[PDF] 71 IELTS General Training Reading Practice Tests with Answers

Test 1

PASSAGE 1

Read the text below and answer Questions 1-7.

Barchester Office Towers Visitor Information

Welcome to Barchester Office Towers. Visitors must register with the Security Desk in order to obtain a visitor's badge and be allowed entrance to the building. The Security Desk is located on the ground floor lobby near the main entrance. The security officer on duty will direct you to the office you are visiting. In addition, a map of the building is displayed near the main elevators, located behind the Security Desk.

To reach the rooftop parking area, take the elevator to the fourth floor, then follow the signs. Also located on that floor is the City View Restaurant, serving three meals a day, Tuesday–Sunday.

Barchester Office Towers offers a number of business services for the convenience of tenants and visitors. The Copy Center is located on the second floor. Photocopy and fax services are available here. Computers with Internet access are also available. The Copy Center is open twenty-four hours a day. You must show your visitor's badge when requesting services.

A small branch post office is located down the hall from the Copy Center. Envelopes and stamps are sold here. Mail pickup is twice a day, at 7:30 A.M. and 5:00 P.M. On the third floor, you will find a branch of the National Bank. All basic banking services are offered. Next to the bank is the Barchester Coffee Shop. Coffee, tea, and snacks are sold here, and most major daily newspapers and business magazines are available for perusal. The coffee shop is open from 7:00 A.M. until 4:30 P.M. Monday–Saturday.

_____

Read the text below and answer Questions 8-14.

Spring Willow Farm Museum and Education Center

Spring Willow Farm is a fully operating farm designed to educate the public about farm operation, farming history, and issues facing farmers today.

Schedule

We are open to the public year-round, with reduced hours during the winter months. Closed Mondays and holidays.

Visiting the Farm

Visitors are free to tour the farm on their own. Please note that children must be accompanied by an adult at all times. Maps are available at the information desk in the Main Building. Guided tours are included in the cost of admission. Tours leave from the Main Building front entrance at 10:00 A.M. and 2:00 P.M. daily.

The ground floor of the Main Building is open to visitors. It contains exhibits explaining daily farm life in different periods of history, with displays showing farm implements, kitchen and other household utensils, photographs, and more. The information desk is also located here, as well as the Farm Museum Gift Shop.

Classes

The museum offers classes on various aspects of farming and farm history two evenings a week throughout the year. Ask at the information desk for a schedule of upcoming classes. In addition, classes on special subjects related to farming can be arranged for your club or group. Please contact the Education Office for further information. All classes take place in the classrooms located on the second floor of the Main Building.

PART 1 — QUESTIONS

Questions 1-7

On which floor of the office complex can you do each of the following activities?

Write the correct letter, A, B, C, or D.

A. if you can do this on the ground floor

B. if you can do this on the second floor

C. if you can do this on the third floor

D. if you can do this on the fourth floor

	A	B	C	D
1 have lunch	○	○	○	○
2 cash a check	○	○	○	○
3 mail a letter	○	○	○	○
4 get a pass to enter the building	○	○	○	○
5 read a newspaper	○	○	○	○
6 fax a document	○	○	○	○
7 look at a map of the building	○	○	○	○

Questions 8-14

Do the following statements agree with the information given in the text about the Spring Willow Farm Museum and Education Center?

Write:

TRUE if the statement agrees with the information

FALSE if the statement contradicts the information

NOT GIVEN if there is no information on this

8 Spring Willow Farm is closed during the winter months.

- **A** ○ TRUE
- **B** ○ FALSE
- **C** ○ NOT GIVEN

9 Children are not allowed to visit the farm.

- **A** ○ TRUE
- **B** ○ FALSE
- **C** ○ NOT GIVEN

10 Spring Willow Farm charges visitors an admission fee.

- **A** ○ TRUE
- **B** ○ FALSE
- **C** ○ NOT GIVEN

11 The guided tours last two hours.

- **A** ○ TRUE
- **B** ○ FALSE
- **C** ○ NOT GIVEN

12 The museum has gifts for sale.

- **A** ○ TRUE
- **B** ○ FALSE
- **C** ○ NOT GIVEN

13 Farmers are offered a special discount on classes.

- **A** ○ TRUE
- **B** ○ FALSE

C ○ NOT GIVEN

14 The museum buildings are open in the evening.

A ○ TRUE

B ○ FALSE

C ○ NOT GIVEN

PASSAGE 2

Read the text below and answer Questions 15-20.

How to Give an Effective Presentation

When planning an effective presentation, there are a number of things to keep in mind.

15

A

First ask yourself, "Why am I giving this presentation?" The point of your presentation may be to outline a project plan, report on work that has been done, solve a problem, provide training, or generate support for an idea. Once you are clear on the reason for your presentation, it will be easier to organize your information.

16

B

If you are not used to giving presentations, you may feel nervous. There are a few things you can do to counteract this. The most important thing is to rehearse your presentation several times until you feel comfortable with it. Before you begin speaking, take a few deep breaths. This will help you relax. Stand up straight and look your audience in the eye. Most of all, don't try to be perfect. This is an impossible goal.

17

C

Even though you may be using a microphone, you still need to pay attention to your voice. Talk slowly and clearly. Pause often to give your audience time to absorb the information. Do not garble your words or talk so quickly that no one can follow you.

18

D

There is no better way to lose your audience than to stand at the front of the room and talk on and on but give them nothing to look at. Plan to use presentation software to show charts and graphs, photographs, maps, or other graphics that will make your ideas clearer. This is particularly important for numbers, but it is also useful for other kinds of information.

19 _____

E

Before you begin your presentation, remember to check the microphone, computer, and any other special tools you may be using. Make sure everything is in working order before you start talking so that there will be no interruptions due to breakdowns.

20 _____

F

Something that is often overlooked but that is very important for an effective presentation is the location setup. Make sure that the seating is placed so that it allows everyone to see your slides and hear your voice. The chairs should be comfortable, too.

_____

Read the text below and answer Questions 21-27.

The Marcy Corporation Information for New Employees

All new employees at the Marcy Corporation are required to attend an orientation session during their first month of employment. The next orientation session will be held on March 21 in the company conference room. Employee benefits, payment policies, employee responsibilities, and other personnel matters will be discussed. Employees are requested to read the employee manual and submit the signed statement prior to attending the orientation.

The Marcy Corporation Employee Manual has been provided to inform our employees about the company's procedures and policies. We ask each employee to take the time to read the manual carefully. After a thorough review of the manual, the statement below should be signed and returned to the employee's supervisor by the date noted below. Every effort has been made to present the information in the manual in a clear and concise manner. If there are any questions regarding the content of the manual, they should be submitted in writing to Human Resources.

Statement

I, _____, have read a copy of the Marcy Corporation Employee Manual and am familiar with its contents. By signing below, I certify that I understand and accept the information contained in the Marcy Corporation Employee Manual and agree to abide by the Marcy Corporation's policies.

(Employee signature)

Please submit by: March 15

PART 2 — QUESTIONS

Questions 15-20

The following reading passage has six sections A-F. Choose the correct heading for sections A-F from the list of headings below. Write the correct number, i-viii. There are more headings than sections, so you will not use them all.

i. **There are more headings than sections, so you will not use them all.**

ii. **Solving Problems**

iii. **Room Arrangement**

iv. **Equipment**

v. **Defining Your Purpose**

vi. **Using Visuals**

vii. **Your Audience**

viii. **Speaking Well**

Questions 21-27

Complete the sentences below.

Choose NO MORE THAN THREE WORDS from the text for each answer.

- All **21** _____ must participate in an orientation session.
- The **22** _____ will take place in the company conference room.
- The manual should be read before **23** _____
- The employee manual contains information about the company's **24** _____
- The signed statement should be submitted to **25** _____
- **26** _____ will answer questions about the content of the manual.
- The due date for the signed statement is **27** _____

PASSAGE 3

Read the text below and answer Questions 28-40.

Canoes Around the World

Many cultures throughout the world have developed some form of canoe—a long, slender, open boat powered by handheld paddles. In each case, the technologies and materials used to construct the canoe reflect the resources available to that particular culture. There are three basic types of canoe: the frame-and-bark canoe, the dugout, and the plank canoe. Developed by cultures on every continent since prehistoric times, canoes continue to be used today both for survival and for recreation.

The birch-bark canoe, an example of the frame-and-bark type of construction, was developed in the region that is now the northeastern United States and eastern Canada. Native Americans constructed birch-bark canoes by building a frame from spruce wood and then using roots to stitch pieces of birch bark over the frame. In areas where birch was not available, bark from elm or spruce trees was used instead. After the bark was sewn to the frame, the canoes were then sealed with a mixture of spruce gum and bear grease. These substances worked very well to make the boat watertight. Birch-bark canoes were lightweight and thus easily portaged around waterfalls or from lake to lake. Most were designed to hold no more than two or three people and were used for lake and river travel. When Europeans opened up the fur trade in North America in the seventeenth century, the French traders used larger versions (30 to 40 feet in length) to transport furs in large quantities across the Great Lakes for shipment back to Europe.

The dugout—a canoe created from a single tree trunk—has been used in many areas throughout the world. Simple versions of hollowed-out logs were used by native peoples throughout much of North America. Coastal groups such as the Haida and Tlinglit in the Pacific Northwest developed large dugout crafts 60 feet or longer that could carry large numbers of people on the ocean for trade, warfare, fishing, whaling, and travel to ceremonial gatherings. First, the outer and inner bark around the entire circumference of a tall, straight tree, often a cedar or redwood, was removed. This process, called girdling, cuts off the flow of sap, thus killing the tree and making it easier to chop down. Then the tree was felled and cut to the appropriate length. The opening of the dugout was created by repeatedly burning the wood, then carving it out with tools. In early times, stone tools were used, but later metal tools came into use. Once the canoe was carved out, the boat builders filled it with water and brought the water to a boil using stones heated on a fire. This softened the wood and the weight of the water caused the walls of the canoe to bow outward, giving it more width than the original girth of the tree.

The ocean-going Chumash people of what is now southern California developed the tomol, or plank canoe. They created their canoes by cutting planks from redwood trees, carving and shaping them into a canoe without any frame. They lashed the planks together by drilling holes and tying them with cords. Pitch from pine trees and tar, also found locally, were used between the planks and over the entire hull for waterproofing.

The canoe played a major role in the spread of all the Pacific Island cultures. These cultures developed outrigger and double-hulled dugout canoes. Outriggers have one or more parallel floats attached to a dugout canoe with poles for increased stability in ocean waves. Double-hulled canoes have a platform between two parallel dugouts. These highly stable designs, combined with sails, enabled the Polynesians to go on epic ocean journeys and to inhabit far-flung islands. Several families (or as many as 200 people in the largest vessels), could sail in each of these double-hulled canoes with food, water, and domesticated plants and animals across huge expanses of ocean, and in this way the Polynesian people spread throughout the Pacific, establishing new communities on previously uninhabited islands.

In areas of dense rain forest throughout the world, including the Amazon basin, and parts of Africa and Asia, river travel with dugouts was, and in many cases still is, the primary means of transportation. In West Africa, large war canoes capable of transporting many fighters were carved from single trees.

Descendants of the ancient canoes are still widely used today. Traditional cultures around the world still use dugout canoes for fishing and transportation. Today's modern recreational canoes, while now often constructed with aluminum, fiberglass, wood, and canvas, plastic, and other synthetic materials, still retain the shape and basic design of the birch-bark canoes developed in the distant past. The catamaran sailboat, widely used in racing, is a direct descendant of the double-hulled sailing canoe used thousands of years ago by the Polynesian cultures.

PART 3 — QUESTIONS

Questions 28-34

Look at the following descriptions of the different types of canoes.

Match each description with the correct canoe, A, B, or C.

Write the correct letter, A, B, or C.

A. birch-bark

B. dugout

C. plank

	A	B	C
28 held together with rope	○	○	○
29 made from a hollowed-out log	○	○	○
30 made waterproof with gum and grease	○	○	○
31 constructed with the use of both fire and water	○	○	○
32 easy to carry over land	○	○	○
33 sealed with pitch and tar	○	○	○
34 made to carry just a few people	○	○	○

Questions 35-40

Complete the summary below.

Choose NO MORE THAN TWO WORDS from the text for each answer.

Polynesians turned dugout canoes into outrigger canoes by attaching **35** _____ to them. Double-hulled canoes were made by connecting two outrigger canoes with **36** _____. Because they could travel over **37** _____ of ocean in these canoes, Polynesians were able to inhabit islands all across the Pacific Ocean. In West Africa,

large war canoes were used to carry **38** _____. Today, **39** _____ canoes are made of modern materials such as aluminum, fiberglass, and plastic. These modern canoes are similar in form to **40** _____ canoes.

Answer Key

#	Answer	Explanation
1	**D**	Also located on that floor is the City View Restaurant, serving three meals a day, Tuesday–Sunday
2	**C**	On the third floor, you will find a branch of the National Bank. All basic banking services are offered
3	**B**	The Copy Center is located on the second floor. Photocopy and fax services are available here. Computers with Internet access are also available. The Copy Center is open twenty-four hours a day. You must show your visitor's badge when requesting services.A small branch post office is located down the hall from the Copy Center
4	**A**	Visitors must register with the Security Desk in order to obtain a visitor's badge and be allowed entrance to the building. The Security Desk is located on the ground floor lobby near the main entrance
5	**C**	On the third floor, you will find a branch of the National Bank. All basic banking services are offered. Next to the bank is the Barchester Coffee Shop. Coffee, tea, and snacks are sold here, and most major daily newspapers and business magazines are available for perusal
6	**B**	The Copy Center is located on the second floor. Photocopy and fax services are available here
7	**A**	The Security Desk is located on the ground floor lobby near the main entrance. The security officer on duty will direct you to the office you are visiting. In addition, a map of the building is displayed near the main elevators, located behind the Security Desk
8	**FALSE**	We are open to the public year-round, with reduced hours during the winter months
9	**FALSE**	Please note that children must be accompanied by an adult at all times
10	**TRUE**	Guided tours are included in the cost of admission
11	**NOT GIVEN**	Guided tours are included in the cost of admission. Tours leave from the Main Building front entrance at 10:00 A.M. and 2:00 P.M. daily

#	Answer	Explanation
12	**TRUE**	The information desk is also located here, as well as the Farm Museum Gift Shop
13	**NOT GIVEN**	The museum offers classes on various aspects of farming and farm history two evenings a week throughout the year
14	**TRUE**	The museum offers classes on various aspects of farming and farm history two evenings a week throughout the year All classes take place in the classrooms located on the second floor of the Main Building
15	**v**	First ask yourself, “Why am I giving this presentation?” The point of your presentation may be to outline a project plan, report on work that has been done, solve a problem, provide training, or generate support for an idea
16	**i**	If you are not used to giving presentations, you may feel nervous. There are a few things you can do to counteract this. The most important thing is to rehearse your presentation several times until you feel comfortable with it
17	**viii**	Even though you may be using a microphone, you still need to pay attention to your voice. Talk slowly and clearly. Pause often to give your audience time to absorb the information. Do not garble your words or talk so quickly that no one can follow you
18	**vi**	Plan to use presentation software to show charts and graphs, photographs, maps, or other graphics that will make your ideas clearer
19	**iv**	Before you begin your presentation, remember to check the microphone, computer, and any other special tools you may be using
20	**iii**	Something that is often overlooked but that is very important for an effective presentation is the location setup. Make sure that the seating is placed so that it allows everyone to see your slides and hear your voice. The chairs should be comfortable, too
21	**new employees**	All new employees at the Marcy Corporation are required to attend an orientation session during their first month of employment
22	**next orientation session**	The next orientation session will be held on March 21 in the company conference room
23	**(attending) the orientation**	Employees are requested to read the employee manual and submit the signed statement prior to attending the orientation
24	**procedures and policies**	The Marcy Corporation Employee Manual has been provided to inform our employees about the company’s procedures and

#	Answer	Explanation
		policies
25	**the employee's supervisor**	After a thorough review of the manual, the statement below should be signed and returned to the employee's supervisor by the date noted below
26	**Human Resources**	If there are any questions regarding the content of the manual, they should be submitted in writing to Human Resources
27	**March 15**	Please submit by: March 15
28	**C**	They lashed the planks together by drilling holes and tying them with cords
29	**B**	The dugout—a canoe created from a single tree trunk—has been used in many areas throughout the world. Simple versions of hollowed-out logs were used by native peoples throughout much of North America
30	**A**	After the bark was sewn to the frame, the canoes were then sealed with a mixture of spruce gum and bear grease. These substances worked very well to make the boat watertight
31	**B**	The opening of the dugout was created by repeatedly burning the wood, then carving it out with tools. In early times, stone tools were used, but later metal tools came into use. Once the canoe was carved out, the boat builders filled it with water and brought the water to a boil using stones heated on a fire
32	**A**	Birch-bark canoes were lightweight and thus easily portaged around waterfalls or from lake to lake
33	**C**	The ocean-going Chumash people of what is now southern California developed the tomol, or plank canoe. They created their canoes by cutting planks from redwood trees, carving and shaping them into a canoe without any frame. They lashed the planks together by drilling holes and tying them with cords. Pitch from pine trees and tar, also found locally, were used between the planks and over the entire hull for waterproofing
34	**A**	Most were designed to hold no more than two or three people and were used for lake and river travel
35	**parallel floats**	Outriggers have one or more parallel floats attached to a dugout canoe with poles for increased stability in ocean waves
36	**a platform**	Double-hulled canoes have a platform between two parallel dugouts
37	**huge expanses**	Several families (or as many as 200 people in the largest vessels), could sail in each of these double-hulled canoes with food, water, and domesticated plants and animals across huge expanses of

#	Answer	Explanation
		ocean, and in this way the Polynesian people spread throughout the Pacific, establishing new communities on previously uninhabited islands
38	**(many) fighters**	In West Africa, large war canoes capable of transporting many fighters were carved from single trees
39	**(modern) recreational**	Today’s modern recreational canoes, while now often constructed with aluminum, fiberglass, wood, and canvas, plastic, and other synthetic materials, still retain the shape and basic design of the birch-bark canoes developed in the distant past
40	**birch-bark**	Today’s modern recreational canoes, while now often constructed with aluminum, fiberglass, wood, and canvas, plastic, and other synthetic materials, still retain the shape and basic design of the birch-bark canoes developed in the distant past

Test 2

PASSAGE 1

Read the text below and answer Questions 1-7.

Presto Bread Machine

Thank you for buying a Presto Bread Machine. You and your family will enjoy delicious homemade bread for years to come.

1

A

Please check the contents of the box to make sure they are complete. Your Presto Bread Machine comes with a removable baking pan, a measuring cup, a measuring spoon, and a recipe booklet. You may also wish to have on hand an extra measuring cup and several other measuring spoons in different sizes. Ingredients for the bread recipes are not included.

2

B

Choose a recipe from the enclosed recipe booklet. Each recipe lists the ingredients in the order they are to be added to the machine. Liquid ingredients should be added to the machine before dry ingredients. Place all the ingredients in the removable pan, place the pan inside the machine, and close the lid. Push the menu button and the type of bread you are making—white, whole wheat, or raisin. If you are making rolls, select dough. Push the start button. Your bread will be ready in three hours for white or raisin bread or four hours for whole wheat bread. Dough takes two hours.

3

C

It is important to clean the inside of the machine after each use. Small bits of dough may fall out of the pan and burn during baking. Over time this may build up and become hazardous. For cleaning, remove the bread pan from the machine and let the machine cool down. Wipe the inside of the machine with a damp sponge. To clean the bread pan, let it soak in warm, soapy water. Then wipe gently with a damp sponge. Do not use a brush or scouring pad as these may damage the stick-free coating.

4

D

If you have any questions or require help using your bread machine, please call our twenty-four-hour help line: 800-555-9845. A list of frequently asked questions and answers is available on the website: www.prestobread.com. Also available on the website is a variety of international bread recipes. If you are dissatisfied with your Presto Bread Machine for any reason, simply return it, in its original box, to the store where you purchased it. A complete refund will be sent to you within thirty days of purchase.

_____

Read the text below and answer Questions 8-14.

Regional Share-Your-Ride

Information for Commuters

Regional Share-Your-Ride is a free service offered to all commuters in our area. We help you save costs on commuting by matching you up with other commuters who travel the same route. When you share your daily ride to work with other commuters, you save on transportation costs and help reduce traffic congestion and air pollution.

Carpool

Share your ride to work with one or more other commuters. You can choose to carpool daily or just a few days a week, whatever suits your schedule best.

Vanpool

Using your van to share your ride with four or more people will save you even more on commuting costs. Regional Share-Your-Ride is available to help you keep your van running smoothly and filled with riders. According to state law, vanpools are permitted to travel in special high-occupancy vehicle (HOV) lanes located on highways in urban areas throughout the region.

Matching

Log on to our website at www.rsyrp.net. Type in your location, destination, and work schedule. Our system will generate a list of other commuters whose route and schedule match yours. The website also has maps of the region to help you plan the most efficient route for your commute. These are available for free download.

Contact

Contact the commuters on the list, and arrange a ride-sharing schedule and route with them. You can also discuss how you want to share the responsibility of driving. When you have arranged a carpool or vanpool group, return to our website and register your group with us.

Benefits

Registered participants in Regional Share-Your-Ride can sign up to receive daily traffic and weather reports by e-mail. As a participant, you are also eligible for the Urgent Ride service, which provides you with free transportation to your house in case you or your carpool or vanpool driver has an emergency.

PART 1 — QUESTIONS

Questions 1-4

The following text has four sections A–D. Choose the correct heading for each section from the list of headings below. There are more headings than sections, so you will not use them all.

i. **Other Uses for Your Machine**

ii. **Baking Bread**

iii. **The Science of Bread Dough**

iv. **Customer Assistance**

v. **Ingredients for Bread**

vi. **Caring for Your Machine**

vii. **Equipment Included**

Questions 5-7

Answer the questions below. Choose NO MORE THAN THREE WORDS from the text for each answer.

5 How long does it take to bake raisin bread? _____

6 How often should you clean the inside of the machine? _____

7 According to these instructions, where can you find bread recipes from around the world? _____

Questions 8-14

Complete each sentence with the correct ending, A–M, below.

- Regional Share-Your-Ride provides **8** _____
- By using a carpool or vanpool, commuters can save **9** _____
- Commuters who travel by van receive **10** _____
- Commuters can get free maps by **11** _____

• Commuters should register with the program **12** _____

• After signing up for the program, participants can receive by e-mail **13** _____

• In case of emergency, program participants can get **14** _____

A. **money on traveling costs.**

B. **participating in the program for one month.**

C. **a free ride home.**

D. **a reduced-cost Regional Share-Your-Ride program membership.**

E. **wear and tear on their cars.**

F. **permission to use certain highway lanes.**

G. **rentals of cars and vans for commuting purposes.**

H. **after forming a carpool or vanpool group.**

I. **if interested in learning more about carpools.**

J. **information to commuters who want to share rides.**

K. **daily information on road conditions.**

L. **a trip to the hospital.**

M. **visiting the website.**

PASSAGE 2

Read the text below and answer Questions 15-20.

Job Interview Success

When you apply for a job, the impression you create during the interview is just as important as the skills and background you bring to the table. The following suggestions will help you prepare for a successful interview.

Before You Leave Home

Dress appropriately. This means the attire you choose should be the same as what you would wear for work once you are hired. Conservative colors and styles always convey a more trustworthy image.

Rehearse the interview at home. Think of questions that you will probably be asked, and prepare answers for them. This will help you be calm when you are at the actual interview.

Don't be late for your interview. The best way to avoid this problem is to decide ahead of time how you want to get there. If by bus or subway, check the schedules the day before. If by car, plan your route carefully and figure out how long it will take. Careful planning will ensure that you will make a good impression by arriving on time.

During the Interview

Speak clearly. Look the interviewer in the eye when speaking and use clear, confident tones. Do not speak too quickly or nervously. Rather, pronounce your words carefully and pause when searching for ideas. Speaking with a firm, clear voice is one of the best ways to give an impression of self-assurance.

Ask questions. Do not be afraid to do this. It will not make you appear unprepared or stupid. On the contrary, asking the right questions shows that you are knowledgeable about the company and conveys the impression that you are interested and enthusiastic.

Read the text below and answer Questions 21-27.

