

Language Tasks

Project Title: Designing Data-Responsive Language Learning Environments through Conversation Practice with AI

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Overview

- ❖ Each language task is designed to support conversation practice through a role-play with the customised AI chatbot. Scenarios are based on real-life, everyday communication situations. Each task includes a role-play context, situational variations, and example prompts to help you maintain a realistic and engaging dialogue.
- ❖ Before beginning the tasks, please read the *General AI Usage Guide*, which explains how to use the AI chatbot effectively and appropriately, including how to initiate a conversation, define roles, set the scene, and create effective prompts.
- ❖ Please also read the *Chatbot Q&A and Troubleshooting Guide*, which provides instructions on setup, privacy protection, voice mode, saving and sharing chat logs, and resolving common technical issues.
- ❖ **Each week, you will choose and complete 2 or 3 language tasks, aiming for around 10 minutes of practice per task.** This may be one single 10-minute chat or several shorter chats, depending on how the conversation develops. In total, you should complete about 20-30 minutes of practice per week.
- ❖ If you are using a free ChatGPT account, voice mode may be limited depending on message length, server capacity, and time of day. If you reach your daily limit, don't worry and try again the next day. You may complete a task in one session (one day) or across a few sessions (a few days).
- ❖ Tasks become gradually more complex and open-ended each week, with fewer example prompts provided in later tasks to encourage greater creativity, independence, and spontaneous language use. You are also encouraged to use extension prompts to challenge yourself and extend the conversation.
- ❖ The example situations and prompts included here are suggestions only. Your conversation may develop differently, and you are encouraged to adapt or create your own prompts based on how the conversation develops.
- ❖ We strongly recommend using voice mode to practise speaking fluency and real-world communication skills. If you have difficulty pronouncing words or expressing yourself clearly, you may use text mode. However, please return to voice mode whenever possible to maximise your conversation practice.
- ❖ At the end of each week, please collect all your conversations into one Word document, and send it to Dr Lee via yeong-ju.lee@mq.edu.au (for more information, read Q6 and Q7 in the *Chatbot Q&A and Troubleshooting Guide*).

Week 1: Everyday Services and Informal Interactions

The tasks in Week 1 focus on everyday interactions in casual settings such as cafés, shops, and local events. You will practise asking for products, placing orders, checking prices, and interacting politely in short service exchanges.

Task 1: Ordering Coffee at a Café

Scenario: You walk into a café to order coffee and food. Practise making casual and polite requests. You will need to define the chatbots' role as a café barista. You can choose situations from the examples below; start with a simple order and try a more detailed interaction by asking about coffee types or preparation methods.

Learning objectives:

- Order food and drinks using polite requests.
- Ask about dietary options and food recommendations.
- Inquire about prices, combos, and waiting times.
- Practise informal greetings and polite closings.
- Respond to casual small talk or unexpected questions.
- (Advanced option) Manage extended interactions asking about coffee preferences, beans, or preparation methods.

Instructions: Try to:

- Ask at least three follow-up questions.
- Make one change to your order or ask for a recommendation.
- Respond to at least one casual or unexpected comment from the barista.
- Finish the conversation politely.
- (Advanced option) Use the extension prompts below to have a longer conversation.

Examples of situations and prompts:

1. Ordering for yourself dining in
 - “Hi, could I please get a...?”
 - “Can I get something to eat as well?”
 - “Is the banana bread gluten-free?”
 - “Thanks! I’ll take a seat now.”
 - “Thank you. Can I grab any seat inside?”
2. Ordering takeaway
 - “Can I get a cappuccino to go?”
 - “How long will that take?”
 - “I’ll wait near the door. Thanks!”
3. Ordering for two people
 - “Hi, can I get two drinks – one flat white and one mocha?”
 - “Do you have anything vegan for my friend?”
 - “Is there a combo with two coffees and cake?”

4. Asking about dietary needs or recommendations
 - “What do you recommend today?”
 - “Do you have almond/soy/oat milk?”
 - “Is anything gluten-free or dairy-free?”
 - “What’s your most popular drink?”
5. Changing your mind or clarifying
 - “Actually, can I change that to an iced latte?”
 - “What’s the difference between a flat white and a latte?”
 - “Can I add a muffin to my order?”
 - “Is there a student discount?”
6. Finishing the conversation politely
 - “Appreciate your help. Have a great day!”
 - “Thanks heaps. See you next time.”
 - “Thank you very much. I’ll wait over there.”
 - “Have a good one!”

