look on the world, who are concerned about things like global warming, I think that's a good ingredient for a good citizen, lots to work on there.

**Wendy:** So, working on environmental issues ...

**Pauline:** In school it arises all the time. If you see litter dropped outside you know you can encourage children to pick it up, and if you're interested in that yourself automatically you can tell children about the dangers of it, and they need to keep ... to look after our world.

**Wendy:** Save on electricity and resources?

**Wendy:** Yes.

**Pauline:** On environmental issues, I think it's important.

# 1 Citizenship

## 006 punctuation activity:

1. Replace all the commas (,) full-stops (.) apostrophes (') question marks (?)
2. When punctuating, underline difficulties where spoken English does not follow the same 'rules' as written English.
3. Replace capital letters where needed.
4. Check your answers by reading the full text.

**wendy:** what do you think is a good citizen

**Pauline:** i think a good citizen is somebody who helps those less fortunate than themselves i was in my butchers the other day and i saw a slogan that said think global act local i think people can do it at a local level it doesnt have to be international politics but yes i think people ... for me people who have a look on the world who are concerned about things like global warming i think thats a good ingredient for a good citizen lots to work on there

**wendy:** so working on environmental issues ...

**Pauline:** on environmental issues i think its important

**wendy:** ... and for themselves locally you dont have to be ...

**Pauline:** in school it arises all the time if you see litter dropped outside you know you can encourage children to pick it up and if youre interested in that yourself automatically you can tell children about the dangers of it and they need to keep ... to look after our world



# 1 Citizenship

Speaker: 007 Cilla Ross

Job: University Lecturer



Skill	Suggested Activities
Speaking:	Discuss Cilla's responses. How far do students agree that 'working together to achieve something together' is a useful definition of a good citizen? What might this mean in practice?
Listening:	Cilla gives various answers to Wendy's question. Listen for detail; what answers does she give?
Reading:	Take Cilla's first paragraph. Look at how the language reflects the fact that these are spoken words. Change the paragraph to make it more formalized; eg replace 'I think' with other words; give examples after each sentence.
Writing:	Write a self-appraisal document, as for a work situation, outlining what in your role you have achieved as part of a team.

## Transcript:

**Wendy:** What do you think is a good citizen?

**Cilla:** I think that's a very difficult question because you can define citizenship in lots and lots of different ways. I think it's actually about people caring about each other, and taking responsibility for each other. I think it's about diversity and respecting diversity. And I mean that, I'm not just using those words. I think it's about people learning to live with each other, but to have goals.

I think there's a lot of fragmentation, to me citizenship is actually about people working together to achieve something together, and I think

that's got lost. I don't know if we ever had it, I'm not mythologizing the past, I'm not suggesting it was like that in the past, but I think we have become such a diverse society that we need to re-think what we care about and share together. And I think that's an agenda that I'm not saying necessarily comes from Government. I don't know who it comes from, but I think it's something that we need to work towards.

I think above all it is about responsibility to each other, and about people recognising that things that they might like don't ... aren't necessarily things that other people like. It's about reaching compromises. So, it's a negotiated position I think. It's about being active, it's about being engaged, it's about working to try and make things better for each other.



# 1 Citizenship

## 007 Questions: answers at back or visit [www.esoluk.co.uk](http://www.esoluk.co.uk)

- 1) What is meant by 'taking responsibility for each other'?
  - a. caring about other people and working together to help each other
  - b. making sure the people in your family are okay
  - c. being responsible
  
- 2) What is meant by 'it's about diversity'?
  - a. citizenship is about all people being the same
  - b. citizenship is about different people and communities
  - c. citizenship is about all people being different
  
- 3) What is meant by 'I'm not just using those words'?
  - a. I can't think of anything else to say
  - b. I didn't speak those words
  - c. I'm speaking at the moment
  - d. I mean what I'm saying
  
- 4) What is meant by 'there's a lot of fragmentation'?
  - a. people are like fragments
  - b. people are becoming separated from each other
  - c. society is broken
  - d. people are becoming closer together
  
- 5) What is meant by 'I'm not mythologizing the past'?
  - a. making the past sound better than it was
  - b. making the past sound worse than it was
  - c. saying the past is a myth
  - d. saying the past has been lost
  
- 6) What is meant by 'an agenda'?
  - a. somewhere people should go
  - b. something that is not important
  - c. something important that should be discussed
  - d. something that comes from government
  
- 7) What is meant by 'I think above all'?
  - a. I think we should all talk
  - b. I think all people should...

- c. I think above something
- d. I think the most important thing is...

8) What is meant by 'reaching compromises'?

- a. reaching a place called compromise
- b. coming to an agreement between two or more people
- c. reaching an understanding
- d. getting what you want from other people

9) What is meant by 'it's a negotiated position'?

- a. citizenship is about listening to other people
- b. citizenship is about speaking to other people
- c. citizenship is about coming to an agreement with other people

10) What is meant by 'it's about being engaged'?

- a. citizenship is about being interested in other people
- b. citizenship is about listening to other people
- c. citizenship is about speaking to other people

# 1 Citizenship

## 007 listening/reading gapfill:

The words removed below are the key words used most by this speaker.

- Listen to a small section at a time and try to hear the missing words, **or/and**
- read the text and fill in the gaps.
- Interactive gapfill and spelling test at: [www.esoluk.co.uk/007.html](http://www.esoluk.co.uk/007.html)

**Words:** *citizenship comes diversity lots necessarily responsibility think working*

**Wendy:** What do you [1] \_\_\_\_\_ is a good citizen?

**Cilla:** I [2] \_\_\_\_\_ that's a very difficult question because you can define [3] \_\_\_\_\_ in [4] \_\_\_\_\_ and [5] \_\_\_\_\_ of different ways. I [6] \_\_\_\_\_ it's actually about people caring about each other, and taking [7] \_\_\_\_\_ for each other. I [8] \_\_\_\_\_ it's about [9] \_\_\_\_\_ and respecting [10] \_\_\_\_\_. And I mean that, I'm not just using those words. I [11] \_\_\_\_\_ it's about people learning to live with each other, but to have goals.