Five Reasons Your Business Needs a Website

All businesses, large or small, need a website. Here are several reasons a website can help a company of any size improve its business.

A

A website is the most important tool a business has for maintaining contact with customers. The website gives customers a way to know what services or products you sell and how to

contact you. By offering an e-newsletter sign-up on your website, customers can stay informed about events related to your business and your products, and you save on printing costs. A link to your blog keeps customers up-to-date on what is happening with your business, and keeps them coming back.

B

A website allows you to expand your customer base beyond your immediate community, and even to other countries. Anyone in the world can have access to your services and products through your website, at no extra cost.

C

No matter what the size of your business, it is not hard to afford a website. It is easy to set up, and it does not have to break your budget. There are templates available if you want to create a website yourself. Or, you can hire a Web designer for a more professional look. Depending on what you need, using the services of a professional does not necessarily cost huge amounts of money. The hosting fees you pay to keep your website up and running are minimal.

D

You can save on expenses by keeping your website simple. Even just a few pages can be enough to provide your customers with the necessary information to keep them interested in what your business has to offer. A large website with lots of pages is not always necessary. The most essential facts to include in any website—your business name and location, your products, and your contact information—can be contained on just one page.

E

Your website can be a place for your customers to buy your products. You may still do most of your selling at your physical place of business, but the website is another opportunity to sell, and you can reach more customers this way, too.

PART 2 — QUESTIONS

Questions 15-20

Complete the sentences below. Choose NO MORE THAN THREE WORDS from the text for each answer.

- Wearing **15** _____ clothes makes a better impression during the job interview.
- Practice answering questions ahead of time so that you feel **16** _____ during the interview.
- If traveling to the interview by bus, make sure you know **17** _____ ahead of time.
- You will be **18** _____ for the interview if you plan your trip beforehand.
- Use your **19** _____ to convey an attitude of confidence.
- Show what you know by asking **20** _____

Questions 21-27

The text contains five sections, A–E. In which section can information about the following be found? You may use any letter more than once.

	A	B	C	D	E
21 finding international customers	○	○	○	○	○
22 the cost of maintaining a website	○	○	○	○	○
23 ways to communicate with customers	○	○	○	○	○
24 selling your products online	○	○	○	○	○
25 the size of your website	○	○	○	○	○
26 website design	○	○	○	○	○
27 the most important information to include	○	○	○	○	○

PASSAGE 3

Read the text below and answer Questions 28-40.

Phases of the Moon

Traveling a distance of approximately 382,400 kilometers, the moon takes just over twenty-nine days to complete its orbit around the Earth. During this lunar cycle, many different phases of the moon are visible from Earth, even though the moon itself never changes shape. The cyclic period of the moon is determined by the extent to which the sun illuminates the moon on the side that is facing Earth. Just like Earth, the moon is sphere shaped, and thus always half illuminated by the sun. However, because the moon and the Earth are in synchronous rotation, we can see only the near side of the moon. The side we do not see is called the far side, or the dark side, a term that is often misunderstood. The dark side refers to the mysteriousness of this unseen side, not the amount of light it receives. Both the near and the far sides of the moon receive approximately the same amount of sunlight. Though we see a slightly different moon from Earth each day, its repetitive cycle is both predictable and functional.

There are eight phases of the moon, each with a unique name that signifies how much of the moon is visible from Earth. In the early phases, the moon is said to be waxing, or gradually getting larger. The first phase is called new moon. In this phase, the moon is lined up between the Earth and the sun. The illuminated side of the moon is facing the sun, not the Earth, so from Earth, there appears to be no moon at all. As the moon begins to move slowly eastward away from the sun, it becomes slightly more visible.

After new moon, the waxing crescent phase begins. During this phase, the moon appears to be less than half illuminated. First quarter occurs when one-half of the moon is visible. It is called first quarter, not because of its size, but because it represents the end of the first quarter of the moon’s cycle. The next phase is called waxing gibbous and represents a moon that is larger than half a sphere, but not quite a whole. This phase is followed by full moon, which occurs when the moon's illuminated side is directly facing Earth.

As the moon begins to get smaller again, it is said to be waning. The phases in the second half of the cycle appear the same as the first, except that the opposite half of the near side of the moon is illuminated, thus the moon appears to be shrinking rather than growing. Waning gibbous is followed by last quarter, when one-half of the moon is visible, and finally waning crescent. In the Northern Hemisphere, when the moon is waxing, the light of the moon increases from right to left. The opposite occurs in the Southern Hemisphere.

Like the sun, the moon is an accurate tool for measuring time. A complete cycle of the moon is called a lunation. A full cycle of the moon typically lasts just under one calendar month, therefore, the phase of the moon that starts a month usually repeats just before the month is through. When two full moons occur in one calendar month the second one is called a blue moon. This phenomenon occurs about once every 2.7 years. Within one cycle, the moon’s “age” is calculated from the last day of the new moon. For example, the moon is approximately fifteen days old during the full moon phase.

The moon can also be used to calculate the time of day. Just like the sun, the moon rises and sets each day and is visible on the Earth's horizon. At new moon, the moon and sun rise and set at almost the same time. As the moon begins to wax, or move farther in its orbit, it rises approximately one hour later each day. By full moon, the moon rises at about the same time the sun sets and sets when the sun rises. Therefore, the moon is out in the daytime as often as it is at night even though it is not always as easy to see in the daylight. The Islamic calendar is based on the phases of the moon. The beginning of each new month in the Islamic calendar begins when the waxing crescent first appears in the night sky.

The primary phases of the moon, which include new moon, first quarter, full moon, and last quarter are published in almanacs for each month. The phases can also be found on many calendars in the Western world. Despite the world's fascination with the moon, its phases are not entirely unique. The planets Venus and Mercury have similar phases; however, unlike the moon, these planets can never be on the opposite side of the Earth from the sun. To see the equivalent of the "full moon" phase of these planets, we would need to have the capacity to see through the sun.

Questions 28-29

Choose the correct letter, A, B, or C.

28 It takes the moon approximately twenty-nine days to

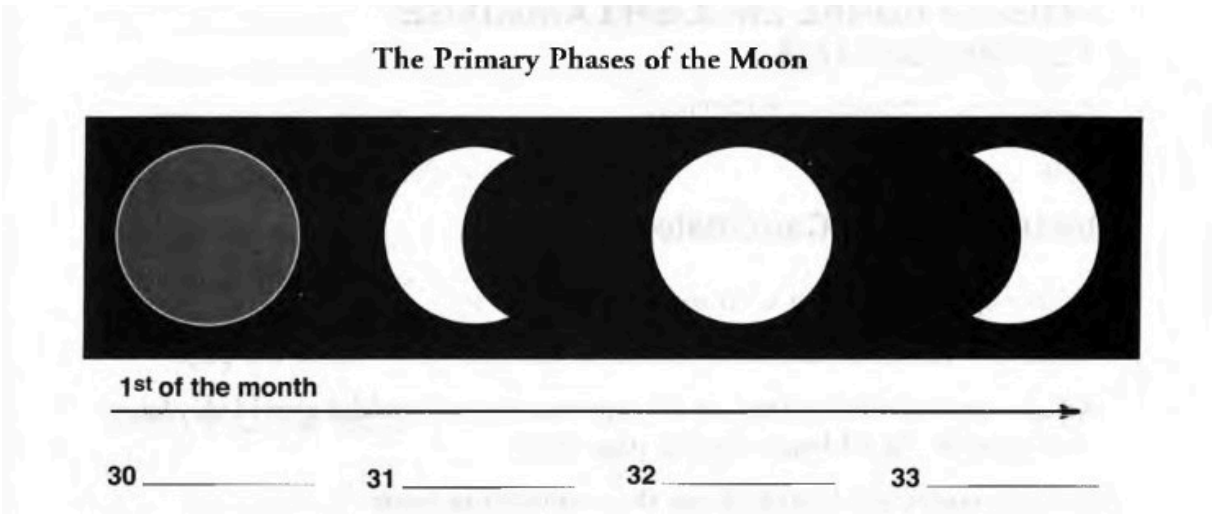
- **A** ○ orbit the sun.
- **B** ○ travel 382,400 kilometers.
- **C** ○ become fully illuminated.

29 The dark side of the moon

- **A** ○ receives a lot of light.
- **B** ○ faces the Earth during the day.
- **C** ○ is never visible from the Earth.

Questions 30-33

Label the diagram below. Choose NO MORE THAN TWO WORDS from the reading passage for each answer.



30 _____

31 _____

32 _____

33 _____

Questions 34-40

Do the following statements agree with the information given in the passage?

YES if the statement agrees with the information

NO if the statement contradicts the information

NOT GIVEN if there is no information on this

34 A lunation takes a little more than one month to complete.

- **A** ○ YES
- **B** ○ NO
- **C** ○ NOT GIVEN

35 The term blue moon refers to the color of the moon at certain times of the year.

- **A** ○ YES
- **B** ○ NO
- **C** ○ NOT GIVEN

36 It takes about fifteen days for the moon to move from new moon to full moon.

- **A** ○ YES
- **B** ○ NO
- **C** ○ NOT GIVEN

37 At certain times of the month, the moon rises at the same time as the sun.

- **A** ○ YES
- **B** ○ NO
- **C** ○ NOT GIVEN

38 There are twelve months on the Islamic calendar.

A ○ YES

B ○ NO

C ○ NOT GIVEN

39 Some planets have phases similar to the moon's phases.

A ○ YES

B ○ NO

C ○ NOT GIVEN

40 The moons of Venus and Mercury are visible from Earth.

A ○ YES

B ○ NO

C ○ NOT GIVEN

Answer Key

#	Answer	Explanation
1	**vii**	Your Presto Bread Machine comes with a removable baking pan, a measuring cup, a measuring spoon, and a recipe booklet
2	**ii**	Place all the ingredients in the removable pan, place the pan inside the machine, and close the lid. Push the menu button and the type of bread you are making—white, whole wheat, or raisin. If you are making rolls, select dough. Push the start button
3	**vi**	It is important to clean the inside of the machine after each use
4	**iv**	If you have any questions or require help using your bread machine, please call our twenty-four-hour help line: 800-555-9845
5	**three hours**	Your bread will be ready in three hours for white or raisin bread or four hours for whole wheat bread
6	**after each use**	It is important to clean the inside of the machine after each use
7	**(on) the website**	Also available on the website is a variety of international bread recipes
8	**J**	Regional Share-Your-Ride is a free service offered to all commuters in our area. We help you save costs on commuting by matching you up with other commuters who travel the same route
9	**A**	When you share your daily ride to work with other commuters, you save on transportation costs and help reduce traffic congestion and air pollution
10	**F**	According to state law, vanpools are permitted to travel in special high-occupancy vehicle (HOV) lanes located on highways in urban areas throughout the region
11	**M**	The website also has maps of the region to help you plan the most efficient route for your commute. These are available for free download
12	**H**	When you have arranged a carpool or vanpool group, return to our website and register your group with us
13	**K**	Registered participants in Regional Share-Your-Ride can sign up to receive daily traffic and weather reports by e-mail

#	Answer	Explanation
14	**C**	As a participant, you are also eligible for the Urgent Ride service, which provides you with free transportation to your house in case you or your carpool or vanpool driver has an emergency
15	**conservative**	Conservative colors and styles always convey a more trustworthy image
16	**calm**	This will help you be calm when you are at the actual interview
17	**the schedule(s)**	If by bus or subway, check the schedules the day before
18	**on time**	Careful planning will ensure that you will make a good impression by arriving on time
19	**voice**	Speaking with a firm, clear voice is one of the best ways to give an impression of self-assurance
20	**(the right) questions**	On the contrary, asking the right questions shows that you are knowledgeable about the company and conveys the impression that you are interested and enthusiastic
21	**B**	A website allows you to expand your customer base beyond your immediate community, and even to other countries
22	**C**	The hosting fees you pay to keep your website up and running are minimal
23	**A**	A website is the most important tool a business has for maintaining contact with customers
24	**E**	Your website can be a place for your customers to buy your products
25	**D**	A large website with lots of pages is not always necessary
26	**C**	There are templates available if you want to create a website yourself. Or, you can hire a Web designer for a more professional look
27	**D**	The most essential facts to include in any website—your business name and location, your products, and your contact information—can be contained on just one page
28	**B**	Traveling a distance of approximately 382,400 kilometers, the moon takes just over twenty-nine days to complete its orbit around the Earth
29	**C**	However, because the moon and the Earth are in synchronous rotation, we can see only the near side of the moon. The side we do not see is called the far side, or the dark side, a term that is often misunderstood

#	Answer	Explanation
30	**new moon**	The first phase is called new moon
31	**first quarter**	First quarter occurs when one-half of the moon is visible
32	**full moon**	This phase is followed by full moon, which occurs when the moon's illuminated side is directly facing Earth
33	**last quarter**	Waning gibbous is followed by last quarter, when one-half of the moon is visible, and finally waning crescent
34	**NO**	A complete cycle of the moon is called a lunation. A full cycle of the moon typically lasts just under one calendar month, therefore, the phase of the moon that starts a month usually repeats just before the month is through
35	**NO**	When two full moons occur in one calendar month the second one is called a blue moon
36	**YES**	Within one cycle, the moon's "age" is calculated from the last day of the new moon. For example, the moon is approximately fifteen days old during the full moon phase
37	**YES**	At new moon, the moon and sun rise and set at almost the same time
38	**NOT GIVEN**	The Islamic calendar is based on the phases of the moon. The beginning of each new month in the Islamic calendar begins when the waxing crescent first appears in the night sky
39	**YES**	The planets Venus and Mercury have similar phases
40	**NOT GIVEN**	The planets Venus and Mercury have similar phases; however, unlike the moon, these planets can never be on the opposite side of the Earth from the sun

Test 3

PASSAGE 1

Read the text below and answer Questions 1-8.

AREA HOTELS

Hotel A

Rosewood Hotel. Spend your vacation with us. We offer luxury suites, an Olympic-sized pool, a state-of-the-art fitness center, and a beauty spa. Leave business cares behind while you relax in luxury at the Rosewood. You'll never want to leave! Call 800-555-0942 for reservations.

Hotel B

The Woodside Motel is the place to stay while visiting our city. After a day of sightseeing, relax in the comfort of your luxury room. All our rooms have king-sized beds, free movies, and minibars. Our outdoor playground and indoor recreation room mean the little ones will never be bored. Babysitting service available. Enjoy your next family vacation at the Woodside Motel.

Hotel C

The Columbus Hotel is conveniently located in the heart of the city's theater district and close to the city's finest restaurants and clubs. Enjoy the spectacular view of the city skyline from the Columbus Rooftop Restaurant. Host your next conference or banquet with us. We have a selection of reception rooms and banquet rooms suitable for conferences and parties. Call 245-555-0982 to speak to our banquet coordinator, 245-555-0987 for dinner reservations at the Rooftop Restaurant, and 245-555-0862 to reserve a room.

Hotel D

Next time you're in town, stay at the City View Suites. Whether you're here to shop, play, or work, City View's location can't be beat. We're close to all major bus lines and right next to the city's business district. All rooms include kitchenettes. Call 492-555-5932 for reservations. Don't forget to ask about our special weekly and monthly rates.

Hotel E

Sunflower Motel offers reasonable rates, a convenient location, and cable TV in every room. Pets are welcome (extra charge applies). Special weekend rates. Call 488-555-0821 for reservations.

Read the text below and answer Questions 9-14.

Welcome to the Riverdale City Pool

The following information is provided for your convenience.

9

A

The Riverdale City Pool is for everybody's enjoyment. To make sure that all pool users have a pleasant experience, please observe the following:

• All children under twelve must be accompanied by an adult.

• Running and shouting in the pool area are not allowed.

• Diving is permitted only in the designated area at the deep end of the adult pool.

• Please shower before entering the pool.

Thank you for your cooperation.

10

B

The pool is open for the summer season from May 15 through September 15. Hours are Monday–Thursday, noon until 7:30 P.M.; Friday, noon until 9:30 P.M.; Saturday and Sunday, 9:30 A.M. until 9:30 P.M. During the week, the pool will be open for classes only from 8:30 until 11:30 A.M. Three trained lifeguards will be on duty at all times that the pool is open.

11

C

The pool garage will be closed from June 1 to August 31 for renovations. We are sorry for any inconvenience this may cause. Pool users can leave their cars in the area behind the pool office during this time. A bicycle rack is also located there. There is no fee for using this area.

12

D

For Riverdale residents, charges for using the pool are $5 per individual per visit, $250 for an individual season pass, and $500 for a family season pass. For non-residents, the charge is $7 per individual per visit. Season passes are not available to pool users who are not residents of Riverdale.

13

E

This summer we are offering swimming lessons for children, teens, and adults, as well as diving lessons and water aerobics. Morning lessons are from 9:30 to 10:30 and afternoon lessons are from 2:00 to 4:00. Fees start at $75 a week. The Riverdale swim team will continue this season as well. Please visit the pool office for a complete schedule of this summer's lessons and swimming meets.

14

F

The new snack bar is now open. The hours are 11:30–5:00 daily. It serves a variety of inexpensive drinks and snacks, including cold and hot sandwiches, ice cream treats, and homemade cookies. All items purchased at the snack bar as well as snacks, drinks, and lunches brought from home must be consumed in the picnic area.

PART 1 — QUESTIONS

Questions 1-8

Look at the five hotel advertisements, A-E. Which hotel is appropriate for each of the following people? Write the correct letter, A-E. You may use any letter more than once.

Which hotel is most appropriate for a person who

A. Rosewood Hotel

B. The Woodside Motel

C. The Columbus Hotel

D. City View Suites

E. Sunflower Motel

	A	B	C	D	E
1 plans to stay for over a month?	○	○	○	○	○
2 is traveling with children?	○	○	○	○	○
3 always travels with a dog?	○	○	○	○	○
4 plans to go out for entertainment in the evenings?	○	○	○	○	○
5 is on a business trip?	○	○	○	○	○
6 likes to exercise every day?	○	○	○	○	○
7 is looking for a place to hold a wedding reception?	○	○	○	○	○
8 prefers cooking to eating in restaurants?	○	○	○	○	○

Questions 9-14

The following reading passage has six sections, A-F. Choose the correct heading for each section from the list of headings below. Write the correct number, i-ix. There are more headings than sections, so you will not use them all.

i. **Pool User Fees**

ii. **Lifeguard Training**

iii. **Pool Schedule**

iv. **Equipment Rental**

v. **Pool Rules**

vi. **Individual Membership Benefits**

vii. **Food**

viii. **Parking**

ix. **Classes**

PASSAGE 2

Read the information below and answer Questions 15-20.

Lakeville College Employee Benefits

Vacations

All employees are entitled to a minimum of two weeks paid vacation time annually. The actual days to be used as vacation are subject to approval by the individual employee's supervisor.

Insurance

All employees are eligible for any of the health insurance plans offered by the college. Information on the various plans are available from Human Resources. This benefit is extended to members of the employee's immediate family. Part-time employees may apply for this benefit but will pay a higher percentage of the premium.

Use of College Facilities

All employees, full and part time, may use any of the college facilities, including the library, gym, swimming pool, and tennis courts, free of charge. A faculty or staff ID card must be shown when requesting access to these facilities. Immediate family members are also entitled to this benefit, but must obtain an ID card from Human Resources before using college facilities.

Parking

Free parking is available on campus for all college employees; however, a parking sticker must be obtained from Human Resources. The sticker must be displayed on the windshield at all times when parked on campus. The sticker is valid for parking in specially designated employee parking areas as well as in any parking space marked "Visitor." Student parking areas are reserved for student parking only.

Taking Classes

Employees may take classes in any department at the college. Show your faculty or staff ID when registering for the class. Employees may enroll in up to three classes per year free of charge. Any additional classes beyond that must be paid for at the full tuition rate. In addition, any employee wishing to pursue a degree must apply for and be accepted into the program of his or her choice before being considered a degree candidate. In this case, student service fees will apply.

Read the text below and answer Questions 21-27.

Long Mountain Learning Center Writing Courses

A - The Art of Correspondence

Have you always wished you could write more elegantly? This course will help you develop your own style when writing letters of friendship, condolence, congratulations, and so on.

Mondays, 5–7 P.M.

B - Client Communication

The success of any business depends on clear communications with clients. This course will show you the essentials of letter, e-mail, and fax writing to help you enhance those all-important business relationships with clients.

Tuesdays, 1–3 P.M.

C - Rules of Communication

Do you wonder where to place commas or when to use exclamation points? Do you know when it is appropriate to use apostrophes and when it is not? This course will clear up any confusion you may have about the rules for using commas, periods, semicolons, and so on, and it will help you to make your writing clear and correct.

Wednesdays, 9:30–10:30 A.M.

D - Fiction Workshop

This course is for writers who are currently working on a novel or short story. Class time will be spent reading and critiquing classmates' work.

Saturdays, 9:30–11:30 A.M.

E - What Do You Mean?

Finding the exact words to express your ideas is an art in itself. In this course, you will learn about words, what they mean, how to avoid confusing similar words, and how to choose just the right words in your writing.

Thursdays, 7:30–9:30 P.M.

F - Write It Right

Writing a research paper involves more than gathering information. Knowing how to organize your information, express your ideas clearly, and document your sources are essential. This course is specifically designed for students preparing to enter college.

Tuesdays, 3:30–5:00 P.M.

G - Express Your Opinion

The Letters to the Editor column in your local paper is a public forum for expressing opinions on matters of interest to all citizens. In this course, you will learn how to develop and eloquently

express your opinions and improve your chances of getting your letter published.

Fridays, 8:45–10:00 P.M.

H - Report It

Have you always dreamed of being a correspondent for a newspaper or magazine? This course will cover the basics of gathering news and turning it into interesting newspaper and magazine articles.

Wednesdays, 1–3 P.M.

I - Retelling Old Favorites

Do you remember the traditional folktales and fairy tales that you loved as a child? In this course, you will rewrite some of your favorite old tales in new ways that will delight the youngsters in your life.

Tuesdays, 5–7 P.M.

J - Writing to Sell

In this course, you will learn to write advertisements that will attract more clients to your product or business. Previous business writing experience is required.

Thursdays, 9:30–11:30 A.M.

K - Selling for Poets

Don't let anyone tell you there aren't any good markets for poetry. In fact, there are hundreds of places, both online and in print, that publish poetry and pay good money for it, too. Find out about how to sell your poetry in this course.

PART 2 — QUESTIONS

Questions 15-20

Write the correct letter, A, B, or C.

15 How much annual vacation time are employees allowed?

- **A** ○ No more than two weeks
- **B** ○ Exactly two weeks
- **C** ○ At least two weeks

16 Who is qualified for health insurance benefits?

- **A** ○ Full-time employees only
- **B** ○ All employees and their spouses and children
- **C** ○ All employees, but not their family members

17 What must an employee's family member do in order to use the library?

- **A** ○ Get an ID card
- **B** ○ Apply for a job at Human Resources
- **C** ○ Pay a fee

18 Where can employees park their cars?

- **A** ○ In the employee parking areas only
- **B** ○ Anywhere on campus
- **C** ○ In both employee and visitor parking areas

19 If an employee takes one class in a year, how much will he or she have to pay?

- **A** ○ Nothing
- **B** ○ The full tuition rate
- **C** ○ A student service fee

20 What is required of employees who want to study for a degree?

- **A** ○ Permission of their supervisors
- **B** ○ Application for admission into a program
- **C** ○ Payment of full tuition

Questions 21-27

Look at the descriptions of the writing courses, A-K. For which descriptions are the following statements true? Write the correct letter, A-K.

A. The Art of Correspondence

B. Client Communication

C. Rules of Communication

D. Fiction Workshop

E. What Do You Mean?

F. Write It Right

G. Express Your Opinion

H. Report It

I. Retelling Old Favorites

J. Writing to Sell

K. Selling for Poets

	A	B	C	D	E	F	G	H	I	J	K
21 This course helps you with academic writing.	○	○	○	○	○	○	○	○	○	○	○
22 This course shows you how to write personal letters.	○	○	○	○	○	○	○	○	○	○	○
23 This course helps you improve your vocabulary.	○	○	○	○	○	○	○	○	○	○	○

	A	B	C	D	E	F	G	H	I	J	K
24 This course is about writing stories for children.	○	○	○	○	○	○	○	○	○	○	○
25 This course teaches you about journalism.	○	○	○	○	○	○	○	○	○	○	○
26 This course teaches you how to use punctuation.	○	○	○	○	○	○	○	○	○	○	○
27 This course is about business marketing.	○	○	○	○	○	○	○	○	○	○	○

PASSAGE 3

You are advised to spend 20 minutes on Questions 28-40, which are based on the reading passage below.