Extension prompts: Want to challenge yourself? (Optional)

7. Talking about beans or roast profiles
 - “What kind of beans do you use for your espresso?”
 - “Is it a single origin or a blend?”
 - “Where are your beans sourced from?”
8. Discussing brewing methods
 - “Do you do pour-over or only espresso-based drinks?”
 - “I’ve never tried cold brew – what’s it like?”
 - “Do you roast your beans in-house?”
9. Making a detailed or special request
 - “I usually drink something strong – do you have a bold roast?”
 - “I’m interested in trying something new today. Any recommendations?”
 - “Can you make it half strength and with oat milk?”

Task 2: Booking a Restaurant Table

Scenario: You want to book a table at a restaurant. Practise using polite and clear language to make a reservation and ask follow-up questions. You will need to define the chatbot's role as a restaurant staff member. You can choose situations from the examples below; start with a simple booking and try a more detailed interaction by asking about dietary needs, group bookings, or restaurant policies.

Learning objectives:

- Make a restaurant reservation in person or by phone.
- State your preferred time, number of guests, and seating preferences.
- Ask about menu options, dietary needs, and special occasions.
- Confirm the booking politely and clearly.
- Practise formal yet friendly language in service interactions.
- (Advanced option) Handle more complex restaurant interactions by negotiating booking conditions, responding to unexpected issues, or making culturally sensitive requests.

Instructions: Try to:

- Make a booking with at least one special request.
- Ask about the menu or dietary options.
- Confirm all details clearly before ending the conversation.
- Use formal yet natural Australian English.
- (Advanced option) Use the extension prompts below to have a longer conversation.

Examples of situations and prompts:

1. Booking for a regular dinner
 - “Hi, I’d like to book a table for two tonight.”
 - “I’d like to make a booking for two people.”
 - “Do you have a table available at 7pm?”
2. Asking special requests
 - “Can I request outdoor seating?”
 - “Can we sit near the window if possible?”
3. Booking for a celebration or special occasion
 - “I’m booking for my friend’s birthday. Do you offer any singing or decorations?”
 - “Can we bring our own cake for the celebration?”
 - “Can you put a candle on the dessert?”
 - “We’re celebrating a graduation. Is there anything special you can arrange?”
 - “It’s our wedding anniversary. Do you have a quieter or more romantic table?”
4. Calling to make or change a booking
 - “Hi, I made a booking for Friday at 7, but can I change it to 8?”
 - “Can I add another person to the booking?”
 - “Will I get a confirmation message?”

5. Asking about menu and dietary needs
 - “Do you have vegetarian or halal options?”
 - “Is the menu online?”
 - “Do you cater for food allergies?”
 - “Can I see the wine list in advance?”
6. Confirming and ending the conversation politely
 - “Could you confirm the time and name for me?”
 - “Great. I’ll see you at 7 on Friday.”
 - “Thanks very much. Looking forward to it!”
 - “Thanks so much. See you then!”
- Extension prompts: Want to challenge yourself? (Optional)**
7. Negotiating booking conditions or changes
 - “We have two children with us – would that be a problem for outdoor seating?”
 - “Is there any flexibility if we arrive 15 minutes late?”
 - “Would you be able to hold the booking if we’re delayed?”
8. Responding to unexpected problems or restrictions
 - “Oh, I didn’t realise the kitchen closes early – could we still order desserts if we arrive at 8?”
 - “That’s okay if the private room isn’t available. Is there another quiet spot you’d recommend?”
 - “If you can’t confirm the set menu now, would someone be able to call me later today?”
9. Making a culturally or socially sensitive request
 - “Some guests in our group observe dietary restrictions for religious reasons – could we discuss options in advance?”
 - “Would it be possible to separate the bill for each guest at the end?”
 - “We’d like to bring a small gift for someone – are there any policies we should know about?”

Task 3: Returning or Exchanging Clothes and Asking About Store Policies

Scenario: You are visiting a clothing or shoe store to return or exchange a recent purchase, and to ask about the store's policies. Practise explaining the reason for the return, confirming store conditions, and making polite requests for refunds, exchanges, or store credit. You will need to define the chatbot's role as a retail store assistant. You can choose situations from the examples below; start with a simple return or exchange request, then move to a more detailed interaction by explaining the reason, asking about the store's policies, or negotiating a solution.

Learning objectives:

- Explain why you want to return or exchange an item.
- Ask and answer questions about store return/exchange policies.
- Use polite, formal language for resolving an issue in person.
- (Advanced option) Clarify conditions, negotiate a solution, and confirm the next steps.

Instructions: Try to:

- Greet the store assistant and explain your situation clearly.
- Give details such as when and where you bought the item, and why you're returning it.
- Ask questions to confirm the store's return or exchange rules.
- Negotiate an exchange, refund, or store credit if necessary.
- End the conversation politely.
- (Advanced option) Discuss policy details such as sale items, damaged goods, or gift returns.