I [12] \_\_\_\_\_ there's a lot of fragmentation, to me [13] \_\_\_\_\_ is actually about people [14] \_\_\_\_\_ together to achieve something together, and I [15] \_\_\_\_\_ that's got lost. I don't know if we ever had it, I'm not mythologizing the past, I'm not suggesting it was like that in the past, but I [16] \_\_\_\_\_ we have become such a diverse society that we need to re-think what we care about and share together. And I [17] \_\_\_\_\_ that's an agenda that I'm not saying [18] \_\_\_\_\_ [19] \_\_\_\_\_ from Government. I don't know who it [20] \_\_\_\_\_ from, but I [21] \_\_\_\_\_ it's something that we need to work towards.

I [22] \_\_\_\_\_ above all it is about [23] \_\_\_\_\_ to each other, and about people recognising that things that they might like don't ... aren't [24] \_\_\_\_\_ things that other people like. It's about reaching compromises. So, it's a negotiated position I [25] \_\_\_\_\_. It's about being active, it's

# 1 Citizenship

about being engaged, it's about [26] \_\_\_\_\_ to try and make things better for each other.

# 1 Citizenship

## 007 punctuation activity:

1. Replace all the commas (,) full-stops (.) apostrophes (') question marks (?)
2. When punctuating, underline difficulties where spoken English does not follow the same 'rules' as written English.
3. Replace capital letters where needed.
4. Check your answers by reading the full text.

**wendy:** what do you think is a good citizen

**cilla:** i think thats a very difficult question because you can define citizenship in lots and lots of different ways i think its actually about people caring about each other and taking responsibility for each other i think its about diversity and respecting diversity and i mean that im not just using those words i think its about people learning to live with each other but to have goals

i think theres a lot of fragmentation to me citizenship is actually about people working together to achieve something together and i think thats got lost i dont know if we ever had it im not mythologizing the past im not suggesting it was like that in the past but i think we have become such a diverse society that we need to re-think what we care about and share together and i think thats an agenda that im not saying necessarily comes from government i dont know who it comes from but i think its something that we need to work towards



# 1 Citizenship

Speaker: 008 Jacque Stevenson

Job: Education Researcher



Skill	Suggested Activities
Speaking:	Talk about education in different countries; the aims of it (is it to develop as a person, to get a good job etc)? Discuss different aims of students on this course.
Listening:	Cloze activity.
Reading:	Jacque mentions learning to understand the 'wider community that you live in.' Ask students to research an aspect of English life which they don't know much about eg marriage customs, a particular festival, food, another city.
Writing:	Write up the research mentioned in the reading activity above, as a report. If appropriate, students can contrast the aspect of life they have researched with similar customs in their own country.

## Transcript:

**Mary:** So can I ask you what do you think a good citizen is or does?

**Jacque:** I think I'd like to probably answer that from the perspective of the people that I work with, who are very determined to join in as many things as possible, and to actually give back to a country that they're living in. And I can see that in several ways, one is that they actually want to work and to contribute, and they also want to be involved with as many people from different walks of life as possible as well.

# 1 Citizenship

And one of the ways that people tend to do that, I think the people I know is to be involved in education. I think that for me education is really important in helping people understand, and that's understand other people, understand the country we live in, understand the issues, the policies, the politics that we face, and so I think a good citizen is somebody possibly who keeps trying to learn about new things all the time as well. Doesn't just stand still but maybe is constantly just educating themselves a little bit.

**Mary:** That's interesting. So you said it's people wanting to get involved, and people wanting to get involved maybe practically, but also just to sort of expand their own awareness.

**Jacquie:** Yes, yeah. And I think particularly because some of the people that we work with, because they arrive in the countries as asylum seekers they tend to be put in communities with other people very similar to them, which is fine when they first arrive that's really good and really supportive, but I think to belong as a citizen when you become citizens of a country you want to expand beyond that, and actually understand the wider community that you live in, and I think that's where education can be really beneficial because you meet other people ...

**Mary:** Absolutely.

**Jacquie:** ... and you learn about other things so.

**Mary:** So you can see that actively sort of happening here can't you?

**Jacquie:** Yes, you can. I mean we sort of ... we try and see the University as a community in itself, a community where people are encouraged to belong and to feel almost like a citizen of this University and that sort of ... that's done in lots of different ways. To try and get people actively involved and make it a two-way process, and then putting something into the University as well as getting something out of the University, and I suppose that's a sort of model for a wider citizenship.

**Mary:** Smashing, thank you.



# 1 Citizenship

## 008 Questions: answers at back or visit [www.esoluk.co.uk](http://www.esoluk.co.uk)

- 1) What is meant by 'from the perspective of the people'?
  - a. from the values of the people
  - b. from the mind of the people
  - c. from the opinion of the people
  
- 2) What is meant by 'different walks of life'?
  - a. people of different ages
  - b. people from different cultures
  - c. people who walk differently
  - d. people who have different lives
  
- 3) What is meant by 'doesn't just stand still'?
  - a. someone who doesn't move
  - b. someone who likes to do lots of activities
  - c. someone who can't stand in a still position
  - d. someone who is always learning and developing
  
- 4) What is meant by 'expand their own awareness'?
  - a. someone who want to be well educated
  - b. someone who likes to learn and understand new things
  - c. someone who wants to be very intelligent
  
- 5) What is meant by 'you want to expand beyond that'?
  - a. you want to learn about different people
  - b. you should move outside the community you live in
  - c. you should stay within your community
  - d. you should try to make your community bigger
  
- 6) What is meant by 'really beneficial'?
  - a. bad for you
  - b. good for you
  - c. okay
  - d. very good for you
  
- 7) What is meant by 'you can see that actively sort of happening'?
  - a. you can see that people are good citizens
  - b. you can see that people are very active

c. you can see that people are learning and developing

8) What is meant by 'a two-way process'?

- a. something that develops in two different ways
- b. something that is divided into two
- c. something that benefits two or more people

9) What is meant by 'model for a wider citizenship'?

- a. the university has lots of citizens
- b. the university is like a model of society
- c. the university sets a good example of citizenship

10) What is meant by 'smashing'?

- a. not good
- b. good
- c. very good
- d. excellent

# 1 Citizenship

## 008 listening/reading gapfill:

The words removed below are the key words used most by this speaker.