The Construction of the White House

28

A

Located at 1600 Pennsylvania Avenue in Washington, DC, the White House was originally designed by James Hoban, an Irish-born American architect. In 1792, after defeating eight other entrants, Hoban won a contest to design a mansion for the president of the United States. President George Washington oversaw the original construction, which began on October 13, 1792. Prior to the design contest, engineer Pierre Charles L'Enfant had worked with President Washington to design the capital city. L'Enfant's vision of the president's house was four times larger than the mansion Hoban built. Labor and material expenses required Hoban to build the house on a much smaller scale, with only two main floors instead of three. In addition, rather than using the expensive imported stone of his original plan, the majority of the brick he used was made right on site. Hoban employed builders and craftsmen from overseas as well as local slaves and laborers. The total expenditure for the project was $232,372. This was just a fraction of what L'Enfant's proposed palace would have cost.

29

B

James Hoban's design was a near copy of a residence in James Gibbs's Book of Architecture, published in 1728. Neoclassicism, influenced by the Greco-Roman style, was the popular choice for architects throughout Europe during that time. When Napoleon became emperor, he employed the best architects he knew to transform Paris into a classical Roman capital. Roman triumphal arches and Corinthian columns adorned all of Paris's major structures. Architects in Germany built monuments, halls, and theaters inspired by classic Greek structures such as the Acropolis in Athens. The popularity of the neoclassical style grew internationally, spreading as far as America. Though the architectural styles were borrowed from classical designs, each country added a unique flair in order to achieve a sense of nationalism in its capital.

30

C

The house that James Hoban designed was not completed until after the second president of the United States took office. Despite the unfinished interior, President John Adams and his

family moved from the temporary capital in Philadelphia, Pennsylvania, into the president's house on November 1, 1800. Throughout his term, Adams lived in the mansion with half-finished walls, no heating, and no running water. The interior of the building was completed in 1801 during Thomas Jefferson's term. Before Jefferson moved in, he hired architect Benjamin Latrobe to install coal-burning fireplaces and two water closets. Latrobe also created two terraces on the east and west sides of the building and installed a furnace that relied on kettles and pipes in the basement.

31

D

Just over twenty years after the construction of the president's house began, the building was burned down during the War of 1812. After British troops torched the house on August 25, 1814, rumors surfaced as to whether the capital would be moved inland. However, the Battle of New Orleans, an encounter in which the Americans came out victorious over Britain, evoked a sense of nationalism in the country's heart. The victory inspired the rebuilding of the president's house, a task that was once again handed over to James Hoban.

32

E

Hoban worked on the rebuilding for two years before President James Monroe moved into the unfinished home and purchased a number of furnishings. Benjamin Latrobe, who later built the Capitol building, designed large porticos for the house with columns that supported the roof. In 1824, his south portico was completed with a double staircase leading up to the new porch. The north portico was completed in 1830 during the presidency of Andrew Jackson. Though these columns give the White House its distinguishing features today, there was some criticism at the time that they overshadowed the intricate stone carvings on the house. During Jackson's term, running water was installed, though a furnace and gas lighting were not introduced until the 1840s.

33

F

Major renovations on the president's house continued through the 1800s, including modern innovations such as the telephone and electric wiring. A hot water system, a greenhouse, a private bath, and a number of conservatories were also added. The conservatories, including the rose and orchid houses were removed in 1902, when construction began on the West Wing. The president's Oval Office was added to the West Wing at the order of President Taft in 1909. Each succeeding president and first lady contributed to the interior and its furnishings. Inspectors ordered a full renovation of the White House after the building almost collapsed while a balcony was being added for Harry Truman in the late 1940s. During the temporary

closure, all of the modern conveniences, including central air conditioning were added. The last major modification to the White House was the removal of over forty layers of paint from the exterior walls in 1978.

34

G

For over 100 years, the White House was only a nickname associated with the presidents' home. This term was likely related to the whitewashed exterior that stonemasons completed in 1798. The home was either referred to as the "President's House" or the "Executive Mansion" until Theodore Roosevelt formally established it as the White House soon after taking office in 1901.

PART 3 — QUESTIONS

Questions 28-34

The following passage has seven paragraphs, A-G. Choose the most suitable heading for each paragraph from the list of headings below. Write the correct numbers, i-x. There are more headings than paragraphs, so you will not use them all.

i. **The Neoclassical Architectural Style**

ii. **Choosing a Location**

iii. **Naming the President's House**

iv. **First Ladies and Interior Design**

v. **A Designer Is Chosen**

vi. **Reconstruction of the President's House**

vii. **The President's House Burns Down**

viii. **Funding the Construction**

ix. **Renovation and Modernization**

x. **Completion of the First President's House**

Questions 35-40

Choose the correct letters, A-C.

35 Pierre Charles L'Enfant was

- **A** ◯ an importer of stone.
- **B** ◯ the designer of the capital city.
- **C** ◯ the winner of a contest to build the president's house.

36 The influential Book of Architecture was written by

- **A** ◯ James Hoban.
- **B** ◯ James Gibb.
- **C** ◯ Napoleon.

37 The first president to live in the original president's house was

A ○ John Adams.

B ○ Thomas Jefferson.

C ○ George Washington.

38 The White House burned down in

A ○ 1800.

B ○ 1812.

C ○ 1814.

39 The Oval Office was built during the presidency of

A ○ Taft.

B ○ Truman.

C ○ Jackson.

40 In 1901,

A ○ the White House was repainted.

B ○ the first lady bought new furniture.

C ○ Theodore Roosevelt became president.

Answer Key

#	Answer	Explanation
1	D	Don’t forget to ask about our special weekly and monthly rates
2	B	Our outdoor playground and indoor recreation room mean the little ones will never be bored. Babysitting service available. Enjoy your next family vacation at the Woodside Motel
3	E	Pets are welcome (extra charge applies)
4	C	The Columbus Hotel is conveniently located in the heart of the city’s theater district and close to the city’s finest restaurants and clubs
5	D	Whether you’re here to shop, play, or work, City View’s location can’t be beat. We’re close to all major bus lines and right next to the city’s business district
6	A	We offer luxury suites, an Olympic-sized pool, a state-of-the-art fitness center, and a beauty spa
7	C	We have a selection of reception rooms and banquet rooms suitable for conferences and parties
8	D	All rooms include kitchenettes
9	v	To make sure that all pool users have a pleasant experience, please observe the following:• All children under twelve must be accompanied by an adult.• Running and shouting in the pool area are not allowed.• Diving is permitted only in the designated area at the deep end of the adult pool.• Please shower before entering the pool
10	iii	The pool is open for the summer season from May 15 through September 15. Hours are Monday–Thursday, noon until 7:30 P.M.; Friday, noon until 9:30 P.M.; Saturday and Sunday, 9:30 A.M. until 9:30 P.M. During the week, the pool will be open for classes only from 8:30 until 11:30 A.M
11	viii	The pool garage will be closed from June 1 to August 31 for renovations. We are sorry for any inconvenience this may cause. Pool users can leave their cars in the area behind the pool office during this time. A bicycle rack is also located there. There is no fee for using this area
12	i	For Riverdale residents, charges for using the pool are $5 per individual per visit, $250 for an individual season pass, and $500 for a family season pass. For non-residents, the charge is $7 per

#	Answer	Explanation
		individual per visit. Season passes are not available to pool users who are not residents of Riverdale
13	**ix**	This summer we are offering swimming lessons for children, teens, and adults, as well as diving lessons and water aerobics
14	**vii**	The new snack bar is now open. The hours are 11:30–5:00 daily. It serves a variety of inexpensive drinks and snacks, including cold and hot sandwiches, ice cream treats, and homemade cookies
15	**C**	All employees are entitled to a minimum of two weeks paid vacation time annually
16	**B**	All employees are eligible for any of the health insurance plans offered by the college. Information on the various plans are available from Human Resources. This benefit is extended to members of the employee's immediate family
17	**A**	Immediate family members are also entitled to this benefit, but must obtain an ID card from Human Resources before using college facilities
18	**C**	The sticker is valid for parking in specially designated employee parking areas as well as in any parking space marked "Visitor."
19	**A**	Employees may enroll in up to three classes per year free of charge
20	**B**	In addition, any employee wishing to pursue a degree must apply for and be accepted into the program of his or her choice before being considered a degree candidate
21	**F**	Writing a research paper involves more than gathering information. Knowing how to organize your information, express your ideas clearly, and document your sources are essential. This course is specifically designed for students preparing to enter college
22	**A**	This course will help you develop your own style when writing letters of friendship, condolence, congratulations, and so on
23	**E**	In this course, you will learn about words, what they mean, how to avoid confusing similar words, and how to choose just the right words in your writing
24	**I**	In this course, you will rewrite some of your favorite old tales in new ways that will delight the youngsters in your life
25	**H**	Have you always dreamed of being a correspondent for a newspaper or magazine? This course will cover the basics of gathering news and turning it into interesting newspaper and magazine articles

#	Answer	Explanation
26	**C**	This course will clear up any confusion you may have about the rules for using commas, periods, semicolons, and so on, and it will help you to make your writing clear and correct
27	**J**	In this course, you will learn to write advertisements that will attract more clients to your product or business
28	**v**	In 1792, after defeating eight other entrants, Hoban won a contest to design a mansion for the president of the United States
29	**i**	Neoclassicism, influenced by the Greco-Roman style, was the popular choice for architects throughout Europe during that time
30	**x**	The house that James Hoban designed was not completed until after the second president of the United States took office
31	**vii**	Just over twenty years after the construction of the president's house began, the building was burned down during the War of 1812
32	**vi**	Hoban worked on the rebuilding for two years before President James Monroe moved into the unfinished home and purchased a number of furnishings
33	**ix**	Major renovations on the president's house continued through the 1800s, including modern innovations such as the telephone and electric wiring
34	**iii**	For over 100 years, the White House was only a nickname associated with the presidents' home. This term was likely related to the whitewashed exterior that stonemasons completed in 1798. The home was either referred to as the "President's House" or the "Executive Mansion" until Theodore Roosevelt formally established it as the White House soon after taking office in 1901
35	**B**	Prior to the design contest, engineer Pierre Charles L'Enfant had worked with President Washington to design the capital city
36	**B**	James Hoban's design was a near copy of a residence in James Gibbs's Book of Architecture, published in 1728
37	**A**	Despite the unfinished interior, President John Adams and his family moved from the temporary capital in Philadelphia, Pennsylvania, into the president's house on November 1, 1800
38	**C**	After British troops torched the house on August 25, 1814, rumors surfaced as to whether the capital would be moved inland
39	**A**	The president's Oval Office was added to the West Wing at the order of President Taft in 1909

#	Answer	Explanation
40	**C**	The home was either referred to as the “President’s House” or the “Executive Mansion” until Theodore Roosevelt formally established it as the White House soon after taking office in 1901

Test 4

PASSAGE 1

Read the text below and answer Questions 1–7.

Volunteer Opportunities for Redux, Inc. Employees

You can give back to the community through the company's Volunteer Program. By signing up for the program, you can spend up to five hours a month of company time volunteering in an approved community program. This program is open to all Redux, Inc. employees. The following opportunities are currently available:

A

Nursing home residents are usually unable to get out to see plays, movies, and concerts. They count on your generosity to bring entertainment to them. Do you like to perform? Do you have a special talent that's just waiting for an audience? An appreciative audience is guaranteed if you can give just one afternoon a week to share your special talent with these special people.

B

The Citizen's Park Cleanup Committee needs more help. Committee members spend the last Saturday of each month at a different city park, picking up trash, repairing equipment, pulling weeds, and planting flowers.

C

Mayfield Elementary School needs people to help with their afterschool program. Volunteers will tutor children in reading and math. Must be able to commit to one afternoon a week for the entire school year.

D

The Mayfield Free Clinic is open every weekend and is looking for people willing to spend two days a month assisting the clinic staff. Volunteers will complete patient intake forms, educate the patients about clinic services, and provide assistance contacting other medical providers.

E

The Mayfield Shelter serves hot dinners to the homeless every evening. The shelter needs volunteers to help with preparing and serving meals. If you can volunteer one evening a week, the shelter needs you.

Read the text below and answer Questions 8–14.

Summer Classes at the Community Center

The Community Center is offering adult summer classes again this year. The schedule includes classes in basic computer skills, martial arts, painting and drawing, and dance.

Registration

There are two ways to register for classes:

1. Go to our website: www.cc.org/classes/winterschedule. Click on “Class Descriptions” to see a full listing of the classes that are available this winter. Decide which class or classes you are interested in.

Then click on “Register Now” and a registration form will appear.* Complete the form and calculate the amount of money you owe. This will include the cost of your classes plus a $15 registration fee. Any materials fees will be payable to the instructor on the first day of class. In addition, if your address is outside of the city, you will pay a nonresident fee of $25 per class.

Fill in your credit card information and click “Send Now.” You will receive registration confirmation by e-mail.

2. If you do not have access to a computer, you can call the Community Center at 872-555-5068 to request a class catalog and registration form. Select your classes from the catalog, complete the form, and return it by mail with your check or credit card information.

Withdrawal Policy

Full refunds, minus the $25 registration fee, will be given for any withdrawals made up to one week before the class begins. Withdrawals made before the start of the second class will receive a 50 percent refund, minus the registration fee. No refunds will be made after the start of the second class.

Classes offered by the Community Center are for adults only. You must be eighteen years of age or older to participate. Classes for children and teens are offered through the City Department of Recreation.

PART 1 — QUESTIONS

Questions 1-7

Look at the volunteer opportunities, A–E. Which volunteer opportunity is appropriate for each of the following people? Write the correct letter, A–E. You may use any letter more than once.

Which opportunity is most appropriate for a person who

A. Nursing home residents entertainment

B. Citizen's Park Cleanup Committee

C. Mayfield Elementary School afterschool program

D. Mayfield Free Clinic

E. Mayfield Shelter

	A	B	C	D	E
1 is only free in the evening?	○	○	○	○	○
2 is interested in health care?	○	○	○	○	○
3 plays the guitar and sings?	○	○	○	○	○
4 enjoys spending time outdoors?	○	○	○	○	○
5 likes to cook?	○	○	○	○	○
6 only has one day a month free?	○	○	○	○	○
7 enjoys young children?	○	○	○	○	○

Questions 8-14

Do the following statements agree with the information given in the text?

8 You must visit a website in order to sign up for classes.

A ○ TRUE

B ○ FALSE

C ○ NOT GIVEN

9 A registration fee is required for all classes.

A ○ TRUE

B ○ FALSE

C ○ NOT GIVEN

10 Dance classes cost less than computer classes.

A ○ TRUE

B ○ FALSE

C ○ NOT GIVEN

11 People who live outside of the city pay an extra fee.

A ○ TRUE

B ○ FALSE

C ○ NOT GIVEN

12 You are allowed to register for only two classes at a time.

A ○ TRUE

B ○ FALSE

C ○ NOT GIVEN

13 You will not get your money back if you withdraw after the second class.

A ○ TRUE

B ○ FALSE

C ○ NOT GIVEN

14 Classes at the Community Center are for people of all ages.

A ○ TRUE

B ○ FALSE

C ○ NOT GIVEN

PASSAGE 2

Read the text below and answer Questions 15–20.

The Murgatroyde Corporation Employee Manual Chapter 8: Professional Development Requirements

All employees of the Murgatroyde Corporation are required to attend fifteen hours of professional development workshops or classes in each calendar year. While there are many opportunities provided by the company, professional development hours can also be earned externally at local training centers, colleges, and other locations.

Listings of upcoming professional development opportunities offered by the company are posted on the company website and updated frequently. Employees can register for these workshops online. Before signing up for a particular workshop, employees should check with their supervisors to make sure they can be excused from their duties on the date of the workshop.

Employees who wish to receive professional development credit for attending workshops or courses offered elsewhere should provide their supervisor with materials describing the opportunity. The supervisor will determine whether the workshop or course is pertinent to the employee's work. After obtaining the supervisor's approval, the employee can apply to the Human Resources Office for tuition reimbursement if tuition is to be paid.

Employees attending any workshop offered by the company will receive a certificate of attendance. The number of professional development hours earned will be reported to the Human Resources Office by the workshop organizer. In order to receive professional development credit for a course or workshop offered outside the company, the employee must have the workshop organizer complete a company Proof of Attendance form, and the employee must then submit the form to the Human Resources Office within one month of the end date of the course. Timely submission of this form is required in order for credit to be granted. There will be no exceptions.

Read the text below and answer Questions 21–27.

Hampford College Work–Study Program

Certain students at Hampford College may be eligible for the college Work–Study Program. To determine eligibility and to apply for the program, read the information below.

* The Hampford College Work–Study Program is open to all full-time Hampford College students, regardless of the particular study program in which they are enrolled. The program is not open to part-time students. Information on financial support programs for part-time students is available in the Counseling Center.

* Before applying for a work–study position, the student must demonstrate financial need. To do this, complete the Statement of Financial Need Form, available in the Counseling Center.

* To apply for a work–study position, submit a letter of interest to the Work–Study Program Office, describing your skills and interests. You may also, but are not required to, submit a résumé describing any previous jobs you may have held. Students both with and without an employment history are eligible for the program.

* Once you have been approved for the program, look at the help-wanted ads posted on the Counseling Center website. All of the jobs are located at the college. You may apply for any job that you are interested in. Please note that job placement is subject to job availability. While we make every effort to place all Work–Study Program students in a job, there are no guarantees.

* All work–study students must be students in good standing at the college; that is, they must receive passing grades in all their courses in order to continue in the program the following semester.

* Work–study positions are generally for one year. Students wishing to continue in the program after one year must resubmit their applications.

PART 2 — QUESTIONS

Questions 15-20

Complete the sentences below.

Choose NO MORE THAN THREE WORDS from the text for each answer.

- Employees can choose from professional development workshops and classes offered **15** _____ or at local training centers or colleges.
- Employees can find out which workshops will be offered by looking at **16** _____.
- It is the responsibility of **17** _____ to decide whether a workshop is relevant.
- Employees who need help paying for a class or workshop can ask the Human Resources Office for **18** _____.
- The workshop presenter will let the Human Resources Office know how many **19** _____ the employee should be credited with.
- Professional development credit will be granted for workshops taken outside of the company if a special form is filled out by **20** _____.

Questions 21-27

Do the following statements agree with the information given in the text about the Hampford College Work–Study Program?

21 The Work–Study Program is available to all students at the college.

- **A** ○ TRUE
- **B** ○ FALSE
- **C** ○ NOT GIVEN

22 Work–study students must prove that they require monetary support.

- **A** ○ TRUE
- **B** ○ FALSE
- **C** ○ NOT GIVEN

23 Work–study students must choose a job that is related to their study program.

- **A** ○ TRUE
- **B** ○ FALSE
- **C** ○ NOT GIVEN

24 Previous work experience is required to participate in the Work–Study Program.

- **A** ○ TRUE
- **B** ○ FALSE
- **C** ○ NOT GIVEN

25 All students in the Work–Study Program will be given a job.

- **A** ○ TRUE
- **B** ○ FALSE
- **C** ○ NOT GIVEN

26 Work–study students cannot stay in the program if they receive failing grades.

- **A** ○ TRUE
- **B** ○ FALSE
- **C** ○ NOT GIVEN

27 Work–study students have to apply for the program every year.

- **A** ○ TRUE
- **B** ○ FALSE
- **C** ○ NOT GIVEN

PASSAGE 3

Read the text below and answer Questions 28–40.

Seasonal Affective Disorder

A

When fall days shorten and winter is around the corner, many people start to feel sluggish, moody, antisocial, or irritable. Like bears, they may feel as though they want to hibernate for the winter. But these symptoms may be more than the winter blues; they could indicate seasonal affective disorder (SAD). This is a form of depression that appears in the early fall and lasts through the first month or so of spring. It is triggered by the shortened daylight of the colder months and then dissipates as the days get longer and the warmer months approach.

B

Because a decrease in the number of daylight hours is a significant contributor, geographic location is an important factor in the incidence of the disorder. Residents of Canada and the northern United States, for example, are eight times more likely to suffer from SAD than are residents of sunny regions of the southern United States and Mexico. SAD is also more common in countries in arctic latitudes, such as Finland, where the rate of SAD is nearly 10 percent. It is seldom found in countries within 30 degrees of the equator, where there are long, constant hours of sunlight throughout the year.

C

As with other forms of depression, serious SAD may be accompanied by suicidal thoughts. One study of suicides in Japan examined a multitude of variables for each suicide, including hours of sunlight in the latitude, temperature, and economic factors, among others. Researchers found that yearly total sunshine was the only individual variable that correlated to a significant difference in the suicide rate. Thus, the study suggested that one's latitude can have a significant effect on mental health and even on tendencies toward suicidal thoughts.

D

SAD usually begins in adults between the ages of eighteen and thirty, and it is four times more prevalent in women than men. The disorder also tends to run in families. Some people suffer debilitating symptoms that interfere with interpersonal relationships and careers. Others with SAD experience mild symptoms. For people with this milder version of SAD, the winter may bring increased sadness or irritability, but they remain fully functional.

E

SAD's symptoms include many that are common in other forms of depression. SAD sufferers, like people who suffer from depression, experience fatigue, decreased levels of energy, and difficulty concentrating. Increased appetite, especially a craving for carbohydrates, and weight

gain, as well as an increased need for sleep and a desire to be alone are other common symptoms of depression that are seen among SAD sufferers as well.

F

The exact mechanism causing SAD is not known, but some researchers theorize that SAD is related to hormonal changes. One theory is that reduced sunlight during fall and winter leads to reduced production of serotonin, a neurotransmitter with a calming effect, in the brain. Low levels of serotonin are associated with many forms of depression and can manifest in symptoms such as fatigue, carbohydrate craving, and weight gain. Because high-carbohydrate foods, such as chips, pretzels, and cookies, boost serotonin, experts believe they have a soothing effect on the body and mind.

G

Others believe SAD is caused by the hormone melatonin, which is related to the body's circadian rhythms and can cause drowsiness. Plentiful light decreases the secretion of melatonin in the brain. However, during shorter and darker days more melatonin is produced, causing lethargy and other symptoms of depression.

H

The most common treatment for SAD is light therapy, in which patients expose themselves to full-spectrum lights, usually twenty times brighter than normal room lights, for fifteen to sixty minutes a day. Light helps to decrease the amount of melatonin and boost the serotonin in the brain. Thus, light therapy has an antidepressant effect. Sometimes, light therapy is used in combination with antidepressant medication and individual psychotherapy.

I

Experts also recommend some lifestyle changes that help to prevent SAD. People who have a tendency to suffer from SAD are encouraged to go outside every day during the winter months and to exercise regularly. Eating a well-balanced diet with plenty of vitamins and minerals is also important. Social support is extremely important for those with depression, so maintaining an active social life and regular activities is also recommended. For patients who use a light box, it is recommended to start using it in the early fall, before SAD symptoms appear.

J

Although some aspects of SAD are still being researched, experts agree that people who think they are suffering from SAD should see a doctor immediately. They do not advise using light therapy or any other treatment without the supervision of a physician.

PART 3 — QUESTIONS

Questions 28-31

The text has ten paragraphs, A–J. Which paragraph contains the following information?

	A	B	C	D	E	F	G	H	I	J
28 a reason why certain types of food may alleviate the symptoms of SAD	○	○	○	○	○	○	○	○	○	○
29 types of people who tend to suffer from SAD	○	○	○	○	○	○	○	○	○	○
30 parts of the world where SAD is common	○	○	○	○	○	○	○	○	○	○
31 a study showing a relationship between sunlight and mental health	○	○	○	○	○	○	○	○	○	○

Questions 32-36

Choose FIVE letters, A–H.

Which FIVE of the following symptoms of SAD are mentioned in the passage?

32 **33** **34** **35** **36** Which FIVE of the following symptoms of SAD are mentioned in the passage?