Examples of situations and prompts:

1. Describing your situation
 - “Hi, I bought this shirt last week but it doesn't fit. Could I exchange it for a larger size?”
 - “Hello, I'd like to return these shoes. I have the receipt here.”
 - “Hi, I was given this dress as a gift, but it's the wrong size. What's your exchange policy?”
 - “Hello, I bought this jacket on sale. Can I return it if it doesn't fit?”
2. Explaining the reason for the return
 - “It's too small for me.”
 - “The colour isn't what I expected.”
 - “There's a small tear in the sleeve.”
 - “I realised I already have something similar.”
 - Asking about the policy
 - “What's your return policy?”
 - “Can I get a refund or store credit?”
 - “Do I need the original packaging to return this?”
 - “How many days do I have to return an item?”

3. Negotiating a solution
 - “Could I swap it for a different colour?”
 - “Would it be possible to get store credit instead?”
 - “Can I exchange this for something else in the same price range?”
4. Clarifying special cases
 - “Can I return this if I’ve already taken off the tags?”
 - “If I buy this as a gift, can the person return it without a receipt?”
 - “Do you accept returns on sale items?”
 - “What happens if the item is damaged when I open it?”
5. Ending politely
 - “Thanks for your help. I’ll look for something else now.”
 - “That’s perfect, thank you very much.”
 - “I appreciate you explaining the policy.”

Extension prompts: Want to challenge yourself? (Optional)

6. Handling damaged or faulty items
 - “This zip broke after the first use – could I get it repaired or replaced?”
 - “This jumper shrank after one wash – could I exchange it?”
 - “I noticed a loose seam. Could you fix it here or should I return it?”
7. Asking about future returns
 - “If I buy something today, how long will I have to return it?”
 - “Do you offer extended returns for Christmas purchases?”
 - “Can I return online purchases in this store?”

Week 2: Formal Interactions with Essential Services

The tasks in Week 2 involve more formal service-based situations such as dealing with healthcare, banking, or housing. Practise polite and structured conversations where you need to ask for help, confirm details, make appointments, or seek information. The focus is on formal register, clarity, and confidence when dealing with official roles.

Task 1: Visiting a Medical Clinic and Booking or Changing an Appointment

Scenario: You are visiting a medical clinic in person or calling the clinic to make, change, or cancel an appointment. You may need to check in, explain your symptoms, ask for available times, or confirm appointment details. You will need to define the chatbot's role as a receptionist or staff member at a medical clinic. You can choose situations from the examples below; start with a simple booking and try a more detailed interaction by asking about check-up procedures, prescription requirements, or clinic policies.

Learning objectives:

- Practise making and changing appointments formally and clearly.
- Use vocabulary related to symptoms, times, and availability.
- Apply polite question forms (e.g., “Could I...?” / “Would it be possible to...?”).
- Use structured language for both in-person and phone-based interactions.
- (Advanced option) Manage formal health-related interactions by asking about check-up procedures, prescription requirements, or clinic policies.

Instructions:

Try to:

- Make or change a booking using clear and polite language.
- Explain your reason for visiting.
- Confirm appointment details and ask at least two follow-up questions.
- End the conversation clearly and politely.
- (Advanced option) Use the extension prompts below to have a longer conversation.

Examples of situations and prompts:

1. Making a medical appointment
 - “Hi, I’d like to make an appointment to see a doctor.”
 - “Is anyone available tomorrow morning?”
 - “Can I book a general check-up?”
2. Changing a medical appointment
 - “I’m calling to change my booking due to my work schedule.”
 - “Can I cancel my 2pm appointment today?”
 - “Is there a cancellation fee?”
3. Checking in or asking about wait times at the clinic
 - “Hi, I’m here for my appointment with Dr Smith.”
 - “How long is the current wait?”

- “Is it okay if I come in 10 minutes early?”
- 4. Helping someone else book an appointment
 - “I’m helping a friend book an appointment in English.”
 - “Can I make an appointment for someone else?”
 - “They’re looking to see a doctor this week. What times are available?”
- 5. Confirming appointment details and asking what to bring
 - “I’d like to confirm my appointment for tomorrow.”
 - “Do I need to bring my Medicare card?”
 - “Who will I be seeing?”
 - “How long is the appointment likely to take?”
- 6. Describing reasons for the visit
 - “I’ve had a sore throat and cough for a few days.”
 - “I need a medical certificate for work.”
 - “I just need a repeat prescription.”
- 7. Ending the conversation politely
 - “Thanks, I’ll see you at 10am on Thursday.”
 - “Thank you. That really helped.”
 - “I appreciate your time. Bye for now.”