- Listen to a small section at a time and try to hear the missing words, **or/and**
- read the text and fill in the gaps.
- Interactive gapfill and spelling test at: [www.esoluk.co.uk/008.html](http://www.esoluk.co.uk/008.html)

**Words:** *actively arrive belong citizen expand involved tend understand wanting wider*

**Mary:** So can I ask you what do you think a good [1] \_\_\_\_\_ is or does?

**Jacquie:** I think I'd like to probably answer that from the perspective of the people that I work with, who are very determined to join in as many things as possible, and to actually give back to a country that they're living in. And I can see that in several ways, one is that they actually want to work and to contribute, and they also want to be [2] \_\_\_\_\_ with as many people from different walks of life as possible as well.

And one of the ways that people [3] \_\_\_\_\_ to do that, I think the people I know is to be [4] \_\_\_\_\_ in education. I think that for me education is really important in helping people [5] \_\_\_\_\_, and that's [6] \_\_\_\_\_ other people, [7] \_\_\_\_\_ the country we live in, [8] \_\_\_\_\_ the issues, the policies, the politics that we face, and so I think a good [9] \_\_\_\_\_ is somebody possibly who keeps trying to learn about new things all the time as well. Doesn't just stand still but maybe is constantly just educating themselves a little bit.

**Mary:** That's interesting. So you said it's people [10] \_\_\_\_\_ to get [11] \_\_\_\_\_, and people [12] \_\_\_\_\_ to get [13] \_\_\_\_\_ maybe practically, but also just to sort of [14] \_\_\_\_\_ their own awareness.

# 1 Citizenship

**Jacquie:** Yes, yeah. And I think particularly because some of the people that we work with, because they [15] \_\_\_\_\_ in the countries as asylum seekers they [16] \_\_\_\_\_ to be put in communities with other people very similar to them, which is fine when they first [17] \_\_\_\_\_ that's really good and really supportive, but I think to [18] \_\_\_\_\_ as a [19] \_\_\_\_\_ when you become citizens of a country you want to [20] \_\_\_\_\_ beyond that, and actually [21] \_\_\_\_\_ the [22] \_\_\_\_\_ community that you live in, and I think that's where education can be really beneficial because you meet other people.

**Mary:** Absolutely.

**Jacquie:**... and you learn about other things so.

**Mary:** So you can see that [23] \_\_\_\_\_ sort of happening here can't you?

**Jacquie:** Yes, you can. I mean we sort of. we try and see the University as a community in itself, a community where people are encouraged to [24] \_\_\_\_\_ and to feel almost like a [25] \_\_\_\_\_ of this University and that sort of. that's done in lots of different ways. To try and get people [26] \_\_\_\_\_ [27] \_\_\_\_\_ and make it a two-way process, and then putting something into the University as well as getting something out of the University, and I suppose that's a sort of model for a [28] \_\_\_\_\_ citizenship.

**Mary:** Smashing, thank you.

# 1 Citizenship

## 008 sequencing activity:

Conversation requires the skilful use of a number of language features.

1. Read the conversation and underline discourse markers (e.g. okay, yes, well, now, right, so, anyway, uh-huh) and think about the purpose of each one.
2. Underline key words and phrases spoken at the end of one paragraph and repeated by the next speaker.
3. Underline any other turn-taking patterns and conventions.
4. Place the paragraphs in the correct order, e.g. 1, 2, 3, 4, 5 ... **or** cut out and re-sequence.
5. Check answers by watching the video or read the full text.
6. Find a friend and practise speaking aloud the full conversation.

**Mary:** That's interesting. So you said it's people wanting to get involved, and people wanting to get involved maybe practically, but also just to sort of expand their own awareness.

**Jacquie:** I think I'd like to probably answer that from the perspective of the people that I work with, who are very determined to join in as many things as possible, and to actually give back to a country that they're living in. And I can see that in several ways, one is that they actually want to work and to contribute, and they also want to be involved with as many people from different walks of life as possible as well.

And one of the ways that people tend to do that, I think the people I know is to be involved in education. I think that for me education is really important in helping people understand, and that's understand other people, understand the country we live in, understand the issues, the policies, the politics that we face, and so I think a good citizen is somebody possibly who keeps trying to learn about new things all the time as well. Doesn't just stand still but maybe is constantly just educating themselves a little bit.

**Mary:** So can I ask you what do you think a good citizen is or does?

**Jacquie:** Yes, yeah. And I think particularly because some of the people that we work with, because they arrive in the countries as asylum seekers they tend to be put in communities with other people very similar to them, which is fine when they first arrive that's really good and really supportive, but I think to belong as a citizen when you become citizens of a country you want to expand beyond that, and actually understand

the wider community that you live in, and I think that's where education can be really beneficial because you meet other people ...

**Mary:** Smashing, thank you.

**Mary:** Absolutely.

**Jacquie:** Yes, you can. I mean we sort of ... we try and see the University as a community in itself, a community where people are encouraged to belong and to feel almost like a citizen of this University and that sort of ... that's done in lots of different ways. To try and get people actively involved and make it a two-way process, and then putting something into the University as well as getting something out of the University, and I suppose that's a sort of model for a wider citizenship.

**Jacquie:** ... and you learn about other things so.

**Mary:** So you can see that actively sort of happening here can't you?

# 1 Citizenship

## 008 punctuation activity:

1. Replace all the commas (,) full-stops (.) apostrophes (') question marks (?)
2. When punctuating, underline difficulties where spoken English does not follow the same 'rules' as written English.
3. Replace capital letters where needed.
4. Check your answers by reading the full text.

