

LIST OF PREVIOUS CBS TOPICS

Role Play:

- Dealing with a query about claiming invalidity benefit and disability living allowance.
- A conversation between a local councillor and person with a disability affecting their legs who has had transport problems.
- A cleaner has to explain to the university where they work why they have been absent from work for six months.
- A carer is talking to a worker at a Social Security Office about their application for a Community Fund Grant for the care of their spouse.
- An employee has to explain to their employer why they missed a flight to a business meeting due to an incident at the airport.
- A bilingual worker at a hospital seeks to reassure a member of the public about the safety of the medical research project they are about to participate in.
- A conversation between a university accommodation officer and a student who is unhappy with their accommodation.
- A householder is explaining their objections to the re-opening of an incinerator near their house to a planning department worker.
- A discussion about a utility (water) dispute affecting tenancy
- A discussion about an environmental health incinerator protest
- A discussion about a home/school disciplinary problem
- A discussion about a dispute involving a reduction of benefit
- A disabled person is complaining to the director of a community college about the closure of a course and wants to take legal action for discrimination if nothing is done.
- A dentist is receiving a patient who is disputing a bill and is saying that he should not have to pay for it because he had 'Toothplan Insurance'.
- A bilingual worker attached to the NHS has been asked to have a chat with a teenager with drug problems. The boy's guardian is concerned because local hospitals have no drugs programmes for teenagers and the nearest one is outside of the area and cannot be funded by the GP.
- A personal adviser (at a job centre) is giving advice about the 'New Deal' programme to a young man who studied catering and is interested in starting his own business.
- An official from an LEA is discussing with the parent the schooling of a boy with hearing difficulties. The parent would like to send him to a residential school in another county and hope that the LEA will agree to pay for him to go there.
- An employee is requesting some leave from employer because he wants to adopt a child in his country of origin.
- A self-funding elderly resident of an old people's home (who lost his wife 4 years ago) is a bit reticent about sharing his double room with another person. A social worker is discussing possible options and how this will be funded with him.

- A meeting between a tenants' association representative and a local council senior official to discuss new youth activities services for young people following the recent closure of a leisure centre due to lack of funds.
- An interview between council official and council tenants who have recently been flooded out.
- A head teacher has set up a meeting between a very upset teacher and parent governors who sat in his class to take notes about working conditions in the class-room.
- Some foster parents are having difficulties with their child and are seeking advice from a social worker.
- A dialogue between a GP and a couple. The GP is explaining the possible complications of home birth, including a slight problem with blood pressure.
- Property renovation (from business premise to bed-sit): conversation between a planning officer and an owner following complaints from neighbouring business people about the dilapidated state of the property and noise.
- Conversion of waste land into multi-storey car-park: a dialogue between a householder representative and a council officer following a future plan to build a multi-storey car-park, which is against the wishes of residents who would rather have proper car-park with a playground area for children.
- Bereavement counselling service: a young girl is experiencing problems at school following the death of her uncle. The bereavement counsellor is talking to her parent about ways to deal with the problem.
- A community worker is asking a restaurant owner to take part in training young people under the work trial scheme, but the owner is reluctant because previous trainees were not really interested in catering.

Sight Translation:

- An 80-year other-language-speaker wants to make a journey by train, alone, to attend a graduation ceremony of a young relative, but she is worried about certain aspects of the journey. She has written a letter to the train company. An official of the company requests a sight translation.
- An oral translation of a letter concerning a hospital appointment to an other-language-speaking person who does not read English very well.
- A note summarising residents' complaints about anti-social behaviour in their area.
- A sight translation of a letter received by a group of parents from a research organisation, asking about their children's education.
- A translation of a note from an other-language-speaking family, sent to the Council prior to making their application for a grant for the "Keeping Houses Warm in Winter Scheme".
- A leaflet about a new council initiative – an alcohol-free community bar.
- A translation of a council tenant's note explaining his concerns about his new neighbours.
- A notice outlining refuse collection details.
- A text on volunteering opportunities
- A report on an ambulance delay after an incident call

- An article on how a local newspaper could better serve the needs of the local community and especially older members of the community.
- A leaflet about making your child's first day at school happy.
- A letter explaining the reasons why a tenant doesn't want to move from a 3-bedroomed flat into a one-bedroomed flat despite the fact that she is a widow and that her children have left home.
- A leaflet about what to do if you are attacked in the street.
- A person is very distressed following repairs that were badly done by builders. He is seeking advice at the CAB and hands in a written statement.
- A warning about a misleading job advertisement.
- Hospital Accident & Emergency: a mother has written down all the information concerning the child for the doctor.
- Know your rights: a leaflet about attendance allowance benefit.

Translation:

- A translation of a letter sent by a group of parents to the Council, expressing concerns about school bus services.
- A translation of the Community Partnership Committee's new initiatives to reduce road accidents
- A text from a group of patients listing their concerns regarding new arrangements at their local surgery.
- A leaflet from a local health centre telling patients about their new 'Healthy Living' programme.
- A summary of a residents' meeting about a proposed street market.
- A newspaper article about an investigators' review of services at the General Hospital.
- A letter sent in reply to an advertisement seeking foster carers for children from non-English speaking backgrounds.
- A leaflet about deep vein thrombosis.
- A social services call for respite carers for children
- A text about a bilingual mental health support worker
- A statement from a patient complaining about medical care that she received when she was an in-patient.
- A leaflet about how to complain effectively.
- A local community has been asked to make comments on priorities in local government work, and new proposals for all towns and cities to have an elected Mayor.
- A text about the first steps to self-employment.
- A text about meningitis.
- A proposal to improve traffic flow.
- An exciting new community initiative: a text about the Local Exchange and Trading System.
- A letter from a language community to the local authority and MP regarding a rumour that a local school may close down following an OFSTED inspection.

Letter Writing:

- A father wants to write to a consultant to explain his son's injury and try to get him operated on as soon as possible.
- A letter to the council planning department from a group of local residents, protesting at proposals to build new superstore in the town.
- A letter from a woman to Social Services expressing her dissatisfaction with the circumstances at the residential school for children with learning and behavioural problems that her daughter has been invited to attend.
- A letter from the Education Department to the mother of a child who was dropped off at the wrong place by his school due to inaccuracies in the contact details given to the school.
- A letter to the council on behalf of a man who will need a wheelchair. The letter is about modifications which needed to be done to his house to enable him to adjust to his disability.
- A letter to a woman who has enquired about courses at a College of Further Education, describing the various courses available.
- A letter in English to a school about an accident that happened to a man's son on a school trip.
- A letter from a job centre to a young person who has several disabilities, explaining job opportunities available to him.
- A letter about a housing insurance problem.
- A letter about a training workshop for an employee.
- A letter about the appointment of a new parent governor.
- A letter to a family (showing choice of properties) who need to be temporarily re-housed because they have witnessed a robbery.
- A letter to an estate agent, disputing the fee for handling the sale of a house.
- A letter giving recommendations about GPs in the area.
- A parent is writing to an LEA because a place has been refused at school for his 11 year old child.
- A person is writing to the benefit agency to appeal against the cancellation of income support due to their status in the UK.
- A GP writes to relatives of an old man to draw their attention to a problem reported by neighbours (i.e. locking himself out of the house) and strongly recommends a day centre which might meet the needs of the old man.
- An application letter to the council housing department in reply to an assessment stating that the claimant was a low category priority for re-housing.