Extension prompts: Want to challenge yourself? (Optional)

- 8. Asking about procedures or documents
 - Will I need a blood test for this type of check-up?”
 - “Can I request a copy of my results after the visit?”
 - “Is there a fee for a medical certificate or referrer?”
- 9. Asking about prescriptions and follow-up
 - “Can I get a script if I’ve already had this medication before?”
 - “How many repeats will I get with the prescription?”
 - “Would I need a follow-up appointment after this?”
- 10. Discussing clinic policies or access
 - “Is bulk billing available for students?”
 - “Are there any telehealth options if I can’t come in person?”
 - “Do you offer translators or language support for appointments?”

Task 2: Visiting a Bank and Asking for Help with Banking Services

Scenario: You are visiting a local bank branch or calling customer service to request help with everyday banking services. You may need to open a new account, update your details, or ask about specific features such as online banking or international transfers. Practise speaking clearly and politely in a formal setting. You will need to define the chatbot's role as a bank staff or customer service officer. You can choose situations from the examples below; start with a simple request and try a more detailed interaction by asking about documents, account features, or banking procedures.

Learning objectives:

- Request banking services using polite and formal language.
- Ask follow-up questions about procedures or required documents.
- Clarify account types and service options.
- Practise conversation strategies in professional situations.
- Build confidence when interacting with financial service providers.
- (Advanced option) Manage more complex banking scenarios involving problem-solving, policies, or service conditions.

Instructions: Try to:

- Explain what kind of help you need.
- Ask at least two follow-up questions about documents or the process.
- Confirm next steps and key details.
- Finish the conversation clearly and politely.
- (Advanced option) Use the extension prompts below to have a longer conversation.

Examples of situations and prompts:

1. Opening a new bank account
 - “Hi, I’d like to open a new savings account.”
 - “Do I need an appointment, or can I come in today?”
 - “What types of accounts are available for students?”
 - “Can I set up online banking at the same time?”
2. Asking about documents or requirements
 - “What ID do I need to bring?”
 - “Do I need proof of address or enrolment?”
 - “Can I open an account without a job yet?”
3. Updating your personal details
 - “I need to update my phone number and home address.”
 - “Is it possible to do this over the phone?”
 - “Will I get a confirmation once it’s updated?”
4. Inquiring about services or account features
 - “What’s the difference between these two account types?”
 - “Is there a monthly fee for this account?”
 - “Do you offer debit cards with this?”

5. Requesting help with existing account access
 - “I’ve forgotten my online banking password - can you help?”
 - “Can I get a replacement card sent to my new address?”
 - “How do I check if international transfers are enabled on my account?”
6. Finishing the conversation politely
 - “Thanks, I’ll come by this afternoon with my documents.”
 - “I’ll follow the instructions you sent. Thank you!”
 - “That answers all my questions. Have a great day.”

Extension prompts: Want to challenge yourself? (Optional)

7. Asking about less common service situations
 - “Can I open a joint account with my partner?”
 - “Is it possible to temporarily freeze my account while I’m overseas?”
 - “What should I do if I accidentally transferred money to the wrong account?”
8. Clarifying security or legal policies
 - “How do you verify identity for large transfers?”
 - “What happens if I lose my bank card overseas?”
 - “Are there any limits on how much I can transfer daily?”
9. Discussing specific account changes or conditions
 - “I’m thinking of switching to another bank – how do I close my account?”
 - “Can I request a written statement showing my transaction history?”
 - “Could I move some money into a term deposit? What are the options?”

Task 3: Enquiring About a Rental Property or Housing Inspection

Scenario: You are calling, emailing, or visiting a real estate agency to ask about a rental property. You may want to attend an inspection, ask about the application process, or follow up after submitting your documents. Practise speaking clearly and politely in a formal setting. You will need to define the chatbot's role as a property manager or real estate agent. You can choose situations from the examples below; start with a simple enquiry and try a more detailed interaction by asking about inspections, application documents, or follow-up procedures.

Learning objectives:

- Use polite, clear language when enquiring about rental properties.
- Ask specific questions about availability, inspections, or applications.
- Practise understanding and confirming important information.
- Gain confidence communicating in housing-related situations.
- (Advanced option) Handle more detailed rental enquiries by discussing application steps, document requirements, or follow-up actions.

Instructions: Try to:

- Ask about property details or inspection times.
- Inquire about the application or rental process.
- Confirm next steps or follow up on your application.
- Finish the conversation politely and professionally.
- (Advanced option) Use the extension prompts below to have a longer conversation.