**mary:** so can i ask you what do you think a good citizen is or does

**jacquie:** i think id like to probably answer that from the perspective of the people that i work with who are very determined to join in as many things as possible and to actually give back to a country that theyre living in and i can see that in several ways one is that they actually want to work and to contribute and they also want to be involved with as many people from different walks of life as possible as well

and one of the ways that people tend to do that i think the people i know is to be involved in education i think that for me education is really important in helping people understand and thats understand other people understand the country we live in understand the issues the policies the politics that we face and so i think a good citizen is somebody possibly who keeps trying to learn about new things all the time as well doesnt just stand still but maybe is constantly just educating themselves a little bit





# 1 Citizenship

Speaker: 009 Inderjeet Hunjan

Job: University Education Liaison Officer



Skill	Suggested Activities
Speaking:	Discuss different responsibilities between parents and teachers in bringing up children to understand right and wrong/ accepted behaviours.
Listening:	Cloze activity using key words eg respect, honest, society, parent
Reading:	Look at transcript; use of phrasal verbs – pop up in; open up to; rubs off on; ask students to guess the meaning of these words
Writing:	Write some rules for children about how to behave

## Transcript:

**Mary:** Can you tell us what you think a good citizen is?

**Inderjeet:** I think to me the first thing that pops up in my head is respect, and that's respect in both ways you have to respect others you know to gain respect. I also think being a role model is quite a positive thing, contributing back to the community is also a good thing, and generally I think a good citizenship is being honest, contributing to the society, and making sure that you have respect for others. And also, if are in a situation where you're a parent, make sure that that rubs off on your children as well.

**Mary:** Right, right.

# 1 Citizenship

**Inderjeet:** You know, it's important that they're sort of opened up to the diversity that we've got around us, and then they become good citizens as well. I think as a parent for me that's a responsibility that I have.

**Mary:** Right.

# 1 Citizenship

## 009 Questions: answers at back or visit [www.esoluk.co.uk](http://www.esoluk.co.uk)

- 1) What is meant by 'pops up in my head'?
  - a. what is in my head
  - b. what is above my head
  - c. the first thing I can think of
  
- 2) What is meant by 'respect'?
  - a. liking another person
  - b. having a good opinion of another person
  - c. liking all people
  
- 3) What is meant by 'respect in both ways'?
  - a. you should respect all people
  - b. you should respect only yourself
  - c. respecting people in your community
  - d. two or more people respecting each other
  
- 4) What is meant by 'being a role model'?
  - a. having a good role in life
  - b. setting a good example for other people to follow
  - c. setting a bad example so people know how not to behave
  
- 5) What is meant by 'contributing back to the community'?
  - a. giving back to the community by doing something to help other people
  - b. paying money back to the community to help other people
  - c. go back to the community when you have grown older
  
- 6) What is meant by 'contributing to the society'?
  - a. paying money to the government
  - b. doing something to help the government
  - c. working to help only yourself
  - d. working or trying to help the country in general
  
- 7) What is meant by 'rubs off on your children'?
  - a. your children don't listen to you
  - b. citizenship is important to your children
  - c. your children learn about society
  - d. your children learn from you about honesty and respect

8) What is meant by 'they're sort of opened up to'?

- a. something is opened for children
- b. people are introduced to something
- c. children are introduced to something
- d. something is opened for people

9) What is meant by 'the diversity that we've got around us'?

- a. the different people near children
- b. the diversity that we don't see in our communities
- c. the diversity that we see in our communities

10) What does Inderjeet think is a responsibility as a parent?

- a. children are introduced to diversity and become good citizens
- b. children become good citizens
- c. children are respectful
- d. children are introduced to diversity

# 1 Citizenship

## 009 listening/reading gapfill:

The words removed below are the key words used most by this speaker.

- Listen to a small section at a time and try to hear the missing words, **or/and**
- read the text and fill in the gaps.
- Interactive gapfill and spelling test at: [www.esoluk.co.uk/009.html](http://www.esoluk.co.uk/009.html)

**Words:** *contributing parent respect think thing sure*

**Mary:** Can you tell us what you [1] \_\_\_\_\_ a good citizen is?

**Inderjeet:** I [2] \_\_\_\_\_ to me the first [3] \_\_\_\_\_ that pops up in my head is [4] \_\_\_\_\_, and that's [5] \_\_\_\_\_ in both ways you have to [6] \_\_\_\_\_ others you know to gain [7] \_\_\_\_\_. I also [8] \_\_\_\_\_ being a role model is quite a positive [9] \_\_\_\_\_, [10] \_\_\_\_\_ back to the community is also a good [11] \_\_\_\_\_, and generally I [12] \_\_\_\_\_ a good citizenship is being honest, [13] \_\_\_\_\_ to the society, and making [14] \_\_\_\_\_ that you have [15] \_\_\_\_\_ for others. And also, if are in a situation where you're a [16] \_\_\_\_\_, make [17] \_\_\_\_\_ that that rubs off on your children as well.

**Mary:** Right, right.

**Inderjeet:** You know, it's important that they're sort of opened up to the diversity that we've got around us, and then they become good citizens as well. I [18] \_\_\_\_\_ as a [19] \_\_\_\_\_ for me that's a responsibility that I have.

**Mary:** Right.

**009 punctuation activity:**

1. Replace all the commas (,) full-stops (.) apostrophes (') question marks (?)
2. When punctuating, underline difficulties where spoken English does not follow the same 'rules' as written English.
3. Replace capital letters where needed.
4. Check your answers by reading the full text.

**mary:** can you tell us what you think a good citizen is

**inderjeet:** i think to me the first thing that pops up in my head is respect and thats respect in both ways you have to respect others you know to gain respect i also think being a role model is quite a positive thing contributing back to the community is also a good thing and generally i think a good citizenship is being honest contributing to the society and making sure that you have respect for others and also if are in a situation where youre a parent make sure that that rubs off on your children as well

**mary:** right right

**inderjeet:** you know its important that theyre sort of opened up to the diversity that weve got around us and then they become good citizens as well i think as a parent for me thats a responsibility that i have

**mary:** right



# 1 Citizenship

Speaker: 010 Simon Moran

Job: Volunteer Coordinator



Skill	Suggested Activities
Speaking:	Discuss social conventions especially use of body language; how we can give offence without knowing it.
Listening:	Listen for detail: what activities does Simon think a good citizen would NOT do?
Reading:	Read experiences of people new to this country/ customs from other countries.
Writing:	Make a list of do's and don'ts for a new arrival in this country.

## Transcript:

**Wendy:** What do you think makes a good citizen?

**Simon:** A good citizen in my opinion is someone who doesn't overstep the boundaries into other areas where they may be causing some unhappiness or some offence. I think a good citizen doesn't drop litter for instance. I think a good citizen wouldn't necessarily comment on somebody's clothing or appearance or indeed colour. I think they're someone who would potentially hold back, and think about what they're doing before they actually go ahead and do it.