- **A** ☐ uncontrollable crying
- **B** ☐ feeling tired frequently
- **C** ☐ eating more than usual
- **D** ☐ thinking dark thoughts
- **E** ☐ increased weight
- **F** ☐ unhappy feelings
- **G** ☐ frequent bad temper

- **H** ☐ inability to sleep

Questions 37-40

Choose FOUR letters, A–G.

Which FOUR of the following treatments for SAD are mentioned in the passage?

37 **38** **39** **40** Which FOUR of the following treatments for SAD are mentioned in the passage?

- **A** ☐ taking drugs
- **B** ☐ writing in a journal
- **C** ☐ attending a support group
- **D** ☐ using a light box
- **E** ☐ spending time outdoors
- **F** ☐ traveling to a sunny location
- **G** ☐ talking with a therapist

Answer Key

#	Answer	Explanation
1	**E**	The Mayfield Shelter serves hot dinners to the homeless every evening. The shelter needs volunteers to help with preparing and serving meals. If you can volunteer one evening a week, the shelter needs you
2	**D**	The Mayfield Free Clinic is open every weekend and is looking for people willing to spend two days a month assisting the clinic staff. Volunteers will complete patient intake forms, educate the patients about clinic services, and provide assistance contacting other medical providers
3	**A**	Do you like to perform? Do you have a special talent that's just waiting for an audience
4	**B**	Committee members spend the last Saturday of each month at a different city park, picking up trash, repairing equipment, pulling weeds, and planting flowers
5	**E**	The shelter needs volunteers to help with preparing and serving meals
6	**B**	Committee members spend the last Saturday of each month at a different city park, picking up trash, repairing equipment, pulling weeds, and planting flowers
7	**C**	Mayfield Elementary School needs people to help with their afterschool program. Volunteers will tutor children in reading and math
8	**FALSE**	2. If you do not have access to a computer, you can call the Community Center at 872-555-5068 to request a class catalog and registration form
9	**TRUE**	Complete the form and calculate the amount of money you owe. This will include the cost of your classes plus a $15 registration fee
10	**NOT GIVEN**	The schedule includes classes in basic computer skills, martial arts, painting and drawing, and dance
11	**TRUE**	In addition, if your address is outside of the city, you will pay a nonresident fee of $25 per class
12	**NOT GIVEN**	Decide which class or classes you are interested in
13	**TRUE**	No refunds will be made after the start of the second class

#	Answer	Explanation
14	**FALSE**	Classes offered by the Community Center are for adults only
15	**by the company**	While there are many opportunities provided by the company, professional development hours can also be earned externally at local training centers, colleges, and other locations
16	**the company website**	Listings of upcoming professional development opportunities offered by the company are posted on the company website and updated frequently
17	**the supervisor**	The supervisor will determine whether the workshop or course is pertinent to the employee's work
18	**tuition reimbursement**	After obtaining the supervisor's approval, the employee can apply to the Human Resources Office for tuition reimbursement if tuition is to be paid
19	**professional development hours**	The number of professional development hours earned will be reported to the Human Resources Office by the workshop organizer
20	**the workshop organizer**	In order to receive professional development credit for a course or workshop offered outside the company, the employee must have the workshop organizer complete a company Proof of Attendance form, and the employee must then submit the form to the Human Resources Office within one month of the end date of the course
21	**FALSE**	The Hampford College Work–Study Program is open to all full-time Hampford College students, regardless of the particular study program in which they are enrolled. The program is not open to part-time students
22	**TRUE**	Before applying for a work–study position, the student must demonstrate financial need
23	**NOT GIVEN**	You may apply for any job that you are interested in
24	**FALSE**	Students both with and without an employment history are eligible for the program
25	**FALSE**	While we make every effort to place all Work–Study Program students in a job, there are no guarantees
26	**TRUE**	All work–study students must be students in good standing at the college; that is, they must receive passing grades in all their courses in order to continue in the program the following semester

#	Answer	Explanation
27	**TRUE**	Work–study positions are generally for one year. Students wishing to continue in the program after one year must resubmit their applications
28	**F**	Because high-carbohydrate foods, such as chips, pretzels, and cookies, boost serotonin, experts believe they have a soothing effect on the body and mind
29	**D**	SAD usually begins in adults between the ages of eighteen and thirty, and it is four times more prevalent in women than men. The disorder also tends to run in families
30	**B**	Residents of Canada and the northern United States, for example, are eight times more likely to suffer from SAD than are residents of sunny regions of the southern United States and Mexico. SAD is also more common in countries in arctic latitudes, such as Finland, where the rate of SAD is nearly 10 percent
31	**C**	One study of suicides in Japan examined a multitude of variables for each suicide, including hours of sunlight in the latitude, temperature, and economic factors, among others. Researchers found that yearly total sunshine was the only individual variable that correlated to a significant difference in the suicide rate
32	**B / C / E / F / G**	When fall days shorten and winter is around the corner, many people start to feel sluggish, moody, antisocial, or irritable SAD sufferers, like people who suffer from depression, experience fatigue, decreased levels of energy, and difficulty concentrating. Increased appetite, especially a craving for carbohydrates, and weight gain, as well as an increased need for sleep and a desire to be alone are other common symptoms of depression that are seen among SAD sufferers as well
33	**B / C / E / F / G**	When fall days shorten and winter is around the corner, many people start to feel sluggish, moody, antisocial, or irritable SAD sufferers, like people who suffer from depression, experience fatigue, decreased levels of energy, and difficulty concentrating. Increased appetite, especially a craving for carbohydrates, and weight gain, as well as an increased need for sleep and a desire to be alone are other common symptoms of depression that are seen among SAD sufferers as well
34	**B / C / E / F / G**	When fall days shorten and winter is around the corner, many people start to feel sluggish, moody, antisocial, or irritable SAD sufferers, like people who suffer from depression, experience fatigue, decreased levels of energy, and difficulty concentrating. Increased appetite, especially a craving for carbohydrates, and weight gain, as well as an increased need for sleep and a desire to be alone are other common symptoms of depression that are seen among SAD sufferers as well

#	Answer	Explanation
35	**B / C / E / F / G**	When fall days shorten and winter is around the corner, many people start to feel sluggish, moody, antisocial, or irritable SAD sufferers, like people who suffer from depression, experience fatigue, decreased levels of energy, and difficulty concentrating. Increased appetite, especially a craving for carbohydrates, and weight gain, as well as an increased need for sleep and a desire to be alone are other common symptoms of depression that are seen among SAD sufferers as well
36	**B / C / E / F / G**	When fall days shorten and winter is around the corner, many people start to feel sluggish, moody, antisocial, or irritable SAD sufferers, like people who suffer from depression, experience fatigue, decreased levels of energy, and difficulty concentrating. Increased appetite, especially a craving for carbohydrates, and weight gain, as well as an increased need for sleep and a desire to be alone are other common symptoms of depression that are seen among SAD sufferers as well
37	**A / D / E / G**	Sometimes, light therapy is used in combination with antidepressant medication and individual psychotherapy People who have a tendency to suffer from SAD are encouraged to go outside every day during the winter months and to exercise regularly
38	**A / D / E / G**	Sometimes, light therapy is used in combination with antidepressant medication and individual psychotherapy People who have a tendency to suffer from SAD are encouraged to go outside every day during the winter months and to exercise regularly
39	**A / D / E / G**	Sometimes, light therapy is used in combination with antidepressant medication and individual psychotherapy People who have a tendency to suffer from SAD are encouraged to go outside every day during the winter months and to exercise regularly
40	**A / D / E / G**	Sometimes, light therapy is used in combination with antidepressant medication and individual psychotherapy People who have a tendency to suffer from SAD are encouraged to go outside every day during the winter months and to exercise regularly

Test 5

PASSAGE 1

Read the text below and answer Questions 1-7.

Techno Institute of Training Information for Students

Welcome to the Techno Institute of Training. Please read the following information carefully.

All texts and manuals required in our classes are available for sale in the Main Office, Room 105. Please see the receptionist to purchase your reading materials. You must have all materials when you arrive at your first class meeting, so please plan to get them ahead of time.

If for any reason you need to withdraw from a class that you are enrolled in, please note the following policies. Tuition will be fully refunded if you withdraw from the class before the second class meeting. Withdrawals made after the second class meeting but before the third will receive a refund of 50 percent of the tuition. Refunds cannot be made after the third class meeting. To withdraw from a class, please visit the Registrar's Office in Room 103.

Tickets to our Friday night lecture series are available to all students free of charge. If you are interested in attending a lecture, please get your ticket from the Student Activities Office, Room 107. Each student is allowed only one free ticket per lecture. Also, visit the Student Activities Office to see a schedule of local field trips, student social hours, and other upcoming events.

The Counseling Office, Room 109 is open Monday through Thursday from 3:00 to 9:00 P.M. Assistance is available for choosing classes, making future educational plans, and searching for employment.

Changes in your class schedule may be made during the first week of the semester only. Class change forms are available in the Counseling Office. You must obtain the instructor's signature to change classes.

Read the text below and answer Questions 8-14.

Department of Motor Vehicles Applying for a Driver's License

The Department of Motor Vehicles (DMV) is located on the fourth floor of City Hall. Business hours are Monday through Thursday 9:00 A.M. to 5:30 P.M. and Friday 12 noon to 8:30 P.M. Closed on holidays.

New Drivers

The fee for a first-time driver's license is $100, payable by check or credit card. You must take both a written test and a road test. Study manuals for the written test are available at the

General Information desk in Room 400. Call the General Information desk at 473-555-7839 to make an appointment to take your tests. When you arrive for your appointment, you will take the written test first and then the road test. If you fail the written test, a thirty-day wait is required before taking the test again. You will not be permitted to take the road test until you have passed the written test. If you fail the road test, you must show a certificate of completion of a driver's education course given by an accredited institution before retaking the test. Driving courses are offered by the DMV. Ask for a course schedule at the General Information desk.

First-time applicants are required to present a valid form of identification with a photograph such as a passport, student identification card, work identification card, or military registration card when applying for a license. Citizens of other countries are asked to present a current visa in addition to one of the above-mentioned forms of identification.

License Renewals

You must renew a license no more than six months after the expiration date to avoid having to retake the written and road tests. You can renew your current driver's license in person or online. Bring your license and $65 cash or a check made out to the Department of Motor Vehicles to Room 405 during business hours. Credit cards are also accepted. License renewals can be made online at the DMV website. A credit card is required for online payment.

PART 1 — QUESTIONS

Questions 1-7

The passage mentions several different offices at the school. Which office would you visit in the following circumstances? You may use any office more than once.

A. if you would visit the office in Room 103.

B. if you would visit the office in Room 105.

C. if you would visit the office in Room 107.

D. if you would visit the office in Room 109.

	A	B	C	D
1 You are looking for a job.	○	○	○	○
2 You want to attend a lecture.	○	○	○	○
3 You have decided not to take a class and you want your money back.	○	○	○	○
4 You have decided not to take a class and you want to take another class instead.	○	○	○	○
5 You need to buy books for your classes.	○	○	○	○
6 You want to visit a nearby museum with other students.	○	○	○	○
7 You are trying to decide which classes to take.	○	○	○	○

Questions 8-14

Complete each sentence with the correct ending, A-L, from the box below.

- People who work during the day can **8** _____
- People who fail the written test must **9** _____
- People who fail the road test must **10** _____

- People from other countries have to **11** _____
- People who want to renew their license can **12** _____
- People who apply for their first license must **13** _____
- People whose license has been invalid for a year have to **14** _____

A. **present their passport.**
B. **wait a month before retaking the test.**
C. **sign up for a course at the DMV.**
D. **make an appointment before 9 a.m.**
E. **show a valid visa.**
F. **retake the written and road tests.**
G. **visit the office on Friday.**
H. **visit the DMV website.**
I. **show a work or student I.D. card.**
J. **take a driver's education course.**
K. **pay $100.**
L. **get a study manual from the DMV.**

PASSAGE 2

Read the text below and answer Questions 15-20.

Organizing Your Desk

Follow these easy steps to a clutter-free desk:

15

A

The best way to begin is with a clean slate. Remove everything from the top of the desk—office supplies, documents, computer, printer—everything. Then move on to the drawers. Take out everything, then wipe down all surfaces with a damp cloth. Now all is clean and you are ready to start anew.

16

B

Next, take all those supplies and materials and sort through them. Group similar items together. For example, you might have a pile for small supplies such as paper clips and rubber bands, one for filing materials such as folders and labels, one for paperwork pertaining to current projects and another for paperwork to be filed, and so on. Group the items in a way that makes sense to you and the way you work.

17

C

Now, create an appropriate place for each group of items. A few items can be kept on the desktop, such as a pencil holder or a mail tray, but try to keep the desktop as clear as possible. Office supply stores sell a variety of trays, boxes, and other containers that are handy for storing everything from paper clips to large documents. They will help you keep both the drawers and the desktop organized.

18

D

Now you have completed the most important steps. Everything on your desk is organized. How will you keep it that way? The best way is to follow a routine. After you have finished using the paper clips or the scissors, put them back in their place. As soon as mail arrives on your desk,

attend to it instead of letting it pile up. By developing regular practices like these, you will find it much easier to keep your desk organized.

19 _____

E

Even when you have become accustomed to the routine of putting everything back in its place after use, you may still find that over time the organization starts to break down. This is why it is a good idea to develop a schedule. If you spend a short while reorganizing your desk at the end of every week or every month, you can keep the clutter from becoming overwhelming.

20 _____

F

It is worth the small amount of time and effort it takes to keep your desk organized. Why? Psychologists tell us that an organized work space leads to more efficient and productive work.

_____

Read the text below and answer Questions 21-27.

Telecommuting

Telecommuting, defined as working from home at least part of the time, is an increasingly common way to work. It has many benefits for employees. The fact that a telecommuter does not have to spend time each day traveling to and from work is one obvious advantage. Working from home can mean significant savings in time and money that was formerly spent on daily travel. The telecommuter no longer has to spend part of his or her salary just to get to work in order to earn that salary. Not having to deal with traffic, bus schedules, or other logistics of travel also saves the telecommuter a good deal of unnecessary stress. As a result, the telecommuter can approach work with more energy and more positive feelings. There can also be a similar positive effect on the telecommuter's personal life, as there will be more energy and time left to devote to family.

Telecommuting is not for everyone. It works best for people who are able to manage their own time and work independently. Unfortunately, even the most independent worker can start to feel isolated over time. This can be managed, however, by creating a schedule that balances work hours spent at home with work hours spent at the office. Many telecommuters, for example, go into the office periodically in order to attend staff meetings or work with colleagues. Another issue many telecommuters face is the distractions of home life. It can be hard to concentrate on work when family members are demanding attention. Therefore, it is important for telecommuters to establish a work plan that is satisfactory to all members of the family. In addition, some telecommuters find that spending their workday at home results in higher costs for electricity and heating. They may also have new expenses, such as paying for an Internet connection, that they did not have before.

PART 2 — QUESTIONS

Questions 15-20

The following reading passage has six sections, A-F. Choose the correct heading for each section from the list of headings below. There are more headings than sections, so you will not use them all.

i. **Find Places for Everything**

ii. **Organize Your Mail**

iii. **Empty Your Desk**

iv. **Follow a Schedule**

v. **Maintain Your Files**

vi. **Why Is it Important?**

vii. **Categorize Supplies and Papers**

viii. **Make It a Habit**

Questions 21-24

Choose FOUR letters, A-G.

21 **22** **23** **24** Which FOUR of the following advantages of telecommuting are mentioned in the passage?

- **A** ☐ reduced travel expenses
- **B** ☐ salary increases
- **C** ☐ a better employer-employee relationship
- **D** ☐ more time to spend with the family
- **E** ☐ a more relaxed life
- **F** ☐ more time for personal business
- **G** ☐ an improved attitude toward work

Questions 25-27

Choose THREE letters, A-E.

25 **26** **27** Which THREE of the following disadvantages of telecommuting are mentioned in the passage?

- **A** ☐ feeling lonely
- **B** ☐ missed staff meetings
- **C** ☐ interruptions of work
- **D** ☐ problems with colleagues
- **E** ☐ more expenses at home

PASSAGE 3

Read the text below and answer Questions 28-40.

The Power of Earthquakes

Earthquakes have inspired both fear and curiosity in people throughout history. While ancient peoples used myths to explain earthquakes, modern scientists have developed the theory of plate tectonics. According to this theory, the Earth's surface is broken into many pieces that can move against each other, causing tremors at the Earth's surface. To better understand these events, scientists have developed sophisticated equipment to measure, record, and even begin to predict future earthquakes. While the scientists of today may understand a great deal more than our ancestors did, they also recognize that there is still much to learn about the destructive powers held deep within the Earth.

Before scientific explanations were established, many cultures explained earthquakes by attributing them to the movements of mythical creatures, such as frogs, turtles, and even flea-infested dogs. Japanese mythology tells of a great catfish guarded by the deity Kashima. When Kashima let his guard down, the catfish thrashed about, causing the Earth to tremble. In India, myths tell of the Earth being held upon the shoulders of an elephant that shook its head when tired. The Greeks believed that the shaking of the Earth was the rumbling of the god Poseidon's horses traveling through the skies or across the Earth. Or it was caused by Poseidon pounding his trident on the ground. The number and variety of these mythological explanations for earthquakes show how important it has always been to people everywhere to understand what causes the mysterious shakings of the Earth.

Beginning in the early 1960s, many in the scientific community began espousing the theory of plate tectonics, which explains that the surface of the Earth, the crust, is broken into many pieces called tectonic plates. Some of these plates are extremely large, such as the Eurasian Plate, on which sits most of Europe and Asia. Others are smaller, such as the Caribbean Plate, which is mostly underwater in the Caribbean Sea. These plates float on the Earth's mantle, a bed of molten rock called magma. Deeper forces inside the Earth's core heat this magma and cause it to flow underneath the plates, pushing the plates. The tension created at the boundaries of opposing plates can often become strong enough to snap them past each other, sometimes with the violent force that we know as an earthquake.

Scientists describe the movement of the plates in relation to each other in three principal ways. First, when two plates are forced into each other, one plate slides below the other. This is known as a *convergent boundary*. As the lower plate goes down, the upper plate often rises, forming mountains. The Himalayas, for example, were formed by the Indian Plate crashing into the Eurasian Plate. The second type of boundary is where two plates move apart from each other. This is known as a *divergent boundary*. An example of this is the Mid-Atlantic Rift, found at the bottom of the Atlantic Ocean. At this boundary, the North American Plate and the Eurasian plate are being forced apart, at an average rate of 2.5 centimeters per year. The third type is a *transform boundary*, where the edges of two plates slide in opposite directions parallel to each other. When the pressure between these plates is great enough, they snap violently past each

other. This type of interaction between plates is the cause of many of the earthquakes felt in California.

Seismologists, the scientists who study earthquakes, use a device called a seismograph to measure the force of earthquakes and tremors. The most sophisticated of these are capable of measuring even the slightest tremor and locating its origin. The measuring system most commonly used is called the Richter Scale. It was invented in 1935 by a seismologist named Charles F. Richter. Because the difference in power between small and large earthquakes is so great, he developed a logarithmic scale in which an increase of one on the scale represents a tenfold increase in power. This means that an earthquake with a magnitude of 4.0, which would be easily felt at the Earth's surface, is ten times more powerful than a magnitude 3.0 quake and 100 times more powerful than a magnitude 2.0 quake, which often goes unnoticed. The data the scientists collect allow them not only to document past earthquakes, but to learn to predict future events.

While scientists today know much more about earthquakes than ever, there is still much to be learned. Seismologists have helped us understand more about how earthquakes happen and why they occur in some parts of the world but not others. All of this knowledge informs us about our Earth and protects us from some of the potential dangers. There are still, however, many forces in the Earth that we do not understand, with the potential to move, shake, and reshape the world.

PART 3 — QUESTIONS

Questions 28-33

Choose the correct letter, A, B, or C.

28 Modern scientists are

- **A** ○ uncertain about the cause of earthquakes.
- **B** ○ able to forecast some earthquakes.
- **C** ○ more curious about earthquakes than their ancestors were.

29 In ancient times, people explained earthquakes by

- **A** ○ telling stories.
- **B** ○ developing scientific theories.
- **C** ○ watching the reactions of animals.

30 Kashima was a

- **A** ○ king.
- **B** ○ catfish.
- **C** ○ god.

31 The ancient Greeks believed that earthquakes were caused by a god's

- **A** ○ horses.
- **B** ○ elephants.
- **C** ○ frogs.

32 The quantity and diversity of explanations for earthquakes from ancient cultures show that

- **A** ○ ancient people were not capable of understanding natural forces.
- **B** ○ people have always been interested in earthquakes.

C ○ earthquakes were more common in ancient times.

33 The Caribbean Plate

A ○ sits next to a convergent boundary.

B ○ forms part of the Mid-Atlantic Rift.

C ○ lies mostly beneath the ocean.

Questions 34-40

Complete each sentence with the correct ending from the box.