Examples of situations and prompts:

1. Asking about inspections
 - “Hi, I’m interested in the two-bedroom unit on Main Street.”
 - “Are there any inspection times this weekend?”
 - “Do I need to register before attending?”
2. Asking about the property
 - “Is the property furnished or unfurnished?”
 - “Are pets allowed?”
 - “How much is the bond?”
3. Clarifying the application process
 - “Can I apply online or do I need to visit the office?”
 - “What documents do I need to include with my application?”
 - “How long does it take to hear back?”
4. Following up on an application
 - “I submitted my application yesterday. Could you confirm if it was received?”
 - “Do you know when a decision will be made?”
 - “Should I provide any other documents?”
5. Finishing the conversation politely
 - “Thank you for the information.”
 - “I’ll attend the inspection on Saturday.”

- “I’ll send through my application today.”

Extension prompts: Want to challenge yourself? (Optional)

6. Negotiating or comparing rental options
 - “I’m also interested in another unit – could I apply for both?”
 - “Would it be possible to negotiate the lease length?”
 - “Are there any furnished properties available around the same price?”
7. Asking about competitive or complex application scenarios
 - “What makes a strong rental application?”
 - “If someone else also applies, how do you choose?”
 - “I don’t have rental history in Australia. Can I still apply?”
8. Discussing document or timeline issues
 - “Can I re-apply later if I find a co-tenant?”
 - “I’m still waiting for one of my documents. Can I send the others first?”
 - “Can I apply now and bring the documents later?”
 - “Is it okay to email a copy of my ID?”
9. Clarifying lease terms or follow-up procedures
 - “When does the lease start if I’m approved?”
 - “Do I pay the bond before signing the lease?”
10. Asking about legal or formal lease conditions
 - “If I break the lease early, what are the consequences?”
 - “Will I receive a written tenancy agreement before payment?”

Week 3: Reporting Problems and Seeking Help

The tasks in Week 3 are designed to support language practice in situations where something has gone wrong, and the learner needs to report an issue, describe a problem, or ask for help. Each task encourages formal and clear language, effective problem description, and follow-up questioning.

Task 1: Reporting an Internet Outage at Your Housing

Scenario: You are contacting your housing provider or Internet company to report that the Internet is not working. You need to describe the problem, ask for assistance, and check when the issue will be fixed. Practise speaking clearly and politely in a service setting. You will need to define the chatbot's role as a housing manager or Internet support staff. You can choose situations from the examples below; start with a simple report and try a more detailed interaction by asking about troubleshooting steps, technician availability, or service timelines.

Learning objectives:

- Use and ask about specific vocabulary for technical problems (e.g., router, connection, or outage).
- Practise sequencing (e.g., when it happened and what you tried).
- Use polite and persistent questioning to request assistance.
- (Advanced option) Manage extended service interactions by troubleshooting the issue, confirming steps, and negotiating next actions.

Instructions: Try to:

- Describe the problem clearly.
- Ask for possible causes or timelines.
- Provide any relevant details (e.g., room number, service provider, etc.).
- Close the chat once a solution or next step is agreed.
- (Advanced option) Use the extension prompts below to have a longer conversation.

Examples of situations and prompts:

1. Describing the problem
 - “Hi, my internet has stopped working.”
 - “There’s no signal in my apartment.”
 - “It was fine this morning but now it won’t connect.”
2. Asking for support
 - “Is there a technician available today?”
 - “Do you know what the issue might be?”
 - “Can you check if there’s an outage in the area?”
3. Clarifying steps
 - “What should I try before you send someone?”
 - “Do I need to reset the modem again?”
 - “Should I wait here or will someone call me?”

4. Ending the conversation

“Thanks for the update. I’ll wait for the technician.”

“I’ll call back if it doesn’t work in an hour.”

“Thank you. That was helpful.”

Extension prompts: Want to challenge yourself? (Optional)

5. Asking about service guarantees or credit

- “If the service isn’t fixed by today, do I get a refund or credit?”
- “Can I get this in writing for my records?”

6. Reporting ongoing or repeat issues

- “This has happened three times this month – what can be done?”
- “Is it possible to change to a different service plan?”

7. Escalating or providing feedback

- “I’d like to make a complaint – what’s the process?”
- “Who can I contact if this isn’t resolved today?”
- “Can you give me a reference number for this request?”

Task 2: Reporting a Lost Item or Filing a Minor Police Report

Scenario: You have lost something important (e.g. your wallet or phone) and need to report it either to a lost-and-found service or to a police station for a minor report. Practise speaking clearly and politely in a formal setting. You will need to define the chatbot's role as a lost-and-found assistant or police officer. You can choose situations from the examples below; start with a simple report and try a more detailed interaction by asking about recovery steps, documentation, or how to follow up.

Learning objectives:

- Use past tense and time expressions clearly.
- Provide specific object descriptions.
- Practise formal and calm reporting language.
- (Advanced option) Manage formal reporting interactions by describing the situation clearly, asking about recovery processes, and confirming next steps.