I think if people just spend two seconds thinking I'm dropping this crisp packet or chewing gum now, oh just hold on to it a few minutes more put it in the bin. I'm using very diluted ideas but I think that is my idea of a good citizen, is someone who thinks before they act, and actually



# 1 Citizenship

think about ongoing ramifications. I think that's a ... it's an ethos that does come across quite simply, but it does come across in all aspects of things, someone who just watches what they say and thinks before they talk and acts.

**Wendy:** Okay.

**010 Questions: answers at back or visit [www.esoluk.co.uk](http://www.esoluk.co.uk)**

- 1) What is meant by 'doesn't overstep the boundaries'?
  - a. someone who doesn't follow rules or care about other people
  - b. someone who doesn't like to upset people
  - c. someone who is respectful of rules and other people
  
- 2) What is meant by 'would potentially hold back'?
  - a. someone who doesn't like to be held back
  - b. someone who would stop and think before they did something
  - c. someone who would be very positive
  - d. someone who doesn't talk about other people
  
- 3) What is meant by 'spend two seconds thinking'?
  - a. pause for two seconds and think
  - b. think for two seconds but no longer
  - c. think then do whatever you want
  - d. pause for a moment and think
  
- 4) What is meant by 'very diluted ideas'?
  - a. very stupid ideas
  - b. very simplistic ideas
  - c. very difficult ideas
  - d. very good ideas
  
- 5) What is meant by 'someone who thinks before they act'?
  - a. someone who pauses and thinks before they do something
  - b. someone who should try to think more
  - c. someone who should just do something
  
- 6) What is meant by 'ongoing ramifications'?
  - a. think about going onto help people
  - b. wondering what is going on
  - c. not worrying about what might happen
  - d. problems that might be created
  
- 7) Which definition best explains 'an ethos'?
  - a. the way a community or group create rules
  - b. the religion of a community or group

c. the attitudes of a community or group

8) What is meant by 'does come across quite simply'?

- a. is very simple
- b. is difficult to understand
- c. is easy to understand

9) What is meant by 'it does come across in all aspects of things'?

- a. thinking before acting can't help people
- b. thinking before acting is a good thing
- c. thinking before acting can help people in lots of different ways
- d. thinking before acting can help people in a few different ways

10) What is meant by 'someone who just watches what they say'?

- a. someone who is careful not to offend people with what they say
- b. someone who listens to what other people say
- c. someone who likes to watch themselves speaking
- d. someone who stops people saying offensive things

# 1 Citizenship

## 010 listening/reading gapfill:

The words removed below are the key words used most by this speaker.

- Listen to a small section at a time and try to hear the missing words, **or/and**
- read the text and fill in the gaps.
- Interactive gapfill and spelling test at: [www.esoluk.co.uk/010.html](http://www.esoluk.co.uk/010.html)

**Words:** *actually citizen does hold someone thinks*

**Wendy:** What do you think makes a good citizen?

**Simon:** A good [1] \_\_\_\_\_ in my opinion is [2] \_\_\_\_\_ who doesn't overstep the boundaries into other areas where they may be causing some unhappiness or some offence. I think a good [3] \_\_\_\_\_ doesn't drop litter for instance. I think a good [4] \_\_\_\_\_ wouldn't necessarily comment on somebody's clothing or appearance or indeed colour. I think they're [5] \_\_\_\_\_ who would potentially [6] \_\_\_\_\_ back, and think about what they're doing before they [7] \_\_\_\_\_ go ahead and do it.

I think if people just spend two seconds thinking I'm dropping this crisp packet or chewing gum now, oh just [8] \_\_\_\_\_ on to it a few minutes more put it in the bin. I'm using very diluted ideas but I think that is my idea of a good [9] \_\_\_\_\_, is [10] \_\_\_\_\_ who [11] \_\_\_\_\_ before they act, and [12] \_\_\_\_\_ think about ongoing ramifications. I think that's a. it's an ethos that [13] \_\_\_\_\_ come across quite simply, but it [14] \_\_\_\_\_ come across in all aspects of things, [15] \_\_\_\_\_ who just watches what they say and [16] \_\_\_\_\_ before they talk and acts.

**Wendy:** Okay.

# 1 Citizenship

## 010 punctuation activity:

1. Replace all the commas (,) full-stops (.) apostrophes (') question marks (?)
2. When punctuating, underline difficulties where spoken English does not follow the same 'rules' as written English.
3. Replace capital letters where needed.
4. Check your answers by reading the full text.

**wendy:** what do you think makes a good citizen

**simon:** a good citizen in my opinion is someone who doesnt overstep the boundaries into other areas where they may be causing some unhappiness or some offence i think a good citizen doesnt drop litter for instance i think a good citizen wouldnt necessarily comment on somebodys clothing or appearance or indeed colour i think theyre someone who would potentially hold back and think about what theyre doing before they actually go ahead and do it

i think if people just spend two seconds thinking im dropping this crisp packet or chewing gum now oh just hold on to it a few minutes more put it in the bin im using very diluted ideas but i think that is my idea of a good citizen is someone who thinks before they act and actually think about ongoing ramifications i think thats a ... its an ethos that does come across quite simply but it does come across in all aspects of things someone who just watches what they say and thinks before they talk and acts

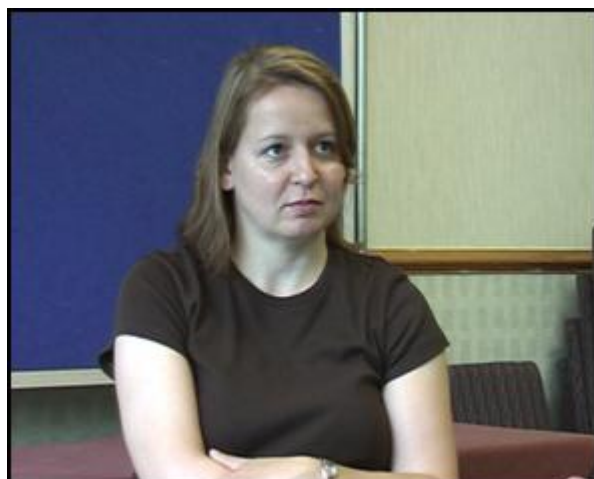
**wendy:** okay



# 1 Citizenship

Speaker: 011 Margeurite Hogg

Job: European Projects  
Coordinator



Skill

## Suggested Activities

Speaking:

Discuss local area/ town; which countries do people originate from?  
What languages are spoken in the student group?