• A place where two plates slide in opposite directions is called **34** _____

• Tectonic plates lie on **35** _____

• An earthquake measuring 4.0 is ten times more powerful than **36** _____

• The Himalayas were caused by **37** _____

• The Mid-Atlantic Rift is an example of **38** _____

• A tectonic plate is **39** _____

• The machine used to measure the strength of earthquakes is known as **40** _____

A. **a transform boundary.**

B. **a seismograph.**

C. **an unnoticed tremor.**

D. **an earthquake measuring 2.0.**

E. **a logarithmic scale.**

F. **a divergent boundary.**

G. **a magnitude 3.0 earthquake.**

H. **a layer of magma.**

I. **a collision between two plates.**

J. **a piece of the Earth's crust.**

K. **a convergent boundary.**

Answer Key

#	Answer	Explanation
1	D	The Counseling Office, Room 109 is open Monday through Thursday from 3:00 to 9:00 P.M. Assistance is available for choosing classes, making future educational plans, and searching for employment
2	C	If you are interested in attending a lecture, please get your ticket from the Student Activities Office, Room 107
3	A	Tuition will be fully refunded if you withdraw from the class before the second class meeting. Withdrawals made after the second class meeting but before the third will receive a refund of 50 percent of the tuition. Refunds cannot be made after the third class meeting. To withdraw from a class, please visit the Registrar's Office in Room 103
4	D	The Counseling Office, Room 109 is open Monday through Thursday from 3:00 to 9:00 P.M. Assistance is available for choosing classes, making future educational plans, and searching for employment.Changes in your class schedule may be made during the first week of the semester only. Class change forms are available in the Counseling Office
5	B	All texts and manuals required in our classes are available for sale in the Main Office, Room 105
6	C	If you are interested in attending a lecture, please get your ticket from the Student Activities Office, Room 107. Each student is allowed only one free ticket per lecture. Also, visit the Student Activities Office to see a schedule of local field trips, student social hours, and other upcoming events
7	D	The Counseling Office, Room 109 is open Monday through Thursday from 3:00 to 9:00 P.M. Assistance is available for choosing classes, making future educational plans, and searching for employment
8	G	Business hours are Monday through Thursday 9:00 A.M. to 5:30 P.M. and Friday 12 noon to 8:30 P.M
9	B	If you fail the written test, a thirty-day wait is required before taking the test again
10	J	If you fail the road test, you must show a certificate of completion of a driver's education course given by an accredited institution before retaking the test

#	Answer	Explanation
11	**E**	Citizens of other countries are asked to present a current visa in addition to one of the above-mentioned forms of identification
12	**H**	License renewals can be made online at the DMV website
13	**K**	The fee for a first-time driver's license is $100, payable by check or credit card
14	**F**	You must renew a license no more than six months after the expiration date to avoid having to retake the written and road tests
15	**iii**	Remove everything from the top of the desk—office supplies, documents, computer, printer—everything
16	**vii**	Group similar items together. For example, you might have a pile for small supplies such as paper clips and rubber bands, one for filing materials such as folders and labels, one for paperwork pertaining to current projects and another for paperwork to be filed, and so on
17	**i**	Now, create an appropriate place for each group of items
18	**viii**	The best way is to follow a routine
19	**iv**	This is why it is a good idea to develop a schedule
20	**vi**	It is worth the small amount of time and effort it takes to keep your desk organized. Why? Psychologists tell us that an organized work space leads to more efficient and productive work
21	**A / D / E / G**	Working from home can mean significant savings in time and money that was formerly spent on daily travel. The telecommuter no longer has to spend part of his or her salary just to get to work in order to earn that salary. Not having to deal with traffic, bus schedules, or other logistics of travel also saves the telecommuter a good deal of unnecessary stress. As a result, the telecommuter can approach work with more energy and more positive feelings. There can also be a similar positive effect on the telecommuter's personal life, as there will be more energy and time left to devote to family
22	**A / D / E / G**	Working from home can mean significant savings in time and money that was formerly spent on daily travel. The telecommuter no longer has to spend part of his or her salary just to get to work in order to earn that salary. Not having to deal with traffic, bus schedules, or other logistics of travel also saves the telecommuter a good deal of unnecessary stress. As a result, the telecommuter can approach work with more energy and more positive feelings. There can also be a similar positive effect on the

#	Answer	Explanation
		telecommuter’s personal life, as there will be more energy and time left to devote to family
23	**A / D / E / G**	Working from home can mean significant savings in time and money that was formerly spent on daily travel. The telecommuter no longer has to spend part of his or her salary just to get to work in order to earn that salary. Not having to deal with traffic, bus schedules, or other logistics of travel also saves the telecommuter a good deal of unnecessary stress. As a result, the telecommuter can approach work with more energy and more positive feelings. There can also be a similar positive effect on the telecommuter’s personal life, as there will be more energy and time left to devote to family
24	**A / D / E / G**	Working from home can mean significant savings in time and money that was formerly spent on daily travel. The telecommuter no longer has to spend part of his or her salary just to get to work in order to earn that salary. Not having to deal with traffic, bus schedules, or other logistics of travel also saves the telecommuter a good deal of unnecessary stress. As a result, the telecommuter can approach work with more energy and more positive feelings. There can also be a similar positive effect on the telecommuter’s personal life, as there will be more energy and time left to devote to family
25	**A / C / E**	Unfortunately, even the most independent worker can start to feel isolated over time Another issue many telecommuters face is the distractions of home life In addition, some telecommuters find that spending their workday at home results in higher costs for electricity and heating
26	**A / C / E**	Unfortunately, even the most independent worker can start to feel isolated over time Another issue many telecommuters face is the distractions of home life In addition, some telecommuters find that spending their workday at home results in higher costs for electricity and heating
27	**A / C / E**	Unfortunately, even the most independent worker can start to feel isolated over time Another issue many telecommuters face is the distractions of home life In addition, some telecommuters find that spending their workday at home results in higher costs for electricity and heating
28	**B**	To better understand these events, scientists have developed sophisticated equipment to measure, record, and even begin to predict future earthquakes
29	**A**	While ancient peoples used myths to explain earthquakes, modern scientists have developed the theory of plate tectonics

#	Answer	Explanation
30	**C**	Japanese mythology tells of a great catfish guarded by the deity Kashima
31	**A**	The Greeks believed that the shaking of the Earth was the rumbling of the god Poseidon's horses traveling through the skies or across the Earth
32	**B**	The number and variety of these mythological explanations for earthquakes show how important it has always been to people everywhere to understand what causes the mysterious shakings of the Earth
33	**C**	Others are smaller, such as the Caribbean Plate, which is mostly underwater in the Caribbean Sea
34	**A**	The third type is a transform boundary, where the edges of two plates slide in opposite directions parallel to each other
35	**H**	These plates float on the Earth's mantle, a bed of molten rock called magma
36	**G**	This means that an earthquake with a magnitude of 4.0, which would be easily felt at the Earth's surface, is ten times more powerful than a magnitude 3.0 quake and 100 times more powerful than a magnitude 2.0 quake, which often goes unnoticed
37	**I**	The Himalayas, for example, were formed by the Indian Plate crashing into the Eurasian Plate
38	**F**	This is known as a divergent boundary. An example of this is the Mid-Atlantic Rift, found at the bottom of the Atlantic Ocean
39	**J**	the surface of the Earth, the crust, is broken into many pieces called tectonic plates
40	**B**	Seismologists, the scientists who study earthquakes, use a device called a seismograph to measure the force of earthquakes and tremors

Test 6

PASSAGE 1

Read the text below and answer Questions 1–7.

Car Rental Advertisements

Agency A

Good Deal Car Rentals

Have we got a deal for you!

Compact cars only $375/week

We offer:

• The lowest rates in town

• Two convenient locations

• Payment by cash or credit card

To reserve your car, call us at:

432-555-0943 (airport)

432-555-7118 (train station)

Open from 7:30 A.M. to 9:30 P.M. every day of the week

Agency B

Fast 'n Frugal Car Rental

• Compact and mid-sized cars

• Vans

• Small trucks

• Rent by the day, week, or month

We have the best rates in town. Compact cars start at $350/week.

Special prices for National Car Club members—10 percent off our usual low prices!

Reserve your vehicle today by calling our convenient downtown location:

921-555-9642

Open 6:30 A.M. to 10:30 P.M. every day. Closed Sundays.

All major credit cards accepted. No cash, please.

Agency C

Dollar Dan's Rent-a-Car

• Conveniently located next to the Hilltown Hotel

• Guaranteed lowest prices around. Compact cars only $35/day.

We have hundreds of compact, mid-sized, and luxury cars to choose from, all right on our lot. So come on down and pick out your car. There's no need to reserve a car at Dollar Dan's because we guarantee that we'll always have a car available for you.

• Visit us anytime. We're open twenty-four hours/day, seven days/week.

• Payment by credit card only.

_____

Read the text below and answer Questions 8–11.

Spanish for Health-care Workers

Instructor: Dr. Lucia Mendez

8

_____

A

Classes are held in Room 203. The class meets twice weekly, Monday and Wednesday evenings from 6:30 to 8:15 P.M. You are expected to attend every class and to arrive on time. Please speak with the instructor about any unavoidable absences.

9

_____

B

We will use the text Spanish for Health-care Workers. Students are required to read one or more chapters before each class (see reading schedule below). In addition, each student will prepare an oral presentation to give to the class before the end of the semester. The Language Laboratory, Room 302, is open Monday–Friday from 9:30 A.M. until 8:30 P.M. In addition to attending class, each student must complete a weekly exercise in the lab.

10

_____

C

There will be four to five quizzes throughout the semester in addition to a midterm and a final exam. Missed quizzes or exams will count against your grade; there will be no make-ups. The breakdown for calculating each student's final mark is as follows: quizzes and exams—50 percent; oral presentation—30 percent; class participation—20 percent. A grade of B or higher is required to pass this class.

11

D

If you need extra help or would like to discuss anything with the instructor, my office hours (Room 320) are 5:00–6:30 on Mondays and Wednesdays. The Language Lab staff is also available to help you with your assignments. In addition, individual Spanish tutors are available. Please talk to the staff in the Language Lab for more information about tutors.

PART 1 — QUESTIONS

Questions 1-7

Look at the three advertisements for car rental agencies, A–C. Answer the questions by writing the letter of the appropriate car rental agency, A–C.

Which car rental agency

A. Good Deal Car Rentals

B. Fast 'n Frugal Car Rental

C. Dollar Dan's Rent-a-Car

	A	B	C
1 has the lowest price for a compact car?	○	○	○
2 accepts payments in cash?	○	○	○
3 offers a discount?	○	○	○
4 is convenient for people arriving by plane?	○	○	○
5 is always open?	○	○	○
6 does not require a reservation?	○	○	○
7 has vehicles suitable for moving furniture?	○	○	○

Questions 8-11

The following text has four sections A–D. Choose the correct heading for each section from the list of headings below. There are more headings than sections, so you won't need to use them all.

i. **Instructor's Teaching Schedule**

ii. **Assignments**

iii. **Assistance Outside Class**

iv. **Using the Language Lab**

v. **Class Schedule**

vi. **Grading**

Questions 12-14

Choose the correct answer.

12 Which of the following people would be most interested in this class?

- **A** ○ A nurse
- **B** ○ A tourist
- **C** ○ A literature student

13 What is located in Room 302?

- **A** ○ The classroom
- **B** ○ The language lab
- **C** ○ The instructor's office

14 How many exams will there be?

- **A** ○ One
- **B** ○ Two
- **C** ○ Four or five

PASSAGE 2

Read the text below and answer Questions 15–20.

Asking for a Raise

If you are thinking about asking for a raise in salary, there are several things to keep in mind. First, consider whether you deserve a higher salary. You probably do, but you should be able to explain exactly why to your boss. Sit down and make a list of your job accomplishments. Be as specific as possible. For example, think about important projects you have worked on, things you have done to improve the organization of work in your department, or how your efforts have brought more money to the company. Also include any professional development opportunities you have taken advantage of recently and be ready to explain how they have improved your performance on the job. By going through the process of listing your accomplishments, not only will you be better prepared when you meet with your boss, you will also feel more confident that you deserve what you are asking for.

Bear in mind that salary levels are based not only on performance but also on the market for your particular skills. Before you ask for a raise, you will need to do some research. You should investigate the industry standards for salaries for people in similar positions with similar levels of experience. This will help you determine what would be a reasonable amount of money to ask for. Your initial request should actually be slightly higher than the amount you want in order to leave some room for negotiation. Then, if you have to go lower than this amount, you still end up with something close to what you want.

A crucial point is the timing of your request. If you have recently been given new responsibilities, it makes sense to ask for a higher level of compensation. On the other hand, if the company is going through financial difficulties, a request for more money will probably not be met with a favorable response. It would be better to wait until the company is in a better financial position. Finally, there is one thing you should never do: Never give personal reasons for wanting a higher salary. Your need to pay your child's college tuition or buy a bigger house is of no concern to your boss. Your salary level should be based on professional considerations alone, and that is where you need to keep the conversation.

Read the text below and answer Questions 21–27.

Hanson, Inc. Employee Manual - Chapter V: Employee Benefits

Leave

All full-time employees are entitled to a minimum of two weeks of annual leave time. Employees who have completed five years at Hanson are entitled to three weeks of annual leave. After completing ten years at Hanson, employees may have four weeks of annual leave. In order to take advantage of annual leave time, the employee must complete the Request for Annual Leave Form and submit it to his or her supervisor a minimum of thirty days in advance. The

supervisor has the final decision about whether to grant the leave as requested. Any annual leave days not used in a calendar year may be rolled over and added to the leave days for the following year. In addition to annual leave, all full-time employees are entitled to ten personal leave days per year. Personal leave days must be used within the calendar year, or they will be forfeited. Part-time employees are entitled to five personal leave days per year.

Health Insurance

Employees may choose to sign up for a company-sponsored health plan. Complete information on the available plans can be requested from the Human Resources Department. Health benefits are also provided for the employee's spouse and children. The company pays 50 percent of the monthly premiums, with the other 50 percent being deducted from each paycheck. Part-time employees are also eligible for the company-sponsored health plans; the company pays 25 percent of the premiums.

Retirement

Employees may determine how much they wish to contribute to the company retirement fund, up to 5 percent of their salary. Contributions will be deducted from each paycheck. The company will contribute an equal amount to each employee's retirement fund. This benefit is available to both full-time and part-time employees.

PART 2 — QUESTIONS

Questions 15-20

Choose the correct answer.

15 Before asking for a salary increase, you should

- **A** ○ send your boss a list of your accomplishments.
- **B** ○ take some professional development courses.
- **C** ○ write down all the reasons you deserve a raise.

16 Preparing yourself before talking with your boss will help you

- **A** ○ get the highest raise possible.
- **B** ○ feel more self-assured.
- **C** ○ improve your job performance.

17 You should find out

- **A** ○ salaries of other people in your field.
- **B** ○ how much money your boss can offer you.
- **C** ○ what job openings are available in your company.

18 You should ask for

- **A** ○ slightly more money than you want.
- **B** ○ the exact amount of money that you want.
- **C** ○ a little less money than you want.

19 A good time to ask for a salary raise is

- **A** ○ when your boss is in a favorable mood.
- **B** ○ before discussing financial records.
- **C** ○ soon after you have taken on new duties.

20 While negotiating a salary raise, it is a good idea to

- **A** ○ discuss professional topics only.
- **B** ○ mention your financial needs.
- **C** ○ ask your boss about his or her family.

Questions 21-27

Do the following statements agree with the information given in the text about employee benefits?

21 All full-time employees are entitled to three weeks of annual leave.

- **A** ○ TRUE
- **B** ○ FALSE
- **C** ○ NOT GIVEN

22 Annual leave must be requested a month in advance.

- **A** ○ TRUE
- **B** ○ FALSE
- **C** ○ NOT GIVEN

23 Annual leave for part-time employees is half that of full-time employees.

- **A** ○ TRUE
- **B** ○ FALSE
- **C** ○ NOT GIVEN

24 Personal leave days not used before the end of the year will be lost.

- **A** ○ TRUE
- **B** ○ FALSE
- **C** ○ NOT GIVEN

25 The company pays half the monthly insurance charges for full-time employees.

- **A** ○ TRUE
- **B** ○ FALSE
- **C** ○ NOT GIVEN

26 Part-time employees do not receive health benefits.

- **A** ○ TRUE
- **B** ○ FALSE
- **C** ○ NOT GIVEN

27 Employees must contribute 5 percent of their salary to the retirement fund.

- **A** ○ TRUE
- **B** ○ FALSE
- **C** ○ NOT GIVEN

PASSAGE 3

Read the text below and answer Questions 28–40.

Green Energy

As energy prices rise and the effects of greenhouse gas emissions become more widespread, people everywhere are becoming increasingly concerned about using fossil fuels. More and more people are turning to so-called “green technologies” as a way to reduce dependence on nonrenewable fossil fuels. The ideal alternative energy source would be sustainable (the supply will not be exhausted), clean (no emissions), and reliable. The three most popular alternative energy sources are geothermal power, solar power, and wind power.

Since geothermal energy taps heat from the earth, its resources range from water found just below the surface of the earth, to hot water and hot rock found a few miles below the surface, to even deeper rock of extremely high temperatures. In a process similar to drilling for oil, wells as deep as a mile or more can be drilled into underground reservoirs to tap steam and hot water that are used to run turbines and create energy. Power companies can then transmit this energy over power lines.

Geothermal power on a smaller scale can be used for heating and cooling houses or commercial buildings. Geothermal heat pumps, also known as ground-source heat pumps, rely on the fact that the earth beneath the surface remains at a relatively constant temperature throughout the year. Like a cave, the ground is warmer than the air above it during the winter and cooler in the summer. The geothermal heat pump transfers the heat stored in the earth into the building during the winter, and transfers it out of the building and into the ground during the summer. The ground, in other words, acts as a heat source in winter and a heat sink in summer. While geothermal heat pumps are an emissions-free and reliable source of energy, the biggest disadvantage is that such systems are expensive to install.

Solar energy has come a long way from the clunky boxes of the 1970s. Today, solar energy is commonly collected by sleek and efficient photovoltaic (PV) panels. The photovoltaic cells convert sunlight directly into electricity and are made of semiconductors such as crystalline silicon or other thin-film materials. The benefits of solar power vary according to how much exposure a given building has to the sun. However, one does not need to live in the desert to take advantage of solar power. Cloudy Germany is the worldwide leader in the use of solar power.

Solar power is not as pricey as geothermal power, but having a panel professionally installed can still be costly. Some enterprising home-owners reduce the initial costs by purchasing inexpensive kits and setting up the system on their own. The biggest disadvantage of a solar power system is its dependence on the amount of sunlight collected, but some cutting-edge panels can generate energy even in the rain.

Wind power is created when wind is used to generate mechanical power or electricity. Most wind turbines convert the wind’s kinetic energy into mechanical power. The wind turns the

blades, which spin a shaft connected to a generator. A generator then converts this mechanical power into electricity. A group of wind turbines can produce electricity and feed it into the utility grid, where it is sent through transmission lines to homes and businesses. Like solar and geothermal energy, wind is a renewable resource that produces no emissions.

Small wind energy systems can be used by homes, farms, or communities. Such systems can be connected to the larger electrical grid or used for stand-alone energy generation—a particularly attractive option for anyone living far from power company lines. A grid-connected wind turbine can reduce one's reliance on the power company for electricity. If the turbine cannot deliver the needed energy, the power company then makes up the difference. However, in order to take advantage of wind energy, a turbine must be in an area with average wind speed of at least 10 miles an hour, and such systems can be very expensive.

Whether a given home or business uses wind, solar, or geothermal power depends on a variety of economic and environmental factors. However, experts agree that investing in alternative energy now—whether by individuals or power companies—will pay dividends in the future.

PART 3 — QUESTIONS

Questions 28-30

Complete the summary below. Choose NO MORE THAN TWO WORDS from the passage for each answer.

These days, people are interested in reducing their consumption of **28** _____. They are looking at sources of **29** _____ to supply their power needs. People want sources that are **30** _____, do not cause pollution, and can be consistently depended on.

Questions 31-33

Choose THREE answers from the list below.

31 **32** **33** Which of the following facts about geothermal energy are mentioned in the passage?

- **A** ☐ is easiest to use where there is a plentiful supply of groundwater
- **B** ☐ is used to run power plants
- **C** ☐ costs a good deal of money to set up
- **D** ☐ requires electricity to power the heat pump
- **E** ☐ is used for cooling as well as heating buildings

Questions 34-36

Choose THREE answers from the list below.

34 **35** **36** Which of the following facts about solar energy are mentioned in the passage?

- **A** ☐ can be used even in areas without intense sunlight
- **B** ☐ the panels are usually installed on the roof of the house
- **C** ☐ does not have to be installed by a professional
- **D** ☐ the amount of power generated fluctuates with the amount of exposure to the sun

E ☐ is often used by farmers to power electric fences

Questions 37-40

Choose FOUR answers from the list below.

37 38 39 40 Which of the following facts about wind energy are mentioned in the passage?

A ☐ wind turbines are considered unsightly by many people

B ☐ is used by individual home-owners as well as by power companies

C ☐ the energy that it generates cannot be stored for later use

D ☐ must be installed in an area that receives a certain amount of wind

E ☐ wind turbines create a lot of noise

F ☐ can be used in conjunction with electricity supplied by a power company

G ☐ is as clean a source of energy as geothermal and solar systems

Answer Key

#	Answer	Explanation
1	C	• Guaranteed lowest prices around. Compact cars only $35/day
2	A	• Payment by cash or credit card
3	B	Special prices for National Car Club members—10 percent off our usual low prices
4	A	432-555-0943 (airport)
5	C	• Visit us anytime. We're open twenty-four hours/day, seven days/week
6	C	There's no need to reserve a car at Dollar Dan's because we guarantee that we'll always have a car available for you
7	B	• Vans• Small trucks
8	v	Classes are held in Room 203. The class meets twice weekly, Monday and Wednesday evenings from 6:30 to 8:15 P.M
9	ii	Students are required to read one or more chapters before each class (see reading schedule below). In addition, each student will prepare an oral presentation to give to the class before the end of the semester. The Language Laboratory, Room 302, is open Monday–Friday from 9:30 A.M. until 8:30 P.M. In addition to attending class, each student must complete a weekly exercise in the lab
10	vi	The breakdown for calculating each student's final mark is as follows: quizzes and exams—50 percent; oral presentation—30 percent; class participation—20 percent
11	iii	If you need extra help or would like to discuss anything with the instructor, my office hours (Room 320) are 5:00–6:30 on Mondays and Wednesdays
12	A	Spanish for Health-care Workers
13	B	The Language Laboratory, Room 302, is open Monday–Friday from 9:30 A.M. until 8:30 P.M
14	B	There will be four to five quizzes throughout the semester in addition to a midterm and a final exam
15	C	Sit down and make a list of your job accomplishments

#	Answer	Explanation
16	**B**	By going through the process of listing your accomplishments, not only will you be better prepared when you meet with your boss, you will also feel more confident that you deserve what you are asking for
17	**A**	You should investigate the industry standards for salaries for people in similar positions with similar levels of experience
18	**A**	Your initial request should actually be slightly higher than the amount you want in order to leave some room for negotiation
19	**C**	If you have recently been given new responsibilities, it makes sense to ask for a higher level of compensation
20	**A**	Your salary level should be based on professional considerations alone, and that is where you need to keep the conversation
21	**FALSE**	All full-time employees are entitled to a minimum of two weeks of annual leave time
22	**TRUE**	In order to take advantage of annual leave time, the employee must complete the Request for Annual Leave Form and submit it to his or her supervisor a minimum of thirty days in advance
23	**NOT GIVEN**	All full-time employees are entitled to a minimum of two weeks of annual leave time
24	**TRUE**	Personal leave days must be used within the calendar year, or they will be forfeited
25	**TRUE**	The company pays 50 percent of the monthly premiums, with the other 50 percent being deducted from each paycheck
26	**FALSE**	Part-time employees are also eligible for the company-sponsored health plans; the company pays 25 percent of the premiums
27	**FALSE**	Employees may determine how much they wish to contribute to the company retirement fund, up to 5 percent of their salary
28	**fossil fuels**	More and more people are turning to so-called “green technologies” as a way to reduce dependence on nonrenewable fossil fuels
29	**alternative energy**	The ideal alternative energy source would be sustainable (the supply will not be exhausted), clean (no emissions), and reliable
30	**sustainable**	The ideal alternative energy source would be sustainable (the supply will not be exhausted), clean (no emissions), and reliable
31	**B / C / E**	wells as deep as a mile or more can be drilled into underground reservoirs to tap steam and hot water that are used to run turbines and create energy. Power companies can then transmit

#	Answer	Explanation
		this energy over power lines Geothermal power on a smaller scale can be used for heating and cooling houses or commercial buildings While geothermal heat pumps are an emissions-free and reliable source of energy, the biggest disadvantage is that such systems are expensive to install
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34	**A / C / D**	The benefits of solar power vary according to how much exposure a given building has to the sun. However, one does not need to live in the desert to take advantage of solar power Some enterprising home-owners reduce the initial costs by purchasing inexpensive kits and setting up the system on their own
35	**A / C / D**	The benefits of solar power vary according to how much exposure a given building has to the sun. However, one does not need to live in the desert to take advantage of solar power Some enterprising home-owners reduce the initial costs by purchasing inexpensive kits and setting up the system on their own
36	**A / C / D**	The benefits of solar power vary according to how much exposure a given building has to the sun. However, one does not need to live in the desert to take advantage of solar power Some enterprising home-owners reduce the initial costs by purchasing inexpensive kits and setting up the system on their own
37	**B / D / F / G**	Like solar and geothermal energy, wind is a renewable resource that produces no emissions Small wind energy systems can be used by homes, farms, or communities If the turbine cannot deliver the needed energy, the power company then makes up the difference. However, in order to take advantage of wind energy, a turbine must be in an area with average wind speed of at least 10 miles an hour, and such systems can be very expensive

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38	**B / D / F / G**	Like solar and geothermal energy, wind is a renewable resource that produces no emissions Small wind energy systems can be used by homes, farms, or communities If the turbine cannot deliver the needed energy, the power company then makes up the difference. However, in order to take advantage of wind energy, a turbine must be in an area with average wind speed of at least 10 miles an hour, and such systems can be very expensive
39	**B / D / F / G**	Like solar and geothermal energy, wind is a renewable resource that produces no emissions Small wind energy systems can be used by homes, farms, or communities If the turbine cannot deliver the needed energy, the power company then makes up the difference. However, in order to take advantage of wind energy, a turbine must be in an area with average wind speed of at least 10 miles an hour, and such systems can be very expensive
40	**B / D / F / G**	Like solar and geothermal energy, wind is a renewable resource that produces no emissions Small wind energy systems can be used by homes, farms, or communities If the turbine cannot deliver the needed energy, the power company then makes up the difference. However, in order to take advantage of wind energy, a turbine must be in an area with average wind speed of at least 10 miles an hour, and such systems can be very expensive

Test 7

PASSAGE 1

Read the text below and answer Questions 1-6.

Job Advertisements

A

HELP – snack bar serving person

Bright, friendly, experience not essential

Energy and enthusiasm an absolute must

Sat & Sun only

Call or drop in at Kingsway Centre, Melbourn/Royston.

Tel: 01763 24272 and ask for the Manager.

B

Granta Hotel

requires a part-time silver service waiter/waitress.

Only applicants with experience and good references need apply.

Excellent wages, meals on duty.

Tel: 01223 51468 (office hours)

C

WANTED from January till July, a nanny/carer for Toby, 2 yrs. Formal qualifications not as important as a sensible, warm and imaginative approach.