Instructions: Try to:

- Give clear details about the lost item.
- Describe where and when you lost it.
- Answer follow-up questions politely.
- Ask what happens next and how to follow up.
- (Advanced option) Use the extension prompts below to have a longer conversation.

Examples of situations and prompts:

1. Report the situation
 - “Hi, I’ve just realised I lost my phone. I’m at the train station and I’d like to check with the lost-and-found desk.”
 - “Hi, I’ve lost my wallet at the train station and I would like to make a report.”
 - “Hello, I’m here at the police station because I need to report my lost wallet.”
 - “Hi, I’m calling from home. I think I left my backpack on the bus and I’d like to ask if it’s been handed in.”
 - “Hello, I’m staying at this hotel and I believe I left my jacket in the lobby. Could you help me check?”
2. Describing the item
 - “It’s a black leather wallet with my ID inside.”
 - “The phone has a red case and a cracked screen.”
 - “It was in a green shopping bag.”
3. Explaining the situation
 - “I last saw it at the train station around 3pm.”
 - “I think I dropped it in the library.”
 - “I used it before lunch, then it disappeared.”
4. Asking about the process
 - “What happens if someone finds it?”
 - “Can I leave my contact details?”

- “Do I need to fill out a form?”
- 5. Ending politely
 - “Thank you. I’ll check back tomorrow.”
 - “Thanks for explaining everything.”
 - “I appreciate your help.”

Extension prompts: Want to challenge yourself? (Optional)

- 6. Clarifying identification or follow-up processes
 - “Do I need to show ID when collecting it?”
 - “Can you call me if it’s found?”
 - “How long do you keep lost items on file?”
- 7. Filing a formal report or describing more complex situations
 - “Should I file an official police report for this?”
 - “It had my passport inside. What should I do next?”
- 8. Asking about lost items in different locations
 - “What should I do if I lost it in another city?”
 - “Is there a lost property website I can check?”

Task 3: Requesting Maintenance or Repairs in a Rental Property

Scenario: Something is broken or needs fixing in your rental accommodation. You are contacting your property manager or landlord to request a repair. Practise speaking clearly and politely in a service setting. You will need to define the chatbot's role as a property manager or housing agent. You can choose situations from the examples below; start with a basic repair request and try a more detailed interaction by discussing access arrangements, urgency levels, or safety concerns.

Learning objectives:

- Use clear descriptive and locational language.
- Ask and answer questions about cause and urgency.
- Practise formal yet direct request language.
- (Advanced option) Manage extended repair requests by negotiating access times, explaining complications, or requesting updates on repair status.

Instructions: Try to:

- Describe the issue clearly with location and urgency.
- Ask how and when it can be fixed.
- Respond to any questions about damage or access.
- Confirm next steps and thank the person.
- (Advanced option) Use the extension prompts below to have a longer conversation.

Examples of situations and prompts:

1. Describing the issue
 - “The heater in my bedroom isn’t turning on.”
 - “There’s a leak under the kitchen sink.”
 - “My fridge is making a loud noise and not cooling.”
2. Asking about repairs
 - “Can someone come today or tomorrow?”
 - “Will you send a plumber or handyman?”
 - “Could they call or text me when they are on their way?”
 - “Do I need to stay home for the repair?”
3. Clarifying access or safety
 - “Should I turn off the water until they come?”
 - “I’ll leave a key at reception if I’m out.”
 - “Is there anything I should prepare before they arrive?”
4. Ending politely
 - “Thanks for organising that so quickly.”
 - “Let me know if you need any more information.”
 - “Have a good day.”

Extension prompts: Want to challenge yourself? (Optional)

5. Requesting updates or confirming communication methods
 - “Can you send me a confirmation when the repair is scheduled?”
 - “Will I get an email or text message once it’s booked?”



- “I would like to follow up as no one came today.”
 - “What if I need to organise my own repair and get reimbursed?”
6. Explaining repeated or unresolved problems
- “This is the second time it’s happened – can it be checked more thoroughly?”
 - “It was fixed last month but the issue has returned.”
 - “Should I be worried about any long-term damage?”
7. Negotiating urgent or after-hours repairs
- “It’s leaking a lot – can someone come after business hours?”
 - “Is there an emergency number I can call on weekends?”

Task 4: Seeking Technical Support for a Device or Service

Scenario: You are contacting customer support for a technical problem with your phone, computer, or an online service. You need help troubleshooting or asking for service options. Practise speaking clearly and politely using technology-related vocabulary. You will need to define the chatbot's role as a tech support agent or customer service assistant. You can choose situations from the examples below; start with a simple issue and try a more detailed interaction by discussing troubleshooting steps, data recovery, or service coverage.