Listening:

Margeurite talks a lot about her own attitudes; listen for, identify and discuss these.

Reading:

Look at map of Europe; identify different countries, flags

Writing:

Plan and write invitations for multicultural event.

### Transcript:

**Mary:** Can you tell us what you think a good citizen is, or what a good citizen does?

**Margeurite:** It's really difficult to define. I like to think that I'm not British I'm European and that I'm ... I understand other people, I understand people from different countries, I'm tolerant of them, I'm prepared to help and do the best I can so that people around me get what they can out of life, and that I also benefit from it as well.

**Mary:** So, that's a really interesting thing that you say that really you see yourself as a European citizen as opposed to a British citizen.

**Margeurite:** Yes.

**Mary:** And you'd also say that a lot of that sense of identity is about your attitudes and how you relate.

**Margeurite:** And I think that comes from having a multicultural environment, because the more people that you're exposed to the more I think you can be tolerant of others. And I think that really helps. I mean I know that in my job because I've met so many people from so many different places, that it makes me much more tolerant of new people, much more understanding.

**Mary:** So a big thing then that you would say is that idea of tolerance.

**Margeurite:** Yes.

**Mary:** Okay, thank you.



# 1 Citizenship

## 011 Questions: answers at back or visit [www.esoluk.co.uk](http://www.esoluk.co.uk)

- 1) What is meant by 'it's difficult to define'?
  - a. citizenship is difficult to understand
  - b. citizenship is difficult to explain
  - c. citizenship is difficult to talk about
  - d. citizenship is difficult to think about
  
- 2) What is meant by 'get what they can out of life'?
  - a. people get a new life
  - b. people have a long life
  - c. people do as well as they can in life
  
- 3) What is meant by 'I also benefit from it'?
  - a. she is able to make people better citizens
  - b. she receives benefits
  - c. she gets extra money to help other people
  - d. she is rewarded because she likes to help other people
  
- 4) What type of citizen does Margeurite think she is?
  - a. European
  - b. English
  - c. British
  
- 5) What is meant by 'as opposed to'?
  - a. opposite of
  - b. like something
  - c. compared to
  
- 6) What is meant by 'sense of identity'?
  - a. knowing who your relatives are
  - b. knowing who other people are
  - c. knowing who you are
  - d. knowing what your attitudes are
  
- 7) What is meant by 'a multicultural environment'?
  - a. a place where two cultures are together
  - b. a place where people of many cultures are together
  - c. a country where people are together

d. a special place where people go to be with other cultures

8) What is meant by 'people that you're exposed to'?

- a. people from a different community
- b. people that expose themselves
- c. people that you see and mix with

9) What is meant by 'more tolerant of new people'?

- a. do more to help people who are different
- b. try to meet new people
- c. be more understanding of people who are like you
- d. be more understanding of people who are different

10) What is meant by 'a big thing'?

- a. very important thing
- b. an important thing
- c. something that is very big

# 1 Citizenship

## 011 listening/reading gapfill:

The words removed below are the key words used most by this speaker.

- Listen to a small section at a time and try to hear the missing words, **or/and**
- read the text and fill in the gaps.
- Interactive gapfill and spelling test at: [www.esoluk.co.uk/011.html](http://www.esoluk.co.uk/011.html)

**Words:** *British citizen European really tolerant understand*

**Mary:** Can you tell us what you think a good [1] \_\_\_\_\_ is, or what a good [2] \_\_\_\_\_ does?

**Margeurite:** It's [3] \_\_\_\_\_ difficult to define. I like to think that I'm not [4] \_\_\_\_\_ I'm [5] \_\_\_\_\_ and that I'm. I [6] \_\_\_\_\_ other people, I [7] \_\_\_\_\_ people from different countries, I'm [8] \_\_\_\_\_ of them, I'm prepared to help and do the best I can so that people around me get what they can out of life, and that I also benefit from it as well.

**Mary:** So, that's a [9] \_\_\_\_\_ interesting thing that you say that [10] \_\_\_\_\_ you see yourself as a [11] \_\_\_\_\_ [12] \_\_\_\_\_ as opposed to a [13] \_\_\_\_\_ [14] \_\_\_\_\_.

**Margeurite:** Yes.

**Mary:** And you'd also say that a lot of that sense of identity is about your attitudes and how you relate.

**Margeurite:** And I think that comes from having a multicultural environment, because the more people that you're exposed to the more I think you can be [15] \_\_\_\_\_ of others. And I think that [16] \_\_\_\_\_ helps. I mean I know that in my job because I've met so many people from so many different

# 1 Citizenship

places, that it makes me much more [17] \_\_\_\_\_ of new people, much more understanding.

**Mary:** So a big thing then that you would say is that idea of tolerance.

**Margeurite:** Yes.

**Mary:** Okay, thank you.

# 1 Citizenship

## 011 sequencing activity:

Conversation requires the skilful use of a number of language features.

1. Read the conversation and underline discourse markers (e.g. okay, yes, well, now, right, so, anyway, uh-huh) and think about the purpose of each one.
2. Underline key words and phrases spoken at the end of one paragraph and repeated by the next speaker.
3. Underline any other turn-taking patterns and conventions.
4. Place the paragraphs in the correct order, e.g. 1, 2, 3, 4, 5 ... **or** cut out and re-sequence.
5. Check answers by watching the video or read the full text.
6. Find a friend and practise speaking aloud the full conversation.

**Mary:** So, that's a really interesting thing that you say that really you see yourself as a European citizen as opposed to a British citizen.

**Margeurite:** It's really difficult to define. I like to think that I'm not British I'm European and that I'm ... I understand other people, I understand people from different countries, I'm tolerant of them, I'm prepared to help and do the best I can so that people around me get what they can out of life, and that I also benefit from it as well.

**Mary:** Can you tell us what you think a good citizen is, or what a good citizen does?

**Margeurite:** And I think that comes from having a multicultural environment, because the more people that you're exposed to the more I think you can be tolerant of others. And I think that really helps. I mean I know that in my job because I've met so many people from so many different places, that it makes me much more tolerant of new people, much more understanding.