Hours: 8.30-5.00 Mon-Fri

Car driver essential, non smoker

References required

For further details phone: 01480 88056 after 6pm.

D

Cleaner required for 12-floor modern office block in the Station Road area, St Ives.

2 hours per day. Mondays to Fridays – to finish work before the offices open

Wages: £80 per week

Tel: 01223 93292

E

Mature, experienced Administrator/Secretary

for soft furnishing company, working within the hotel industry

Hours: 1pm – 5pm, Mon – Fri

Phone: Mr S Quinn 01353 71251

F

FULL-TIME COOK for a new and exciting café venture.

Good conditions. Pay and hours can be negotiated.

Apply Red Cafe (01863) 72052

G

50-Seater Restaurant

TO LET

Ideal for very experienced person looking to start up on their own.

Located on busy A10 road.

Reply Box No. P762, Newmarket Newspapers Ltd.,

51 Cambridge Road, Newmarket, CB8 3BN

Read the text below and answer Questions 7-14.

INTERCITY Sleeper between London and Scotland

Most tickets may be used for travel by *Sleeper*, subject to availability, and a reservation in a two-berth cabin can be made for £25, except in the case of Solo and Special tickets, which include *Sleeper* reservations in the fare. The price includes early morning tea or coffee and biscuits. A continental or hot breakfast can be ordered if you wish.

Choose from a range of tickets to suit your journey.

A – SuperApex

Only available for travel after 9am. Book at least 2 weeks ahead and travel between Edinburgh or Glasgow and London for the unbeatable price of £59 return. This ticket is non-refundable unless the service is cancelled.

B – Apex

A real bargain fare. Only £69 return between Edinburgh or Glasgow and London. Great value *Sleeper* travel available by booking at least a week before outward travel. Ticket refundable on payment of a 25% administrative charge.

C – SuperSaver

Available right up to the day of travel and valid any day except these peak days: all Fridays, also 18-30 December, 31 March and 28 May. Departures between midnight and 2am count as previous day's departures. London to Glasgow or Edinburgh £82.

D – Saver

This flexible ticket is valid every day and can be bought on the day of travel. Your ticket allows standard class travel on any train between 10am and midnight. No seat reservations available. London to Glasgow or Edinburgh £95.

E – Solo

Treat yourself and enjoy exclusive use of a Standard cabin. Solo is an inclusive return travel ticket with *Sleeper* reservations for one or both directions. Outward and return reservations should be made at the time of booking. The journey must include a Saturday night away. £140-£160 London to Edinburgh/Glasgow return.

F – Special

Special is an inclusive return travel package for two people including sleeper reservations for one or both directions. It can mean savings for both of you. Outward and return reservations should be made at the time of booking. From £120.

G – Standard

Not the cheapest option but available up to the time of travel and valid for all trains and at all times. You are advised to turn up early for travel on a Friday.

PART 1 — QUESTIONS

Questions 1-6

Look at the seven job advertisements, A-G, on page 104 and read the descriptions of people below.

Which is the most suitable job for each person?

Write the correct letter, A-G, in boxes 1-6 on your answer sheet.

	A	B	C	D	E	F	G
1 a person with two small children who wants a few hours a week of unskilled work in the early mornings	○	○	○	○	○	○	○
2 a person with no experience or qualifications who is looking for a short term full-time job, Monday to Friday	○	○	○	○	○	○	○
3 a lively student with no experience, who cannot work on weekdays	○	○	○	○	○	○	○
4 a person with more than 20 years' experience in catering who would like to run a business	○	○	○	○	○	○	○
5 a catering college graduate who is now looking for his first full-time job	○	○	○	○	○	○	○
6 a person with many years' experience working in hotels who is now looking for well-paid part-time employment in a hotel	○	○	○	○	○	○	○

Questions 7-14

Look at the seven types of train ticket, A-G, on page 107.

For which type of train ticket are the following statements true?

Write the correct letter, A-G, in boxes 7-14 on your answer sheet.

NB You may use any letter more than once.

	A	B	C	D	E	F	G
7 There are advantages if you book a journey with a friend.	○	○	○	○	○	○	○
8 You cannot use this on a Friday.	○	○	○	○	○	○	○
9 This can be used without restriction.	○	○	○	○	○	○	○
10 This can only be booked up to 7 days before departure.	○	○	○	○	○	○	○
11 It's the cheapest ticket available but there is a restriction on departure time.	○	○	○	○	○	○	○
12 If you decide not to travel after you have bought the ticket, you cannot get your money back.	○	○	○	○	○	○	○
13 This is not available if you're travelling out on a Monday and back the next day.	○	○	○	○	○	○	○
14 You cannot use this ticket for departures between midnight and 10am.	○	○	○	○	○	○	○

PASSAGE 2

Read the text below and answer Questions 15-21.

FORMAL DRESS CODE FOR COMPANY EMPLOYEES

At TransitEuropean, the company's objective in establishing a formal dress code is to enable our employees to project the professional image that is in keeping with the needs of our clients and customers who seek our guidance, input, and professional services. Because our industry requires the appearance of trusted business professionals and we serve clients at our site on a daily basis, a more formal dress code is necessary for our employees.

Formal Dress Code Guidelines

In a formal business environment, the standard of dressing for men and women is a suit. Alternatively a jacket may be worn with appropriate accessories. Torn, dirty, or frayed clothing is unacceptable. Clothing should be pressed and never wrinkled. No dress code can cover all contingencies so employees must exert a certain amount of judgement in their choice of clothing to wear to work. If you experience uncertainty, please ask your supervisor for advice.

Shoes and Footwear

Conservative walking shoes, dress shoes, loafers, boots, flats, dress heels, and backless shoes are acceptable for work. Not wearing stockings or socks is inappropriate. Tennis shoes and any shoe with an open toe are not acceptable in the office.

Accessories and Jewellery

The wearing of ties, scarves, belts, and jewellery is encouraged, provided they are tasteful. Items which are flashy should be avoided.

Makeup, Perfume, and Cologne

A professional appearance is encouraged and excessive makeup is unprofessional. Remember that some employees may have allergic reactions to the chemicals in perfumes and makeup, so wear these substances in moderation.

Hats and Head Covering

Hats are not appropriate in the office. Head covers that are required for reasons of faith or to honour cultural tradition are permitted.

Dress Down Days

Certain days can be declared dress down days, generally Fridays. On these days, business casual clothing is allowed. Clothing that has our company logo is strongly encouraged. Sports team, university, and fashion brand names on clothing are generally acceptable. However, you may wish to keep a jacket in your office in case a client unexpectedly appears.

Violation of Dress Code

If clothing fails to meet these standards, as determined by the employee's supervisor, the employee will be asked not to wear the inappropriate item to work again. If the problem persists, the employee will receive a verbal warning and may be sent home to change clothes.

_____

Read the text below and answer Questions 22-27.

JLP RETAIL: STAFF BENEFITS

Whatever your role, your pay range will be extremely competitive and reviewed in the light of your progress. In addition to your salary, you will enjoy an array of excellent benefits from the moment you join the company.

Paid holiday

The holiday entitlement is four weeks per year, rising to five weeks after three years (or in the case of IT graduate trainees, after promotion to programmer or trainee analyst). There are further long-service increases for most staff after ten or fifteen years. Managers, including graduate trainees, receive five weeks' holiday from the outset.

Pension scheme

We offer a non-contributory final salary pension scheme, payable from the age of 60, to most staff who have completed the qualifying period of five years.

Life assurance

Our life assurance scheme pays a sum equivalent to three times your annual salary to your nominated beneficiary.

Discounts

After three months' service, all staff are entitled to a 12% discount on most purchases from the company's stores. This rises to 25% after one year's service.

Subsidised dining room

In most sites, we provide a dining room where you can enjoy excellent food at very reasonable prices.

Holiday and leisure facilities

The business owns a number of residential clubs which offer subsidised holiday accommodation for staff with at least three years' service.

Sports clubs

We support an extensive range of sports activities including football, netball, golf, skiing, sailing, squash, riding and gliding.

Ticket subsidies

Ticket subsidies of 50% of the cost of plays or concerts are available. Staff may also take advantage of corporate membership to bodies such as the Science Museum.

Education subsidies

We give generous financial support to staff who wish to acquire leisure skills or continue their education, e.g. through the Open University or evening classes.

Extended leave

Staff who complete 25 years' service can enjoy paid sabbatical leave of up to six months.

Health services

We have an occupational health service staffed by full-time doctors and health advisers.

Financial help, benefits and discounted deals

In cases of particular hardship, we will help staff with a loan. We have also negotiated a range of benefits for staff such as discounted private healthcare and a car purchase scheme, along with a number of one-off deals with hotels and amusement parks.

PART 2 — QUESTIONS

Questions 15-21

Complete the notes below.

Choose NO MORE THAN TWO WORDS from the text for each answer.

Write your answers in boxes 15-21 on your answer sheet.

NOTES ON COMPANY DRESS CODE

Aim of formal dress code: to present a **15** _____ to clients

Acceptable types of formal clothing: jacket or suit

State of clothes: they must be **16** _____ and in good condition

Footwear: tennis shoes and open toe shoes are not allowed

Accessories: ties, scarves, belts and jewellery may be worn

- these must be **17** _____ and not brightly coloured

Make up: avoid wearing too much make up and perfume

- these sometimes cause **18** _____

Hats: hats should not be worn

- head covers in line with religious reasons or **19** _____ are allowed

Dressing down: casual clothing is allowed on some Fridays

- clothing with the **20** _____ on it is recommended

Breaking the dress code: if advice is repeatedly ignored, a **21** _____ is given

Questions 22-27

Complete the sentences below.

Choose NO MORE THAN TWO WORDS AND/OR A NUMBER from the text for each answer.

Write your answers in boxes 22-27 on your answer sheet.

- Pay increases depend on the **22** _____ that each member of staff makes.
- Employees must work a minimum of **23** _____ to be eligible for a pension.
- Staff may take a holiday at one of the **24** _____ provided by the company.
- The company pay half the seat price for **25** _____ and plays.
- The company gives financial assistance for both educational courses and **26** _____ as part of staff development.
- Employees may be entitled to a **27** _____ if they find themselves in difficult circumstances.

PASSAGE 3

Read the text on pages 113 and 114 and answer questions 28-40.

OUT OF THE ASHES

A

On the afternoon of 30th August 1989, fire broke out at Uppark, a large eighteenth-century house in Sussex. For a year builders had been replacing the lead on the roof, and by a stroke of irony, were due to finish the next day, on August 31st. Within fifteen minutes of the alarm being sounded, the fire brigade had arrived on the scene, though nothing was to survive of the priceless collection on the first floor apart from an oil painting of a dog which the firemen swept up as they finally retreated from the blaze. But due to the courage and swift action of the previous owners, the Meade-Featherstonhaugh family, and the staff, stewards and visitors to the house, who formed human chains to pass the precious pieces of porcelain, furniture and paintings out on to the lawn, 95 per cent of the contents from the ground floor and the basement were saved. As the fire continued to rage, the National Trust's conservators were being mobilised, and that evening local stationers were especially opened to provide the bulk supplies of blotting paper so desperately needed in the salvage operation.

B

The following morning, Uppark stood open to the sky. A sludge of wet charcoal covered the ground floor and basement, and in every room charred and fallen timbers lay amongst the smoke. It was a scene of utter devastation.

C

After the initial sense of shock, the days which followed the fire were filled with discoveries. Helped by volunteers, the National Trust's archaeologists and conservators swung into action, first of all marking the site out into a grid and then salvaging everything down to the last door handle. The position of each fragment was recorded, and all the debris was stored in countless dustbins before being sifted and categorised.

D

There was great excitement as remnants of the lantern from the Staircase Hall were pulled out from the debris of two fallen floors, and also three weeks later when the Red Room carpet, thought to have been totally lost, was found wrapped around the remains of a piano. There was a lucky reprieve for the State Bed too. Staff who had left the scene at 3am on the night of the fire had thought its loss was inevitable, but when they returned the next morning it had escaped largely undamaged. Firemen, directed by the National Trust's conservators from outside the Tapestry Room window, dismantled the silk-hung bed and passed it out piece by piece. Twenty minutes later the ceiling fell in.

E

The scale of the task to repair Uppark was unprecedented in the National Trust. The immediate question was whether it should be done at all. A decision had to be taken quickly, as the building was unsound and whatever had not been damaged by the fire was exposed to the elements. Within a month, after consulting many experts and with the agreement of the National Trust's Executive Committee, the restoration programme began. It was undertaken for three main reasons. After the fire it had become apparent just how much remained of the structure with its splendidly decorated interiors; to have pulled the house down, as one commentator suggested, would have been vandalism. Also the property was covered by insurance, so the repairs would not call upon the National Trust's own funds. Lastly, much had been saved of the fine collection acquired especially for Uppark from 1747 by Sir Matthew Featherstonhaugh and his son Harry. These objects belonged nowhere else, and complete restoration of the house would allow them to be seen and enjoyed again in their original setting.

F

The search for craftsmen and women capable of doing the intricate restoration work was nation-wide. Once the quality and skill of the individual or company had been ascertained, they had to pass an economic test, as every job was competitively tendered. This has had enormous benefits because not only have a number of highly skilled people come to the fore – woodcarvers for example, following in the footsteps of Grinling Gibbons – but many of them, for example plasterers, have relearnt the skills of the seventeenth and eighteenth centuries which can now be of use to other country house owners when the need arises.

G

In June 1994 the building programme was completed, on time and on budget. The total cost of the work to repair the house and its contents came to be nearly £20 million, largely met from insurance. In addition, it made economic sense for the National Trust to invest time and money in upgrading water and heating systems, installing modern environmental controls, and updating fire and security equipment.

H

The final stages of restoration and the massive programme of reinstallation took eight months. The family and the room stewards were visibly moved when returning to their old haunts, perhaps the best testament that the spirit of Uppark had not died. But the debate will no doubt continue as to whether or not it was right to repair the house after the fire. The National Trust has done its best to remain true to Uppark; it is for others to judge the success of the project.

Note: The National Trust is a charitable organisation in Britain set up over a hundred years ago to preserve the national heritage.

PART 3 — QUESTIONS

Questions 28-33

The text on pages 113 and 114 has eight paragraphs, A-H.

Which paragraphs contain the following information?

Write the appropriate letters, A-H, in boxes 28-33 on your answer sheet.

	A	B	C	D	E	F	G	H
28 the procedure for sorting through the remains of the fire	○	○	○	○	○	○	○	○
29 how Uppark looked after the fire	○	○	○	○	○	○	○	○
30 improvements made to the rebuilt Uppark	○	○	○	○	○	○	○	○
31 the selection of people to carry out the repair work	○	○	○	○	○	○	○	○
32 why the National Trust chose to rebuild Uppark	○	○	○	○	○	○	○	○
33 how people reacted to the rebuilt Uppark	○	○	○	○	○	○	○	○

Questions 34-37

Answer the questions below.

Choose NO MORE THAN THREE WORDS AND/OR A NUMBER from the text for each answer.

Write your answers in boxes 34-37 on your answer sheet.

34 On what date in 1989 should the original repairs to the roof have been completed?

_____

35 By what method were things rescued immediately from the burning house?

_____

36 After the fire, what did the conservators require large quantities of immediately?

_____

37 Into what did the conservators put material recovered from the fire? _____

Questions 38-40

Choose the correct letter, A, B, C or D.

Write the correct letter in boxes 38-40 on your answer sheet.

38 The fire destroyed

- **A** ○ all the contents of the ground floor.
- **B** ○ most of the contents of the basement.
- **C** ○ the roof of the house.
- **D** ○ all the contents of the first floor.

39 One of the reasons the National Trust decided to rebuild Uppark was that

- **A** ○ the Meade-Featherstonhaugh family wanted them to.
- **B** ○ the building as it stood was unsound.
- **C** ○ they wouldn't have to pay for the repairs.
- **D** ○ nothing on this scale had been tried before.

40 Some of the craftsmen and women employed in the restoration of Uppark have benefited because

- **A** ○ they were very well paid for doing intricate work.
- **B** ○ their businesses have become more competitive.
- **C** ○ they were able to work with Grinling Gibbons.
- **D** ○ they acquired skills they didn't have previously.

Answer Key

#	Answer	Explanation
1	**D**	Cleaner required for 12-floor modern office block in the Station Road area, St Ives. 2 hours per day. Mondays to Fridays – to finish work before the offices open
2	**C**	WANTED from January till July, a nanny/carer for Toby, 2 yrs. Formal qualifications not as important as a sensible, warm and imaginative approach Hours: 8.30-5.00 Mon-Fri
3	**A**	Bright, friendly, experience not essentialEnergy and enthusiasm an absolute mustSat & Sun only
4	**G**	Ideal for very experienced person looking to start up on their own
5	**F**	FULL-TIME COOK for a new and exciting café venture
6	**B**	**Granta Hotel** **requires a part-time silver service waiter/waitress.** Only applicants with experience and good references need apply. Excellent wages, meals on duty
7	**F**	Special is an inclusive return travel package for two people including sleeper reservations for one or both directions. It can mean savings for both of you
8	**C**	Available right up to the day of travel and valid any day except these peak days: all Fridays, also 18-30 December, 31 March and 28 May
9	**G**	Not the cheapest option but available up to the time of travel and valid for all trains and at all times
10	**B**	Great value Sleeper travel available by booking at least a week before outward travel
11	**A**	Only available for travel after 9am. Book at least 2 weeks ahead and travel between Edinburgh or Glasgow and London for the unbeatable price of £59 return
12	**A**	This ticket is non-refundable unless the service is cancelled
13	**E**	The journey must include a Saturday night away
14	**D**	Your ticket allows standard class travel on any train between 10am and midnight
15	**professional image**	At TransitEuropean, the company's objective in establishing a formal dress code is to enable our employees to project the professional image that is in keeping with the needs of our clients

#	Answer	Explanation
		and customers who seek our guidance, input, and professional services
16	**pressed**	Clothing should be pressed and never wrinkled
17	**tasteful**	The wearing of ties, scarves, belts, and jewellery is encouraged, provided they are tasteful. Items which are flashy should be avoided
18	**allergic reactions**	Remember that some employees may have allergic reactions to the chemicals in perfumes and makeup, so wear these substances in moderation
19	**cultural tradition**	Head covers that are required for reasons of faith or to honour cultural tradition are permitted
20	**company logo**	Clothing that has our company logo is strongly encouraged
21	**verbal warning**	If the problem persists, the employee will receive a verbal warning and may be sent home to change clothes
22	**progress**	Whatever your role, your pay range will be extremely competitive and reviewed in the light of your progress
23	**five years / 5 years**	We offer a non-contributory final salary pension scheme, payable from the age of 60, to most staff who have completed the qualifying period of five years
24	**(residential) clubs**	The business owns a number of residential clubs which offer subsidised holiday accommodation for staff with at least three years' service
25	**concerts**	Ticket subsidies of 50% of the cost of plays or concerts are available
26	**leisure skills**	We give generous financial support to staff who wish to acquire leisure skills or continue their education, e.g. through the Open University or evening classes
27	**loan**	In cases of particular hardship, we will help staff with a loan
28	**C**	Helped by volunteers, the National Trust's archaeologists and conservators swung into action, first of all marking the site out into a grid and then salvaging everything down to the last door handle. The position of each fragment was recorded, and all the debris was stored in countless dustbins before being sifted and categorised
29	**B**	The following morning, Uppark stood open to the sky. A sludge of wet charcoal covered the ground floor and basement, and in every room charred and fallen timbers lay amongst the smoke. It was a scene of utter devastation

#	Answer	Explanation
30	**G**	In addition, it made economic sense for the National Trust to invest time and money in upgrading water and heating systems, installing modern environmental controls, and updating fire and security equipment
31	**F**	The search for craftsmen and women capable of doing the intricate restoration work was nation-wide. Once the quality and skill of the individual or company had been ascertained, they had to pass an economic test, as every job was competitively tendered
32	**E**	It was undertaken for three main reasons. After the fire it had become apparent just how much remained of the structure with its splendidly decorated interiors; to have pulled the house down, as one commentator suggested, would have been vandalism. Also the property was covered by insurance, so the repairs would not call upon the National Trust's own funds. Lastly, much had been saved of the fine collection acquired especially for Uppark from 1747 by Sir Matthew Featherstonhaugh and his son Harry. These objects belonged nowhere else, and complete restoration of the house would allow them to be seen and enjoyed again in their original setting
33	**H**	The family and the room stewards were visibly moved when returning to their old haunts, perhaps the best testament that the spirit of Uppark had not died
34	**August 31st**	For a year builders had been replacing the lead on the roof, and by a stroke of irony, were due to finish the next day, on August 31st
35	**human chain/chains**	due to the courage and swift action of the previous owners, the Meade-Featherstonhaugh family, and the staff, stewards and visitors to the house, who formed human chains to pass the precious pieces of porcelain, furniture and paintings out on to the lawn
36	**blotting paper**	As the fire continued to rage, the National Trust's conservators were being mobilised, and that evening local stationers were especially opened to provide the bulk supplies of blotting paper so desperately needed in the salvage operation
37	**(countless) dustbins**	The position of each fragment was recorded, and all the debris was stored in countless dustbins before being sifted and categorised
38	**C**	The following morning, Uppark stood open to the sky
39	**C**	Also the property was covered by insurance, so the repairs would not call upon the National Trust's own funds

#	Answer	Explanation
40	**D**	many of them, for example plasterers, have relearnt the skills of the seventeenth and eighteenth centuries which can now be of use to other country house owners when the need arises

Test 8

PASSAGE 1

Read the text below and answer Questions 1–7.

The Young Person's Railcard

A Young Person's Railcard gives young people the opportunity to purchase discounted rail tickets across Britain. Just imagine where it could take you - to festivals, to see distant friends or to London for a weekend break.

Who can apply?

Absolutely anybody between 16 and 25 can apply. You will need to provide proof that you are under 26 years of age. For this, only your birth certificate, driving licence, passport or medical card will be acceptable. Alternatively, if you are a mature student over this age but in full-time education, you can also apply. In order to prove your eligibility, you will need to get your headteacher, tutor, or head of department to sign the application form as well as one of your photos, the latter also needing to be officially stamped. 'Full-time education' is defined as over 15 hours per week for at least 20 weeks a year.

Then go along to any major railway station, rail-appointed travel agent or authorised student travel office with your completed application form from this leaflet, together with £28, two passport-sized photos and proof of eligibility.

Using your railcard

You can use it at any time - weekends, Bank Holidays or during the week. But if you travel before 10 am Monday to Friday (except during July and August) minimum fares will apply. For full details of these, please ask at your local station or contact a rail-appointed travel agent.

Conditions

In cases where a railcard does not bear the user's signature, it will be treated as invalid. Neither your railcard nor any tickets bought with it may be used by anybody else. Unless there are no purchase facilities available at the station where you began your journey, you will be required to pay the full fare if you are unable to produce a valid ticket for inspection during a journey.

Reduced rate tickets are not available for first-class travel or for Eurostar links to France and Belgium. Passengers will be charged the full rate if they want to use these services.

Read the text below and answer Questions 8–14.

TRAIN TRAVEL INFORMATION

We offer several distinct options for you to choose the ticket that suits you best.

TICKET TYPE	DISCOUNT*	NOTES
standard returns	**20%**	return within 60 days of outward trip
same day returns	**25%**	ticket cannot be altered or refunded
children	**40%**	children between 4 and 11
students	**25%**	student card must be shown
senior citizens	**25%**	seniors card must be shown
groups (10—25 people)	**15%**	discount on each section of the trip
globe-trotter tickets	according to ticket	Railpass, Tourist Card, Econopass

* Only one discount may apply to each fare.

CHANGES AND REFUNDS

Tickets may be refunded not later than 5 minutes before the departure of the train for a charge of 15% of the ticket price, or the journey may be changed to another day for a charge of 10% of the ticket price. (Not applicable to same day returns.)

CHANGES FOR SAME DAY TRAVEL

You may change your ticket once without charge for a journey on the same day as the original ticket.

INFORMATION OF INTEREST TO TRAVELLERS

- When you buy your ticket it is up to you to check that the dates and times of the journey on it are exactly as you requested.
- Ticket control and access to each train platform will be open until 2 minutes before departure of the train.
- Each traveller may take one suitcase and one item of hand luggage. You may also check in 15kgs. of luggage not later than 30 minutes before departure, at no extra charge.
- If you would like to charter a train, or make reservations for over 25 passengers travelling together, call the Sales Department.