Learning objectives:

- Practise using tech-related vocabulary and error descriptions.
- Follow instructions and sequence events.
- Use polite and persistent enquiry language.
- (Advanced option) Manage extended support conversations by clarifying error symptoms, asking about warranties or replacements, and confirming next actions.

Instructions: Try to:

- Describe what went wrong in clear steps.
- Respond to questions about device or account information.
- Follow troubleshooting suggestions.
- Ask what happens next.
- (Advanced option) Use the extension prompts below to have a longer conversation.

Examples of situations and prompts:

1. Describing the issue
 - “My phone keeps restarting by itself.”
 - “I can’t open this app. It crashes every time.”
 - “My internet browser won’t load anything.”
2. Answering questions
 - “It’s a Samsung Galaxy 24 or iPhone 15, about 2 years old.”
 - “I’ve tried restarting it already.”
 - “The error message says ‘connection failed’.”
3. Following suggestions
 - “How do I reset the settings?”
 - “Should I update the software?”
 - “Where can I find that option in the menu?”
4. Ending the conversation
 - “Thanks for your help. I’ll try those steps.”
 - “It’s working again! Appreciate your support.”
 - “I’ll reach out again if I still have problems.”

Extension prompts: Want to challenge yourself? (Optional)

5. Asking about repair or replacement options
 - “Is this covered under warranty or do I need to pay for repairs?”

“What happens if it’s not fixed after trying these steps?”

6. Discussing data recovery or security

“Will resetting delete my files or photos?”

“Is there a way to back up before I reset the phone?”

“Do I need to worry about any security risks?”

7. Clarifying support boundaries or ongoing issues

“What if this problem keeps happening after today?”

“Can I open a case number to follow up later?”

“Who do I contact if I want to make a complaint?”



Week 4: Academic and Professional Communication

The tasks in Week 4 are designed to support practising higher-level academic and professional communication. Each task involves scenarios that require complex language use such as negotiating, expressing opinions, or discussing future goals. These situations help build fluency, confidence, and professionalism in formal and semi-formal settings.

Task 1: Discussing Study or Career Plans with an Advisor

Scenario: You are speaking with an academic advisor or career counsellor to get guidance about your current study plans or future career options. You want to explain your situation, ask for advice, and clarify next steps. Practise speaking clearly and professionally in a formal setting. You will need to define the chatbot's role as a university advisor or career counsellor. You can choose situations from the examples below; start with a basic question about your study plan, and try a more extended interaction by exploring course structures, comparing qualifications, or evaluating career outcomes.

Learning objectives:

- Practise describing academic or professional goals.
- Use formal and polite question forms.
- Respond to suggestions and express uncertainty or preferences.
- (Advanced option) Manage a longer discussion by comparing study pathways, discussing industry requirements, or asking for help with future planning.

Instructions: Try to:

- Explain your current situation (what you study or do).
- Ask about career pathways or study options.
- Respond to advice and ask follow-up questions.
- Summarise your next steps politely.
- (Advanced option) Use the extension prompts below to have a longer conversation.

Examples of situations and prompts:

1. Describing your situation

- “I’m studying business, but I’m not sure it’s the right fit.”
- “I’ve worked part-time in retail, but I’d like to try something new.”
- “Hi, I’m thinking about changing my degree. Could you help me understand my options?”
- “Hello, I’m about to graduate and I’m unsure whether to study further or start working.”
- “Hi, I want to study overseas in the future. Could you tell me how to prepare now?”

2. Asking for advice

- “Do you think I need more work experience before applying?”
- “What kinds of work experience are you looking for?”

- “Should I do a diploma before a master’s degree?”
 - “How is the diploma different from the Master’s degree?”
3. Responding to suggestions
- “That sounds like something I’d enjoy.”
 - “I hadn’t considered that before.”
4. Ending the conversation
- “Thanks for your time. I’ll look into those options.”
 - “I’ll book a follow-up meeting once I decide.”

Extension prompts: Want to challenge yourself? (Optional)

5. Exploring and comparing academic pathways
- “How can I decide between doing further study or starting work after graduation?”
 - “What are some signs that a course or subject might not be the right fit for me?”
 - “If I want to study overseas later, how can I prepare now?”
6. Discussing career planning and future possibilities
- “What types of jobs are common for people in my degree?”
 - “How do I explore different careers if I’m unsure what I want to do?”
 - “Are there any new industries or roles I should consider based on my strengths?”
7. Seeking support and making longer-term plans
- “What should I do now if I want to apply for internships next year?”
 - “How can I stay motivated if I’m not sure about my goals yet?”
 - “Who else can I talk to for career or study advice at the university?”
 - “How do I find alumni who’ve taken a similar path?”