**Margeurite:** Yes.

**Mary:** And you'd also say that a lot of that sense of identity is about your attitudes and how you relate.

**Mary:** Okay, thank you.

**Mary:** So a big thing then that you would say is that idea of tolerance.

**Margeurite:** Yes.

# 1 Citizenship

## 011 punctuation activity:

1. Replace all the commas (,) full-stops (.) apostrophes (') question marks (?)
2. When punctuating, underline difficulties where spoken English does not follow the same 'rules' as written English.
3. Replace capital letters where needed.
4. Check your answers by reading the full text.

**mary:** can you tell us what you think a good citizen is or what a good citizen does

**margeurite:** its really difficult to define i like to think that im not british im european and that im ... i understand other people i understand people from different countries im tolerant of them im prepared to help and do the best i can so that people around me get what they can out of life and that i also benefit from it as well

**mary:** so thats a really interesting thing that you say that really you see yourself as a european citizen as opposed to a british citizen

**margeurite:** yes

**mary:** and youd also say that a lot of that sense of identity is about your attitudes and how you relate

**margeurite:** and i think that comes from having a multicultural environment because the more people that youre exposed to the more i think you can be tolerant of others and i think that really helps i mean i know that in my job because ive met so many people from so many different places that it makes me much more tolerant of new people much more understanding



# 1 Citizenship

Speaker: 012 Richard Corbett (MEP)

Job: European Member of Parliament



Skill	Suggested Activities
Speaking:	Have a debate, as suggested by Richard, about how to 'improve' the local area/ community
Listening:	Listen for detail: what is Richard's answer to the question of what a good citizen does.
Reading:	Read the first paragraph carefully (Richard's response). In pairs/ small groups, identify ways in which the student group could follow up Richard's suggestions. Participate in on-line discussions about the local area.
Writing:	Write a report of the debate held as part of the speaking activity; write recommendations arising from it.

## Transcript:

**Richard:** A good citizen takes part in society, respects the laws but is also actively thinking about how to improve society, what laws need to be changed, and get involved in debates and how to improve what we do together as a community. Whether that's a local community, a national community or the European community.

**Mary:** So it's somebody who takes an active part, who's engaged with questions?

**Richard:** Yes.

**Mary:** Okay, thank you.



# 1 Citizenship

**012 Questions: answers at back or visit [www.esoluk.co.uk](http://www.esoluk.co.uk)**

- 1) What is meant by 'takes part in society'?
  - a. someone who works hard
  - b. someone who belongs to society
  - c. someone who tries to improve society
  
- 2) What is meant by 'actively thinking'?
  - a. someone who is thinking about activities
  - b. someone who is thinking about how to make things better
  - c. someone who is thinking
  - d. someone who is thinking about society and laws
  
- 3) What is meant by 'get involved in debates'?
  - a. someone who likes to ask questions
  - b. someone who likes to listen
  - c. someone who likes to talk
  - d. someone who joins important discussions
  
- 4) How many communities does Richard identify?
  - a. 4
  - b. 3
  - c. 2
  - d. 1
  
- 5) What is meant by 'engaged with questions'?
  - a. someone who is answering questions
  - b. someone who asks questions
  - c. someone who takes part in debates and asks questions
  
- 6) What is meant by 'respects the laws'?
  - a. someone who want to change the laws
  - b. someone who breaks the laws
  - c. someone who tolerates the laws
  - d. someone who obeys the laws
  
- 7) What is meant by 'takes an active part'?
  - a. someone who is trying to help communities and society
  - b. someone who is very active

- c. someone who tries to change communities and society

8) What is an 'MEP'?

- a. Member of the English Parliament
- b. Member of the European Parliament
- c. Member of the European Police

9) What does Richard say might need changing?

- a. society
- b. communities
- c. debates
- d. laws

10) What two things would Richard like to improve?

- a. society and laws
- b. debates and laws
- c. society and how people work together as a community

# 1 Citizenship

## 012 listening/reading gapfill:

The words removed below are the key words used most by this speaker.

- Listen to a small section at a time and try to hear the missing words, **or/and**
- read the text and fill in the gaps.
- Interactive gapfill and spelling test at: [www.esoluk.co.uk/012.html](http://www.esoluk.co.uk/012.html)

**Words:** *society community improve part*

**Richard:** A good citizen takes [1] \_\_\_\_\_ in [2] \_\_\_\_\_, respects the laws but is also actively thinking about how to [3] \_\_\_\_\_ [4] \_\_\_\_\_, what laws need to be changed, and get involved in debates and how to [5] \_\_\_\_\_ what we do together as a [6] \_\_\_\_\_. Whether that's a local [7] \_\_\_\_\_, a national [8] \_\_\_\_\_ or the European [9] \_\_\_\_\_.

**Mary:** So it's somebody who takes an active [10] \_\_\_\_\_, who's engaged with questions?

**Richard:** Yes.

**Mary:** Okay, thank you.

# 1 Citizenship

## 012 punctuation activity:

1. Replace all the commas (,) full-stops (.) apostrophes (') question marks (?)
2. When punctuating, underline difficulties where spoken English does not follow the same 'rules' as written English.
3. Replace capital letters where needed.
4. Check your answers by reading the full text.

**richard:** a good citizen takes part in society respects the laws but is also actively thinking about how to improve society what laws need to be changed and get involved in debates and how to improve what we do together as a community whether thats a local community a national community or the european community

**mary:** so its somebody who takes an active part whos engaged with questions

**richard:** yes

**mary:** okay thank you



# 1 Citizenship

Speaker: 013 PC Carole Mumsey

Job: Police Student Liaison Officer



Skill

## Suggested Activities

Speaking:

Role-plays; getting to know your neighbour; asking for information about the local area.

Listening:

Listen to local radio; interview each other – find out 5 new interesting facts about each other person in the class

Reading:

Read local newspaper articles about events in local area. Identify place and time, use maps, identify type of events.

Writing:

Write a description of your local area.

### Transcript:

**Mary:** What do you think a good citizen is, or a good citizen does?

**Carole:** Oohh, very open question that one. A good citizen, probably I think going back to what we were saying earlier, and I'm looking at ... for my role, looking at students who are moving away from home and setting up life themselves for the first time. I think that taking away from what I see there will be very similar I think to anybody who's setting up a new life in England.