OUR TIMETABLE IS GUARANTEED

If the arrival of your train at your destination is delayed by more than 5 minutes according to the timetable, we will refund the full price of your ticket if the delay is caused by our company

PART 1 — QUESTIONS

Questions 1-7

Complete the sentences below.

Choose NO MORE THAN THREE WORDS from the text for each answer.

- Railcard applicants over 25 need to be involved in **1** _____ .
- For mature, full-time students, one of the photographs submitted must be signed and **2** _____ .
- At certain times of the year, there are no **3** _____ for railcard holders at any time of day.
- If your railcard doesn't have your **4** _____ it will be impossible to use it for travel.
- The benefits of a railcard are not transferable to **5** _____ .
- If you have no ticket but boarded a train at a station without any **6** _____ you will still be eligible for a discounted ticket.
- If railcard holders wish to use the Eurostar network they must pay the **7** _____ .

Questions 8-14

Complete the summary below.

Choose NO MORE THAN THREE WORDS AND/OR A NUMBER from the text for each answer.

An elderly person who is also studying full-time receives a concession of **8** _____ .

Large groups people who want to reserve seats should get in touch with the **9** _____ .

If travellers cancel their trip, they will usually receive back the ticket price less **10** _____ , or they may change the date of their trip by paying **11** _____ of the original value. These concessions do not apply in the case of **12** _____ . It is the passenger's responsibility to make sure the **13** _____ and times are correct.

Travellers should ensure they are ready to board the train with at least **14** _____ to spare. They may take a suitcase with them in the carriage as well as hand luggage. A traveller may check in 15 kilos maximum weight of luggage but this must be done at least 30 minutes before the train leaves.

PASSAGE 2

Read the text below and answer Questions 15–20.

Professional Credentials: Advice for Immigrants

As an immigrant to North America, you will need to ensure that employers and organisations such as colleges and universities properly recognise your international credentials. These may be trade certificates, but also educational qualifications such as degrees or diplomas, that you have completed or partially-completed.

It is common for hiring personnel to have little or no training in evaluating an academic background earned outside of North America. But at the same time, employers see formal education as very important when hiring. Education is a hiring requirement for 60% of employment opportunities, but 40% of human resources staff say that if they do not know a lot about the value of documents attained elsewhere, they will not recognise them.

Research has shown that sometimes immigrants start with a lower salary level than people who have completed their training in North America. You may want to apply for employment opportunities with companies whose staff understands your situation or, more importantly, who know where to send you to get your North American qualifications. If you need to complete your training in North America, apprenticeships leading to skilled trades are in high demand. Apprenticeship training is a hands-on program where about 10% is in a classroom setting at community colleges, and 90% of the training is on-the-job. The training involves working for an employer and earning income during the training period. Sometimes there is a limit of 5 years for training. You may be able to use this training toward college or university credits or education. There is a good potential for long-term job security after completion of apprenticeship training.

If you earned your papers outside of North America, you will need to get them translated if you want to work or study. It is important for you that your education is assessed by an accredited assessment service when you are applying for jobs, and particularly if the job posting has an education requirement. As well, it is recommended that you include a copy of the report with your cover letter. It is suggested that you provide this information early and do not wait until the time you actually meet with the employer. Getting job interviews is more than 50% of the whole process of securing employment; and with an evaluation report, you want to make sure that employers are screening you 'in' rather than 'out'.

Establishing yourself in North America is a difficult process, but companies do consider integrating immigrants into the workforce important to the workplace mosaic. Employers are making significant progress in improving diversity at work.

Read the text below and answer Questions 21–27.

How to Prepare for a Presentation

The first time your boss suggests that you formally present something to your department or a client, your reaction may be to panic. But remember that being asked to present is a compliment. Someone believes that you have valuable information to share with the group, and wants to listen to your ideas.

You need to decide exactly what you will say during the allotted time. Condense your topic into one sentence. What do you want your audience to remember or learn from your talk? This is your 'big idea'. Remember that you are dealing with the short attention spans of individuals who tend to have many things on their minds.

Think of three main points you want to make to support your overall topic. Develop a story to demonstrate each of those concepts. This could be something that happened to you or someone you know, or something you read in a newspaper or magazine.

We have all heard the saying *A picture is worth a thousand words*. Think about how your presentation can be more interesting to watch. Props are a wonderful way to make your talk come alive. You could do something as simple as holding up a toy phone receiver when talking about customer service or putting on a hat to signal a different part of your talk.

Think of a dynamic and unusual way to start your presentation. This might involve telling anecdotes that relate to your topic. Never begin with, 'Thank you for inviting me here to talk with you today.' You will put your audience to sleep right away. Start off enthusiastically so they will listen with curiosity and interest. After your energetic introduction, identify yourself briefly and thank the audience for taking the time to listen to you.

Plan your ending, and finish in a memorable way. Your listeners remember best what they hear at the beginning and end of a speech, so conclude with a game in which they can participate, or tell a humorous story and your audience will leave laughing.

Don't try to memorise your talk or read it word-for-word. It will sound stilted and boring. Instead, practise your dynamic introduction and conclusion until you can deliver them effortlessly. If you do this you'll feel a burst of confidence that will help you sail through the whole of the speech.

PART 2 — QUESTIONS

Questions 15-20

Complete the sentences below.

Choose NO MORE THAN TWO WORDS from the text for each answer.

- New arrivals to North America need to make sure that their academic qualifications or their **15** _____ are accepted.
- A significant number of companies view **16** _____ as a major requirement.
- People educated in North America may initially be offered a higher **17** _____ than immigrants.
- **18** _____ courses often provide more job stability.
- Most of the effort to find work is spent trying to obtain **19** _____ .
- As more newcomers enter the workforce, **20** _____ increases.

Questions 21-27

Complete the sentences below.

Choose ONE WORD ONLY from the text for each answer.

- You should regard an invitation to speak as a **21** _____ .
- Express your main idea in a **22** _____ .
- Try using a **23** _____ to support the major points you are making.
- Add visual excitement to your talk by using **24** _____ .
- Express appreciation to your listeners for their **25** _____ .
- A **26** _____ will get the audience to interact.
- It is important to prepare well as this will increase your **27** _____ .

PASSAGE 3

Read the text below and answer Questions 28–40.

The Birdmen

Will people finally be able to fly long distances without a plane?

John Andres *investigates*

People have dreamt of flying since written history began. In the 1400s, Leonardo da Vinci drew detailed plans for human flying machines. You might have thought the invention of mechanised flight would have put an end to such ideas. Far from it. For many enthusiasts, the ultimate flight fantasy is the jet pack, a small piece of equipment on your back which enables you to climb vertically into the air and fly forwards, backwards and turn. Eric Scott was a stuntman in Hollywood for about a decade and has strapped jet packs to his back more than 600 times and propelled himself hundreds of metres into the air. Now he works for an energy-drink company that pays him to travel around the world with his jet pack. As Scott says: 'I get to do what I love and wherever I go I advertise Go Fast drinks. Existing packs work for little more than 30 seconds, but people are working on designs which let you fly around for 20 minutes. That would be amazing,' says Scott.

Paramotoring is another way of getting into the air. It combines the sort of parachute used in paragliding with a small engine and propeller and is now becoming popular. Chris Clarke has been flying a paramotor for five years. 'Getting about is roughly comparable with driving a petrol-powered car in terms of expense. The trouble is that paramotoring is ill-suited to commuting because of the impossibility of taking off in strong winds,' says Clarke.

Another keen paramotorist recently experienced a close call when in the air. 'I started to get a warm feeling in my back,' says Patrick Vandenbulcke. 'I thought I was just sweating. But then I started to feel burning and I realized I had to get to the ground fast. After an inspection of the engine later, I noticed that the exhaust pipe had moved during the flight and the harness had started melting.' This hasn't put Vandenbulcke off, however, and he is enthusiastic about persuading others to take up paramotoring. However he warns: 'Although it seems cheaper to try to teach yourself, you will regret it later as you won't have a good technique.' A training course will cost over £1,000, while the equipment costs a few thousand pounds. You may pick up cheaper equipment secondhand, however. There was one pre-used kit advertised on a website, with a bit of damage to the cage and tips of the propellers due to a rough landing. 'Scared myself to death,' the seller reported, 'hence the reason for this sale.'

Fun though it is, paramotoring is not in the same league as the acrobatics demonstrated by Yves Rossy. He has always enjoyed being a daredevil showman. He once parachuted from a plane above Lake Geneva and, intentionally skimming the top of a fountain as he landed, he descended to the lake where he grabbed some water ski equipment and started waterskiing while the crowd watched open-mouthed.

Rossy, who has been labelled 'the Birdman', was born in 1959 in Switzerland. After flying planes for the air force from the ages of 20 to 28, he went on to do a job as a pilot with a commercial airline from 1988 to 2000. 'The cockpit of a plane is the most beautiful office in the world,' he says, 'but I didn't have any contact with the air around me. It was a bit like being in a box or a submarine under water.' From then on, he therefore concentrated on becoming the first jet-powered flying man.

In May 2008, he stepped out of an aircraft at about 3000 metres. Within seconds he was soaring and diving at over 290 kph, at one point reaching 300 kph, about 104 kph faster than the typical falling skydiver. His speed was monitored by a plane flying alongside. Rossy started his flight with a free fall, then he powered four jet turbines to keep him in the air before releasing a parachute which enabled him to float to the ground. The jet turbines are attached to special wings which he can unfold. The wings were manufactured by a German firm called JCT Composites. Initially he had approached a company called Jet-Kit which specialised in miniature planes, but the wings they made for him weren't rigid enough to support the weight of the engines. Rossy says he has become 'the first person to maintain a stable horizontal flight, thanks to aerodynamic carbon foldable wings.' Without these special wings, it is doubtful he would have managed to do this.

Rossy's ambitions include flying down the Grand Canyon. To do this, he will have to fit his wings with bigger, more powerful jets. The engines he currently uses already provide enough thrust to allow him to climb through the air, but then he needs the power to stay there. In terms of the physical strength involved, Rossy insists it's no more difficult than riding a motorbike. 'But even the slightest change in position can cause problems. I have to focus hard on relaxing in the air, because if you put tension in your body, you start to swing round.' If he makes it, other fliers will want to know whether they too will some day be able to soar. The answer is yes, possibly, but it is unlikely to be more than an expensive hobby.

PART 3 — QUESTIONS

Questions 28-30

Choose the correct letter, A, B, C or D.

28 What information is given about Vandenbulcke in paragraph 3?

- **A** ○ He narrowly avoided a dangerous situation.
- **B** ○ He did not understand the equipment he was using.
- **C** ○ He did not react fast enough to the situation.
- **D** ○ He was fortunate to get the help he needed.

29 When the writer refers to some second-hand paramotoring equipment which was for sale, he is emphasising that

- **A** ○ paramotoring equipment is in short supply.
- **B** ○ paramotoring equipment needs to be carefully tested.
- **C** ○ paramotoring is a very expensive hobby.
- **D** ○ paramotoring can be a dangerous pastime.

30 The description of what happened at Lake Geneva is given to suggest that Rossy

- **A** ○ frequently changes his plans.
- **B** ○ likes to do what appears impossible.
- **C** ○ is an excellent overall sportsman.
- **D** ○ knows the area very thoroughly.

Questions 31-35

Complete the summary below.

Choose ONE WORD AND/OR A NUMBER from the text for each answer.

Yves Rossy

Yves Rossy was born in 1959. He worked as both a military and **31** _____ pilot before focusing on his ambition of becoming a jet-powered flying man. First he asked a firm which made **32** _____ planes to construct some **33** _____ for him, but these proved unsuitable. The second company he approached was able to help him, however. On a flight in May 2008, he managed to achieve a top speed of **34** _____ easily exceeding the speed achieved by the average **35** _____ . He had engines to keep him in the air and then used a parachute when it was time to come down.

Questions 36-40

Look at the following statements (Questions 36–40) and the list of people below.

Match each statement with the correct person, A, B, C or D.

A. Eric Scott

B. Chris Clarke

C. Patrick Vandenbulcke

D. Yves Rossy

	A	B	C	D
36 He acknowledges the role of his equipment in enabling him to set a flying record.	○	○	○	○
37 He explains how he uses his flying expertise to promote a product.	○	○	○	○
38 He explains what led him to experiment with different ways of flying.	○	○	○	○
39 He describes a mistake some beginners might make.	○	○	○	○
40 He mentions circumstances which prevent you from leaving the ground.	○	○	○	○

Answer Key

#	Answer	Explanation
1	**full-time education**	Alternatively, if you are a mature student over this age but in full-time education, you can also apply
2	**(officially) stamped**	In order to prove your eligibility, you will need to get your headteacher, tutor, or head of department to sign the application form as well as one of your photos, the latter also needing to be officially stamped
3	**minimum fares**	But if you travel before 10 am Monday to Friday (except during July and August) minimum fares will apply
4	**signature**	In cases where a railcard does not bear the user's signature, it will be treated as invalid
5	**anybody else**	Neither your railcard nor any tickets bought with it may be used by anybody else
6	**purchase facilities**	Unless there are no purchase facilities available at the station where you began your journey, you will be required to pay the full fare if you are unable to produce a valid ticket for inspection during a journey
7	**full fare/rate**	Reduced rate tickets are not available for first-class travel or for Eurostar links to France and Belgium. Passengers will be charged the full rate if they want to use these services
8	**25 percent / 25%**	senior citizens
9	**Sales Department**	If you would like to charter a train, or make reservations for over 25 passengers travelling together, call the Sales Department
10	**15 percent / 15%**	Tickets may be refunded not later than 5 minutes before the departure of the train for a charge of 15% of the ticket price, or the journey may be changed to another day for a charge of 10% of the ticket price
11	**10 percent / 10%**	Tickets may be refunded not later than 5 minutes before the departure of the train for a charge of 15% of the ticket price, or the journey may be changed to another day for a charge of 10% of the ticket price
12	**same day returns**	(Not applicable to same day returns.)
13	**dates**	When you buy your ticket it is up to you to check that the dates and times of the journey on it are exactly as you requested

#	Answer	Explanation
14	**2 minutes**	Ticket control and access to each train platform will be open until 2 minutes before departure of the train
15	**trade certificates**	These may be trade certificates, but also educational qualifications such as degrees or diplomas, that you have completed or partially-completed
16	**(formal) education**	Education is a hiring requirement for 60% of employment opportunities, but 40% of human resources staff say that if they do not know a lot about the value of documents attained elsewhere, they will not recognise them
17	**salary (level)**	Research has shown that sometimes immigrants start with a lower salary level than people who have completed their training in North America
18	**apprenticeship (training)**	There is a good potential for long-term job security after completion of apprenticeship training
19	**(job) interviews**	Getting job interviews is more than 50% of the whole process of securing employment; and with an evaluation report, you want to make sure that employers are screening you 'in' rather than 'out'
20	**(workforce/workplace) diversity**	Employers are making significant progress in improving diversity at work
21	**compliment**	But remember that being asked to present is a compliment
22	**sentence**	Condense your topic into one sentence
23	**story**	Think of three main points you want to make to support your overall topic. Develop a story to demonstrate each of those concepts
24	**props**	Props are a wonderful way to make your talk come alive
25	**time**	After your energetic introduction, identify yourself briefly and thank the audience for taking the time to listen to you
26	**game**	so conclude with a game in which they can participate, or tell a humorous story and your audience will leave laughing
27	**confidence**	Instead, practise your dynamic introduction and conclusion until you can deliver them effortlessly. If you do this you'll feel a burst of confidence that will help you sail through the whole of the speech
28	**A**	Another keen paramotorist recently experienced a close call when in the air. 'I started to get a warm feeling in my back,' says Patrick Vandenbulcke. 'I thought I was just sweating. But then I started to feel burning and I realized I had to get to the

#	Answer	Explanation
		ground fast. After an inspection of the engine later, I noticed that the exhaust pipe had moved during the flight and the harness had started melting.'
29	**D**	There was one pre-used kit advertised on a website, with a bit of damage to the cage and tips of the propellers due to a rough landing. 'Scared myself to death,' the seller reported, 'hence the reason for this sale.'
30	**B**	He has always enjoyed being a daredevil showman. He once parachuted from a plane above Lake Geneva and, intentionally skimming the top of a fountain as he landed, he descended to the lake where he grabbed some water ski equipment and started waterskiing while the crowd watched open-mouthed
31	**commercial**	After flying planes for the air force from the ages of 20 to 28, he went on to do a job as a pilot with a commercial airline from 1988 to 2000
32	**miniature**	Initially he had approached a company called Jet-Kit which specialised in miniature planes, but the wings they made for him weren't rigid enough to support the weight of the engines
33	**wings**	Initially he had approached a company called Jet-Kit which specialised in miniature planes, but the wings they made for him weren't rigid enough to support the weight of the engines
34	**300 kph**	Within seconds he was soaring and diving at over 290 kph, at one point reaching 300 kph, about 104 kph faster than the typical falling skydiver
35	**skydiver**	Within seconds he was soaring and diving at over 290 kph, at one point reaching 300 kph, about 104 kph faster than the typical falling skydiver
36	**D**	Rossy says he has become 'the first person to maintain a stable horizontal flight, thanks to aerodynamic carbon foldable wings.' Without these special wings, it is doubtful he would have managed to do this
37	**A**	Now he works for an energy-drink company that pays him to travel around the world with his jet pack. As Scott says: 'I get to do what I love and wherever I go I advertise Go Fast drinks
38	**D**	'The cockpit of a plane is the most beautiful office in the world,' he says, 'but I didn't have any contact with the air around me. It was a bit like being in a box or a submarine under water.' From then on, he therefore concentrated on becoming the first jet-powered flying man

#	Answer	Explanation
39	**C**	However he warns: ‘Although it seems cheaper to try to teach yourself, you will regret it later as you won’t have a good technique.’
40	**B**	The trouble is that paramotoring is ill-suited to commuting because of the impossibility of taking off in strong winds,’ says Clarke

Test 9

PASSAGE 1

==== Read the text below and answer questions 1-7. ====

Smoke Alarms in the Home

Smoke alarms are now a standard feature in Australian homes and are required by the National Building Code in any recently built properties. They are installed to detect the presence of smoke and emit a clear sound to alert you in the event of fire to give you time to escape.

There are two principal types of smoke alarms. Ionization alarms are the cheapest and most readily available smoke alarms. They are also very sensitive to 'flaming fires' – fires that burn fiercely – and will detect them before the smoke gets too thick. However, photoelectric alarms are more effective at detecting slow-burning fires. They are less likely to go off accidentally and so are best for homes with one floor. For the best protection, you should install one of each.

Most battery-powered smoke alarms can be installed by the home owner and do not require professional installation. For the installation of hard-wired smoke alarms, powered from the mains electricity supply, however, you will need the services of a licensed professional. Smoke alarms are usually most effective when located on the ceiling, near or in the middle of the room or hall.

Photoelectric smoke alarms in any quantity may be disposed of in domestic waste. If you have fewer than ten ionization alarms to get rid of, you may put them in your domestic waste. If you have more than ten to dispose of, you should contact your local council.

Your battery-powered smoke alarm will produce a short beep every 60 second to alert you when the battery is running out and needs replacing. Nevertheless, it should be tested every month to ensure that the battery and the alarm sounder are working. Note that the sensitivity in all smoke alarms will reduce over time.

==== Read the text below and answer questions 8-14. ====

Sydney Opera House Tours

A The Essential Tour brings to life the story behind the design and construction of one of the world's most famous landmarks. Using interactive audio-visual technology, your guide will take you on a memorable journey inside the youngest building ever to be World Heritage listed.

B Afterwards, why not stay around and eat at the Studio Cafe, with its modern Australian menu? Not only can you enjoy the best views in Sydney, you can claim a 20% reduction on the total cost of your meal. (Don't forget to show your ticket in order to claim your discount.)

C Languages: English, French, German

Takes place: Daily between 9am and 5pm

Prices: Adults $35 / Online $29.75

Concessions: Australian seniors and pensioners; students and children of 16 and under $24.50.

Prior bookings are not essential.

D The Backstage Tour gives you backstage access to the Sydney Opera House. It is a unique opportunity to experience the real-life dramas behind the stage! You might even get to stand on the concert hall stage, take up a conductor's baton in the orchestra pit and imagine you are leading the performance. You will also get to see inside the stars' dressing rooms. The tour concludes with a complimentary breakfast in the Green Room, the private dining area of performers past and present.

E Takes place: Daily at 7am

Prices: $155-No concessions.

To purchase: Bookings are essential.

Limited to 8 people per tour.

Online sales expire at 4.30pm two days prior.

Notes:

The tour includes up to 300 steps.

Flat, rubber-soled shoes must be worn.

For safety reasons, children of 12 years old and under are not permitted.

F Opera High Tea consists of a tour where you will walk in the footsteps of world- class singers, dancers and musicians, followed by fine food and music in the spectacular surroundings of the Bennelong Dining Room. What could be better than a treat of delicious light snacks and soft drinks followed by a live recital by a leading Australian singer? An unforgettable treat for young and old!

G Takes place: Every second Wednesday, 2pm

Duration: 1.5 hours

Prices: $145 per person

Book online or visit the Guided Tours Desk.

PART 1 — QUESTIONS

Questions 1-7

Do the following statements agree with the information given in the text? In boxes on your answer sheet, write

TRUE if the statement agrees with the information

FALSE if the statement contradicts the information

NOT GIVEN if there is no information on this

1 All new houses in Australia must have smoke alarms.

- **A** ○ TRUE
- **B** ○ FALSE
- **C** ○ NOT GIVEN

2 Photoelectric smoke alarms cost less than ionization smoke alarms.

- **A** ○ TRUE
- **B** ○ FALSE
- **C** ○ NOT GIVEN

3 It takes a short time to fit most smoke alarms.

- **A** ○ TRUE
- **B** ○ FALSE
- **C** ○ NOT GIVEN

4 Any hard-wired smoke alarm must be fitted by a specialist technician.

- **A** ○ TRUE
- **B** ○ FALSE
- **C** ○ NOT GIVEN

5 You should get in touch with your local council before placing any ionisation smoke alarms in household rubbish.

- **A** ○ TRUE
- **B** ○ FALSE
- **C** ○ NOT GIVEN

6 Smoke alarms give a warning sound to indicate that battery power is low.

- **A** ○ TRUE
- **B** ○ FALSE
- **C** ○ NOT GIVEN

7 Old smoke alarms need to be checked more than once a month.

- **A** ○ TRUE
- **B** ○ FALSE
- **C** ○ NOT GIVEN

Questions 8-14

The text has seven sections A-G. Which section mentions the following? Write the correct letter A-G in boxes on your answer sheet. NB You may use any letter more than once.

	A	B	C	D	E	F	G
8 discounts available to younger visitors	○	○	○	○	○	○	○
9 the need for suitable footwear	○	○	○	○	○	○	○
10 the opportunity to pretend you are taking part in a concert	○	○	○	○	○	○	○
11 a restriction on the number of participants	○	○	○	○	○	○	○
12 a reduction that applies to purchases using the internet	○	○	○	○	○	○	○

	A	B	C	D	E	F	G
13 the need to book your ticket in advance	○	○	○	○	○	○	○
14 the length of one of the tours	○	○	○	○	○	○	○

PASSAGE 2

==== Read the text below and answer Questions 15-21. ====

USING DIRECT MAIL TO SELL YOUR PRODUCT

When you have set up your own business, you must, of course, start selling your goods or services. One way is by using direct mail – in other words, sending a sales letter (or email) directly to companies that might want to do business with you.

One important factor is your mailing list – that is, who you contact. You can build this up from your own market research, existing clients and advertising responses, or you can contact list brokers and rent or buy a compiled list. If you are contacting a business, it is important to address the letter to the decision maker, ideally by name or at least by job title.

While the desirability and price of the product on offer will obviously influence sales, you also need to gain the maximum impact from your sales letter. To achieve that, bear the following points in mind:

• You have no more than two seconds from when the reader starts the letter to convince them to continue. If you fail, they will throw it away. The opening is crucial to attract their attention. And so that they don't lose interest, avoid having too much text.

• Try to send each mailing in a white envelope. It might be cheaper to use a brown envelope but it doesn't make for such good presentation.