Task 2: Participating in Group Decisions and Negotiating Responsibilities

Scenario: You are part of a team working on a group project or task. You need to share opinions, agree or disagree politely, and negotiate roles, deadlines, or contributions. Practise speaking respectfully and collaboratively in a semi-formal setting. You will need to define the chatbot's role as a teammate or project group member. You can choose situations from the examples below; start with a basic opinion or suggestion and gradually develop a more complex negotiation about deadlines, roles, or contributions.

Learning objectives:

- Use language for turn-taking and respectful disagreement.
- Practise suggesting and clarifying ideas.
- Use polite negotiation strategies.
- (Advanced option) Engage in more complex group scenarios involving accountability, follow-up planning, and conflict resolution.

Instructions: Try to:

- Share your opinion and listen to others.
- Agree, disagree, or propose a compromise.
- Negotiate deadlines or roles clearly and politely.
- End with a clear summary or agreement.
- (Advanced option) Use the extension prompts below to have a longer or more complex discussion.

Examples of situations and prompts:

1. Describe your situation
 - “Hi, we’ve just started our group project. Can we plan the tasks together?”
 - “Hello, our assignment is due next week. Can we decide who will do each part?”
 - “Hi, we need to choose the presentation order. What do you think works best?” “Hello, let’s talk about how to divide the research and writing sections fairly.”
 - “Hi, we should set our deadlines today. Can we agree on who does what?”
2. Giving and responding to opinions
 - “I think we should present first so we have more time to write.”
 - “I see your point, but I’m worried about time.”
3. Negotiating tasks
 - “Who wants to do the writing part?”
 - “Can I take notes while someone else presents?”
4. Finalising the decision
 - “So we’re all agreed on the new timeline?”
 - “Let’s message each other if we run into problems.”

Extension prompts: Want to challenge yourself? (Optional)

5. Handling disagreement or hesitation

- “It sounds like we have different views. Can we find a middle option?”
 - “If someone can’t meet the deadline, how should we handle that?”
6. Planning for accountability and follow-up
- “Should we check in every few days to stay on track?”
 - “Do you think we need a shared document to manage tasks?”
 - “How do we make sure everyone is doing their part fairly?”
7. Dealing with workload or confidence concerns
- “I’m happy to try the presentation, but I’ve never done it before. Any tips?”
 - “This part feels too difficult for me. Can I swap with someone else?”
 - “Does anyone have experience with this type of project? We could learn from each other.”

Task 3: Responding to Feedback or a Performance Review

Scenario: You are participating in a feedback session with a teacher, manager, or supervisor. You need to listen actively, ask questions, respond respectfully, and reflect on ways to improve. Practise using constructive, calm, and polite language. You will need to define the chatbot's role as a supervisor, teacher, or manager. You can choose situations from the examples below; begin with a basic response and gradually try a more complex interaction by asking about development goals, long-term expectations, or feedback from previous tasks.

Learning objectives:

- Use active listening strategies.
- Respond respectfully and constructively.
- Ask follow-up questions about performance and goals.
- (Advanced option) Participate in extended reflection and goal-setting based on feedback.

Instructions: Try to:

- Listen and respond to both positive and critical feedback.
- Ask questions to clarify expectations.
- Reflect on areas for improvement.
- Thank the person and summarise next steps.
- (Advanced option) Use the extension prompts below to have a longer or more in-depth conversation.

Examples of situations and prompts:

1. Describe your situation
 - “Hi, I’ve just finished my class presentation. Could you talk about it?”
 - “Hello, I’m here for my monthly performance review. I’d like to hear how I went this month.”
 - “Hi, this is about the customer service call I handled earlier. Could you tell me what went well and what I should improve?”
 - “Hello, I’ve just submitted my assignment. Could you please share your comments?”
 - “Hi, we’ve just finished our group project. I’d appreciate your feedback on my contribution and communication.”
 - “Hi coach, training just finished. Could you tell me what I did well today and what I should work on next?”
2. Responding to feedback
 - “Thanks. I’ll make sure to check details more carefully.”
 - “I understand. I’ll try to speak more clearly next time.”
3. Clarifying expectations
 - “Do you mean I should change...?”
 - “What does success look like for this task?”
4. Summarising next steps
 - “I’ll make those changes and send the update by Friday.”



- “Thanks again. This gave me a lot to think about.”

Extension prompts: Want to challenge yourself? (Optional)

5. Asking for feedback examples or past comparisons
 - “Have you seen improvement in any particular area?”
 - “Could you give an example of something I did this well and something I could improve?”
6. Setting improvement goals or asking for support
 - “What would you recommend I focus on improving next?”
 - “Do you think a short training or workshop would help with that?”
 - “Could we schedule a follow-up meeting in a few weeks to review progress?”