And so again we're looking at respecting other people, we're looking at respecting property. Taking responsibility for your own actions and communicating with people, talking to people, getting on with your neighbours and your friends. Making friends amongst the neighbours

# 1 Citizenship

and amongst the community, and that might be just stepping out the door and say hello to somebody just walking past you know, opening the door for ... the shop door to let somebody through, you know. It's more small things that make people think 'yes, that's a nice person', and that's what it's about.

# 1 Citizenship

## 013 Questions: answers at back or visit [www.esoluk.co.uk](http://www.esoluk.co.uk)

- 1) What is meant by 'very open question'?
  - a. a question which is easy to answer
  - b. a question to which there are many possible answers
  - c. a question which is difficult to answer
  
- 2) What is meant by 'setting up life for themselves'?
  - a. students who are beginning a new life in a new place
  - b. students who are starting life again
  - c. students who are building a new life
  
- 3) What is meant by 'taking away from what I see'?
  - a. removing something that I have seen
  - b. thinking about what I have seen
  - c. not understanding what I have seen
  - d. learning from what I have seen
  
- 4) What is meant by 'taking responsibility for your own actions'?
  - a. not having to worry about what you do
  - b. thinking carefully about what you do
  - c. being very active
  - d. being careful about what you say to people
  
- 5) What is meant by 'getting on with your neighbours'?
  - a. having a good relationship with your neighbours
  - b. seeing your neighbours on a regular basis
  - c. trying to like your neighbours
  
- 6) What does Carole think people should say to their neighbours?
  - a. good morning
  - b. you're a nice person
  - c. can I open the door for you
  - d. hello
  
- 7) What should people do when entering a shop?
  - a. close the door behind them
  - b. open the door
  - c. hold the door open for people to enter



8) What is meant by 'small things'?

- a. things that are very small
- b. things that are not important
- c. polite things like smiling and saying hello

9) What is meant by 'stepping out the door'?

- a. the steps outside your door
- b. walking in the community
- c. standing just outside your door

10) What does PC stand for?

- a. Police Criminal
- b. Police Country
- c. Police Community
- d. Police Constable

# 1 Citizenship

## 013 listening/reading gapfill:

The words removed below are the key words used most by this speaker.

- Listen to a small section at a time and try to hear the missing words, **or/and**
- read the text and fill in the gaps.
- Interactive gapfill and spelling test at: [www.esoluk.co.uk/013.html](http://www.esoluk.co.uk/013.html)

**Words:** *amongst citizen looking respecting setting somebody*

**Mary:** What do you think a good citizen is, or a good citizen does?

**Carole:** Oohh, very open question that one. A good [1] \_\_\_\_\_, probably I think going back to what we were saying earlier, and I'm [2] \_\_\_\_\_ at ... for my role, [3] \_\_\_\_\_ at students who are moving away from home and [4] \_\_\_\_\_ up life themselves for the first time. I think that taking away from what I see there will be very similar I think to anybody who's [5] \_\_\_\_\_ up a new life in England.

And so again we're [6] \_\_\_\_\_ at [7] \_\_\_\_\_ other people, we're [8] \_\_\_\_\_ at [9] \_\_\_\_\_ property. Taking responsibility for your own actions and communicating with people, talking to people, getting on with your neighbours and your friends. Making friends [10] \_\_\_\_\_ the neighbours and [11] \_\_\_\_\_ the community, and that might be just stepping out the door and say hello to [12] \_\_\_\_\_ just walking passed you know, opening the door for. the shop door to let [13] \_\_\_\_\_ through, you know. It's more small things that make people think 'yes, that's a nice person', and that's what it's about.

# 1 Citizenship

## 013 punctuation activity:

1. Replace all the commas (,) full-stops (.) apostrophes (') question marks (?)
2. When punctuating, underline difficulties where spoken English does not follow the same 'rules' as written English.
3. Replace capital letters where needed.
4. Check your answers by reading the full text.

**mary:** what do you think a good citizen is or a good citizen does

**carole:** oohh very open question that one a good citizen probably i think going back to what we were saying earlier and im looking at ... for my role looking at students who are moving away from home and setting up life themselves for the first time i think that taking away from what i see there will be very similar i think to anybody whos setting up a new life in england and so again were looking at respecting other people were looking at respecting property taking responsibility for your own actions and communicating with people talking to people getting on with your neighbours and your friends making friends amongst the neighbours and amongst the community and that might be just stepping out the door and say hello to somebody just walking past you know opening the door for ... the shop door to let somebody through you know its more small things that make people think yes thats a nice person and thats what its about



## Answer key to multiple-choice questions

**001:** 1)a 2)d 3)b 4)b 5)a 6)b 7)d 8)c 9)c 10)a

**002:** 1)a 2)b 3)d 4)b 5)a 6)d 7)d 8)c 9)b 10)a

**003:** 1)d 2)c 3)a 4)b 5)c 6)d 7)c 8)c 9)c 10)a

**004:** 1)d 2)b 3)d 4)b 5)a 6)d 7)d 8)c 9)c 10)a

**005:** 1)a 2)d 3)c 4)b 5)a 6)d 7)a 8)c 9)a 10)d

**006:** 1)d 2)b 3)a 4)c 5)d 6)c 7)a 8)c 9)b 10)d

**007:** 1)a 2)b 3)d 4)b 5)a 6)c 7)d 8)b 9)c 10)a

**008:** 1)c 2)b 3)d 4)b 5)a 6)d 7)c 8)c 9)c 10)d

**009:** 1)c 2)b 3)d 4)b 5)a 6)d 7)d 8)c 9)c 10)a

**010:** 1)c 2)b 3)d 4)b 5)a 6)d 7)c 8)c 9)c 10)a

**011:** 1)b 2)c 3)d 4)a 5)c 6)c 7)b 8)c 9)d 10)a

**012:** 1)c 2)b 3)d 4)b 5)c 6)d 7)a 8)b 9)d 10)c

**013:** 1)b 2)a 3)d 4)b 5)a 6)d 7)c 8)c 9)c 10)d

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# 1 Citizenship

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