• Include a brochure. Depending on the volume and on whether you can afford the cost, try to use at least two-colour printing for this. If practicable, it may be worth enclosing a free sample – this is a much greater incentive than photographs.

• However interested your potential clients are in buying, they will only do so if it can be done easily. So, include an order form (and of course details of how to return it) with your letter.

• When you receive your replies, assess your response rate and monitor the sales.

If necessary, the sales letter can then be amended to attract other clients on subsequent mail shots; make sure each different letter is coded so that monitoring is easy and effective.

• Ensure that each reply is dealt with quickly and professionally. If further details are requested, these must be sent out promptly. There is no point in encouraging potential customers to contact you if your service is slow or non-existent.

==== Read the text below and answer Questions 22-27. ====

IFCES, the International Federation of Chemical Engineering Societies

Job Specification: Communications Manager

Contract: Permanent (with 3-month probationary period)

Reports to: Chief Executive

Hours: 9:15am – 5:30pm with 1 hour for lunch

Holidays: 23 days per annum + statutory public holidays

Job Summary

To raise the international profile of IFCES. To communicate our objectives, programmes and services to members, the chemical engineering community, the media and the wider public.

Key Responsibilities

• Develop and implement a programme of communications to member associations, the chemical engineering industry, sponsors and the media

• Plan and implement marketing strategies for all IFCES programmes including the World Chemical Engineering Congress

• Write and edit copy for publications intended for internal and external use including Chemical Engineer Monthly

• Work with design agencies, web developers and other external contractors to produce high quality corporate and marketing materials

• Research, write and distribute news releases as required, often at short notice and under pressure

• Deal with media enquiries and interview requests. Ensure that good relationships with both mainstream and chemical engineering media are developed and maintained

• Assist in the production of presentations and speeches for board members

• Ensure website content is up to date and consistent

• Develop a consistent corporate identity and ensure its application by all member associations and partner organisations

• Carry out specific duties and projects as directed from time to time

Employee Specification

Essential

• Degree (any discipline)

• Minimum 4 years' experience in a communications role

• Excellent copy writing skills with strong attention to detail, a keen sense of audience and an ability to tailor writing to its particular purpose

• Demonstrable track record of producing high quality corporate publications and marketing materials

• Excellent interpersonal and organisational skills

• Sound IT skills, including working knowledge of Microsoft Office applications

• Willingness to travel internationally

Desirable

• Recognised post-graduate qualification in public relations / journalism / marketing communications

• Knowledge of the global chemical engineering industry and the production of new materials in particular

• Understanding of the concerns surrounding sustainability in chemical engineering

• Ability to speak a foreign language

PART 2 — QUESTIONS

Questions 15-21

Complete the sentences below. Choose **NO MORE THAN TWO WORDS** from the text for each answer. Write your answers in boxes on your answer sheet.

- Sales letters should be sent to the **15** _____ in a company.
- Your letter should make as much **16** _____ as possible.
- The reader's attention needs to be caught by the **17** _____ of your letter.
- Letters should be sent in a **18** _____
- It is best to print the **19** _____ in two or more colours.
- Consider sending a **20** _____ as this is more effective than a picture.
- You should calculate the **21** _____ to your letter.

Questions 22-27

Complete the notes below. Choose **NO MORE THAN TWO WORDS** from the text for each answer. Write your answers in boxes on your answer sheet.

Position: Communications Manager

Summary of role: to improve IFCES's **22** _____ around the world

Responsibilities include:

- writing for a number of **23** _____, produced for both IFCES and a wider readership
- producing news releases quickly when necessary
- making sure the **24** _____ contains current information.

Employee specification (essential) includes:

- high level skill in writing appropriately

– for the **25** _____ to read

– to achieve a specific **26** _____

- good IT skills.

Employee specification (desirable) includes:

- relevant qualification at a **27** _____ level
- awareness of issues of sustainability in relation to the industry
- knowledge of a foreign language.

PASSAGE 3

==== Read the text below and answer questions 28-40. ====

KAURI GUM – a piece of New Zealand's history

A The kauri tree is a massive forest tree native to New Zealand. Kauri once formed vast forests over much of the north of the country. Whereas now it is the wood of the kauri which is an important natural resource, in the past it was the tree's sap (the thick liquid which flows inside a tree) which, when hardened into gum, played an important role in New Zealand's early history.

After running from rips or tears in the bark of trees, the sap hardens to form the lumps of gum which eventually fall to the ground and are buried under layers of forest litter. The bark often splits where branches fork from the trunk, and gum accumulates there also.

The early European settlers in New Zealand collected and sold the gum. the tree was soft and of low value but most of the gum which was harvested had been buried for thousands of years. This gum came in a bewildering variety of colours, degree of transparency and hardness, depending on the length and location of burial, as well as the health of the original tree and the area of the bleeding. Highest quality gum was hard and bright and was usually found at shallow depth on the hills. Lowest quality gum was soft, black or chalky and sugary and was usually found buried in swamps, where it had been in contact with water for a long time. Long periods in the sun or bush fires could transform dull, cloudy lumps into higher quality transparent gum.

B Virtually all kauri gum was found in the regions of New Zealand where kauri forests grow today – from the middle of the North Island northwards. In Maori and early European times up until 1850, most gum collected was simply picked up from the ground, but, after that, the majority was recovered by digging.

C The original inhabitants of New Zealand, the Maori, had experimented with kauri gum well before Europeans arrived at the beginning of the nineteenth century. They called it kapia, and found it of considerable use. Fresh gum from trees was prized for its chewing quality, as was buried gum when softened in water and mixed with the juice of a local plant. A piece of gum was often passed around from mouth to mouth when people gathered together until it was all gone, or when they tired of chewing, it was laid aside for future use. Kauri gum burns readily and was used by Maori people to light fires. Sometimes it was bound in grass, ignited and used as a torch by night fishermen to attract fish.

D The first kauri gum to be exported from New Zealand was part of a cargo taken back to Australia and England by two early expeditions in 1814 and 1815. By the 1860s, kauri gum's reputation was well established in the overseas markets and European immigrants were joining the Maoris in collecting gum on the hills of northern New Zealand. As the surface gum became more scarce, spades were used to dig up the buried 'treasure! The increasing number of diggers resulted in rapid growth of the kauri gum exports from 1,000 tons in 1860 to a maximum of over 10,000 tons in 1900.

For fifty years from about 1870 to 1920, the kauri gum industry was a major source of income for settlers in northern New Zealand. As these would-be farmers struggled to break in the land, many turned to gum-digging to earn enough money to support their families and pay for improvements to their farms until better times arrived. By the 1890s, there were 20,000 people engaged in gum-digging. Although many of these, such as farmers, women and children, were only part-time diggers, nearly 7,000 were full-timers. During times of economic difficulty, gum-digging was the only job available where the unemployed from many walks of life could earn a living, if they were prepared to work.

E The first major commercial use of kauri gum was in the manufacture of high-grade furniture varnish, a kind of clear paint used to treat wood. The best and purest gum that was exported prior to 1910 was used in this way. Kauri gum was used in 70% of the oil varnishes being manufactured in England in the 1890s. It was favoured ahead of other gums because it was easier to process at lower temperatures. The cooler the process could be kept the better, as it meant a paler varnish could be produced. About 1910, kauri gum was found to be a very suitable ingredient in the production of some kinds of floor coverings such as linoleum. In this way, a use was found for the vast quantities of poorer quality and less pure gum, that had up till then been discarded as waste. Kauri gum's importance in the manufacture of varnish and linoleum was displaced by synthetic alternatives in the 1930s.

F Fossil kauri gum is rather soft and can be carved easily with a knife or polished with fine sandpaper. In the time of Queen Victoria of England (1837-1901), some pieces were made into fashionable amber beads that women wore around their necks. The occasional lump that contained preserved insects was prized for use in necklaces and bracelets. Many of the gum-diggers enjoyed the occasional spell of carving and produced a wide variety of small sculptured pieces. Many of these carvings can be seen today in local museums. Over the years, kauri gum has also been used in a number of minor products, such as an ingredient in marine glue and candles. In the last decades it has had a very limited use in the manufacture of extremely high-grade varnish for violins, but the gum of the magnificent kauri tree remains an important part of New Zealand's history.

PART 3 — QUESTIONS

Questions 28-33

The text has six sections, A-F. Which section contains the following information? Write the correct letter, A-F, in boxes on your answer sheet. NB You may use any letter more than once.

	A	B	C	D	E	F
28 an example of a domestic product made of high-quality gum	○	○	○	○	○	○
29 factors affecting gum quality	○	○	○	○	○	○
30 how kauri gum is formed	○	○	○	○	○	○
31 how gum was gathered	○	○	○	○	○	○
32 the main industrial uses of the gum	○	○	○	○	○	○
33 recent uses of kauri gum	○	○	○	○	○	○

Questions 34-39

Look at the following events in the history of kauri gum in New Zealand and the list of time periods below. Match each event with the correct time period, A-I.

List of Time Periods

A before the 1800s

B in 1900

C in 1910

D between the late 1800s and the early 1900s

E between the 1830s and 1900

F in 1814 and 1815

G after 1850

H in the 1930s

I in recent times

	A	B	C	D	E	F	G	H	I
34 Kauri gum was first used in New Zealand.	○	○	○	○	○	○	○	○	○
35 The amount of kauri gum sent overseas peaked.	○	○	○	○	○	○	○	○	○
36 The collection of kauri gum supplemented farmers' incomes.	○	○	○	○	○	○	○	○	○
37 Kauri gum was made into jewellery.	○	○	○	○	○	○	○	○	○
38 Kauri gum was used in the production of string instruments.	○	○	○	○	○	○	○	○	○
39 Most of the kauri gum was found underground.	○	○	○	○	○	○	○	○	○

Questions 40-40

Choose the correct letter, A, B, C or D.

40 What was most likely to reduce the quality of kauri gum?

A ○ how long it was buried

B ○ exposure to water

C ○ how deep it was buried

D ○ exposure to heat

Answer Key

#	Answer	Explanation
1	**True**	Smoke alarms are now a standard feature in Australian homes and are required by the National Building Code in any recently built properties
2	**False**	Ionization alarms are the cheapest and most readily available smoke alarms
3	**Not given**	Most battery-powered smoke alarms can be installed by the home owner and do not require professional installation
4	**True**	you will need the services of a licensed professional
5	**False**	If you have fewer than ten ionization alarms to get rid of, you may put them in your domestic waste. If you have more than ten to dispose of, you should contact your local council
6	**True**	Your battery-powered smoke alarm will produce a short beep every 60 second to alert you when the battery is running out and needs replacing
7	**Not given**	it should be tested every month to ensure that the battery and the alarm sounder are working
8	**C**	Concessions: Australian seniors and pensioners; students and children of 16 and under $24.50
9	**E**	Flat, rubber-soled shoes must be worn
10	**D**	You might even get to stand on the concert hall stage, take up a conductor’s baton in the orchestra pit and imagine you are leading the performance
11	**E**	Limited to 8 people per tour
12	**C**	Not only can you enjoy the best views in Sydney, you can claim a 20% reduction on the total cost of your meal. (Don’t forget to show your ticket in order to claim your discount.)
13	**E**	To purchase: Bookings are essential
14	**G**	Duration: 1.5 hours
15	**Decision maker**	it is important to address the letter to the decision maker, ideally by name or at least by job title
16	**Impact**	you also need to gain the maximum impact from your sales letter

#	Answer	Explanation
17	**Opening**	The opening is crucial to attract their attention
18	**White envelope**	Try to send each mailing in a white envelope
19	**Brochure**	Include a brochure. Depending on the volume and on whether you can afford the cost, try to use at least two-colour printing for this
20	**sample / free sample**	it may be worth enclosing a free sample – this is a much greater incentive than photographs
21	**Response rate**	When you receive your replies, assess your response rate and monitor the sales
22	**profile / international profile**	To raise the international profile of IFCES
23	**Publications**	Write and edit copy for publications intended for internal and external use including Chemical Engineer Monthly
24	**Website content**	Ensure website content is up to date and consistent
25	**Audience**	Excellent copy writing skills with strong attention to detail, a keen sense of audience and an ability to tailor writing to its particular purpose
26	**Purpose**	To raise the international profile of IFCES
27	**Post-graduate**	Recognised post-graduate qualification in public relations / journalism / marketing communications
28	**E**	The first major commercial use of kauri gum was in the manufacture of high-grade furniture varnish, a kind of clear paint used to treat wood
29	**A**	This gum came in a bewildering variety of colours, degree of transparency and hardness, depending on the length and location of burial, as well as the health of the original tree and the area of the bleeding
30	**A**	After running from rips or tears in the bark of trees, the sap hardens to form the lumps of gum which eventually fall to the ground and are buried under layers of forest litter
31	**B**	In Maori and early European times up until 1850, most gum collected was simply picked up from the ground, but, after that, the majority was recovered by digging
32	**E**	The first major commercial use of kauri gum was in the manufacture of high-grade furniture varnish, a kind of clear paint used to treat wood. The best and purest gum that was exported prior to 1910 was used in this way

#	Answer	Explanation
33	**F**	Over the years, kauri gum has also been used in a number of minor products, such as an ingredient in marine glue and candles. In the last decades it has had a very limited use in the manufacture of extremely high-grade varnish for violins, but the gum of the magnificent kauri tree remains an important part of New Zealand's history
34	**A**	The original inhabitants of New Zealand, the Maori, had experimented with kauri gum well before Europeans arrived at the beginning of the nineteenth century
35	**B**	The increasing number of diggers resulted in rapid growth of the kauri gum exports from 1,000 tons in 1860 to a maximum of over 10,000 tons in 1900
36	**D**	For fifty years from about 1870 to 1920, the kauri gum industry was a major source of income for settlers in northern New Zealand
37	**E**	In the time of Queen Victoria of England (1837-1901), some pieces were made into fashionable amber beads that women wore around their necks
38	**I**	In the last decades it has had a very limited use in the manufacture of extremely high-grade varnish for violins
39	**G**	In Maori and early European times up until 1850, most gum collected was simply picked up from the ground, but, after that, the majority was recovered by digging
40	**B**	Lowest quality gum was soft, black or chalky and sugary and was usually found buried in swamps, where it had been in contact with water for a long time

Test 10

PASSAGE 1

==== Read the text below and answer questions 1-7. ====

Passport Application

You will need to fill in an application for a passport in the following circumstances: if you are applying for a passport for the first time, if you wish to replace your current passport, if your passport has expired, or if it has been lost or stolen. Your application form must be completed in your own handwriting.

As proof of your citizenship and identity, you must enclose either your passport or your birth certificate. All documents must be originals; these will be returned with your passport.

The standard time to process an application is up to 10 working days. The processing begins from when we have received the completed application form. Applicants should expect delays if the Passport Office receives a form with missing information. Extra time should be allowed for delivery to and from the Passport Office.

Please provide two identical passport photos of yourself. Both photos must be the same in all respects and must be less than 12 months old.

Ask someone who can identify you to fill in the 'Proof of Identity' information and identify one of your photos. This person will be called your witness and needs to meet the following requirements: a witness must be aged 16 years or over, be contactable by phone during normal office hours and be the holder of a valid passport. A witness should fill in the 'Proof of Identity' page in their own handwriting. A witness must also write the full name of the person applying for the passport on the back of one of the photos, sign their own name and date the back of the same photo. Photos with this identifying information written in the applicant's own handwriting will not be accepted.

==== Read the text below and answer questions 8-14. ====

Auckland International Airport Services

A The second floor of the international terminal offers a view of the airfield and all incoming and outgoing flights. There is a cafe situated here as well as a restaurant, which is available for all airport visitors to use.

B We are open for all international flights and provide a comprehensive service for visitors to the city. Brochures on a range of attractions are available, and we also offer a booking service for accommodation and transport. Shuttle buses into the city centre are provided at a competitive price.

C Passengers who require urgent medical attention should dial 9877 on any public telephone in the terminal. The airport pharmacy is located on the ground floor near the departure lounge, and stocks a comprehensive range of products.

D Departing passengers can completely seal their luggage or packages in recyclable polythene to protect them from damage. Luggage storage, charged at $10 per hour, is available on the first floor. Transit passengers have free access to storage facilities.

E Every international passenger, with the exception of children under 12 years of age and transit passengers in Auckland for less than 24 hours, is required to make a payment of $25 when leaving the country. This can be arranged at the National Bank on the ground floor.

F As Auckland International Airport has adopted the 'quiet airport' concept, there are usually no announcements made over the public address system. Details of all arrivals and departures are displayed on the monitors located in the terminal halls and lounge areas.

G The airport caters for the needs of business travellers and has several rooms available for seminars or business gatherings. These are located adjacent to the airport medical centre on the first floor. For information and bookings please contact the Airport Business Manager on extension 3294.

PART 1 — QUESTIONS

Questions 1-7

Do the following statements agree with the information given in the text above? In boxes, write

TRUE if the statement agrees with the information

FALSE if the statement contradicts the information

NOT GIVEN if there is no information on this

1 A husband can fill in an application form for his wife.

- **A** ○ TRUE
- **B** ○ FALSE
- **C** ○ NOT GIVEN

2 Photocopies of documents are acceptable in some circumstances.

- **A** ○ TRUE
- **B** ○ FALSE
- **C** ○ NOT GIVEN

3 An incomplete application will affect processing time.

- **A** ○ TRUE
- **B** ○ FALSE
- **C** ○ NOT GIVEN

4 The passport photos included with your application must be in colour.

- **A** ○ TRUE
- **B** ○ FALSE
- **C** ○ NOT GIVEN

5 A witness can be a relative of the applicant.

A ○ TRUE

B ○ FALSE

C ○ NOT GIVEN

6 Anyone acting as a witness must have a passport.

A ○ TRUE

B ○ FALSE

C ○ NOT GIVEN

7 The passport applicant must sign their name on the back of both photos.

A ○ TRUE

B ○ FALSE

C ○ NOT GIVEN

Questions 8-14

The reading passage “Auckland International Airport Services” has seven sections, A-G. Choose the correct heading for each section from the list of headings below.

List of Headings

i Departure procedures

ii Observation area

iii Baggage services

iv Meeting facilities

v Healthcare services

vi Flight information

vii Currency exchange

viii Health and safety advice

ix Departure fees

x Tourist travel centre

	i	ii	iii	iv	v	vi	vii	viii	ix	x
8 Section A	○	○	○	○	○	○	○	○	○	○
9 Section B	○	○	○	○	○	○	○	○	○	○
10 Section C	○	○	○	○	○	○	○	○	○	○
11 Section D	○	○	○	○	○	○	○	○	○	○
12 Section E	○	○	○	○	○	○	○	○	○	○
13 Section F	○	○	○	○	○	○	○	○	○	○
14 Section G	○	○	○	○	○	○	○	○	○	○

PASSAGE 2

==== Read the text below and answer the questions 15-20. ====

Planning a gap year

The best reason to take a gap year between school and work or higher education is to improve your CV with experience overseas. This is why some school leavers in Britain now consider a year out to be essential. Many want to travel, with Sydney the favourite destination. Shooting Star is an organisation that helps school leavers by offering training followed by appropriate employment.

We at Shooting Star offer much more than a trip abroad. At Shooting Star you acquire skills that lead to interesting jobs both for your gap year and future holidays. Magazines are full of 'Wanted' adverts for washing up in a restaurant. Well, we don't do that it's not our idea of excitement. We offer school leavers the chance for outdoor adventure, to teach things like sailing and snowboarding. No choice, really! In your year out you train, travel and work; you can combine work with pleasure and reap the rewards. You could become an experienced yacht skipper or instructor and many people go on to spend their future holidays being paid to enjoy their favourite sport.

Australians and New Zealanders travel to Europe and North America in large numbers to gain overseas experience. Those who qualify with Shooting Star are very soon using their skills in jobs they could only dream about before, working outdoors and seeing more of the world. Wherever you come from, a gap year with Shooting Star means professional training and international adventure.

Top tips for a successful gap year:

• Design your gap year in outline before applying for a permanent job or a college place. Human Resources officers or Admissions tutors will be impressed by a thought-out plan.

• What's more important to you – travel or work experience? You can be flexible with travel plans but you must research job opportunities in advance. Go to our website and click on Recruitment for ideas.

• Who do you know who has taken a gap year before? Shooting Star can put you in touch with someone who has just completed one.

• Sort out the admin in plenty of time – air tickets, visas, insurance and medical matters such as vaccinations for some destinations. These are your responsibility.

• Who is in charge of your affairs while you are away? There will be forms to fill and letters to answer.

• Allow plenty of time to settle back home on your return – and don't be surprised if it takes some time to readjust to everyday life!

==== Read the text below and answer questions 21-27. ====

Succeeding at Interviews

A Getting invited to an interview means you have passed the first hurdle- your application must have made a good impression. Now you need to prepare yourself for the interview to make sure you make the most of this opportunity. There are a number of things you can do.

B Firstly you can do some research. Find out about the employer and the job, ask for an information pack or speak to people you know who work for the company. Try to plan for the interview by asking who will be interviewing you and whether there will be a test to take.

C Prepare for questions you might be asked. Some common ones are the reason why you want the job, whether you have done this kind of work before, what your strengths and weaknesses are, and which leisure pursuits you enjoy.

D Another important point is never to run the risk of arriving late. For example, consider making a 'dummy run' in advance to see how long the journey will take. Check out public transport or, if you are going by car, the nearest parking. Aim to arrive about 10 minutes before the interview is due to start.

E It is also crucial to give plenty of thought to what you are going to wear. This will depend on the job you are going for. There is no need to buy a new outfit, but aim to look neat and tidy. Remember, if you look good it will help you feel good.

F You need to make a good impression. Interviews can vary from a relatively informal 'one-to-one' chat to a very formal panel situation. Whatever the circumstances, you will give yourself an advantage by being friendly and polite, by making eye contact with the interviewer and by selling yourself by focusing on your strengths.

G There are also things you should avoid doing at your interview. First of all, don't exaggerate. For example, if you don't have the exact experience the employer is looking for, say so and explain you are willing to learn. Don't simply give 'yes' and 'no' answers, but answer questions as fully as you can. And lastly, don't forget to ask questions as well as answering them.

H One final thing to remember: it is important to show good team spirit that you possess good people skills and that you are friendly and approachable. Finally, remember to be enthusiastic and show that you can be flexible.

PART 2 — QUESTIONS

Questions 15-20

Do the following statements agree with the information given in the text above? In boxes, write

TRUE if the statement agrees with the information

FALSE if the statement contradicts the information

NOT GIVEN if there is no information on this

15 For some young British people, the purpose of a gap year is to improve their academic qualifications.

- **A** ○ TRUE
- **B** ○ FALSE
- **C** ○ NOT GIVEN

16 Shooting Star finds employment for young people in the catering industry.

- **A** ○ TRUE
- **B** ○ FALSE
- **C** ○ NOT GIVEN

17 Training with Shooting Star can be expensive.

- **A** ○ TRUE
- **B** ○ FALSE
- **C** ○ NOT GIVEN

18 New trainees find it easy to get the sort of work they want.

- **A** ○ TRUE
- **B** ○ FALSE
- **C** ○ NOT GIVEN

19 New trainees who want work experience should check out vacancies before they depart.

A ○ TRUE

B ○ FALSE

C ○ NOT GIVEN

20 Shooting Star helps with travel arrangements.

A ○ TRUE

B ○ FALSE

C ○ NOT GIVEN

Questions 21-27

Which section mentions the following? The text has eight sections, A-H. Write the correct letter, A-H, in boxes. NB You may use any letter more than once.

	A	B	C	D	E	F	G	H
21 The importance of good manners.	○	○	○	○	○	○	○	○
22 Using your contacts	○	○	○	○	○	○	○	○
23 Giving adequate responses	○	○	○	○	○	○	○	○
24 Getting on well with colleagues	○	○	○	○	○	○	○	○
25 The information you may need to provide	○	○	○	○	○	○	○	○
26 Being honest with the interviewer	○	○	○	○	○	○	○	○
27 Being punctual	○	○	○	○	○	○	○	○

PASSAGE 3

The History of Cinema

The history of the cinema in its first thirty years is one of major and, to this day, unparalleled expansion and growth. Beginning as something unusual in a handful of big cities – New York, London, Paris and Berlin the new medium quickly found its way across the world, attracting larger and larger audiences wherever it was shown and replacing other forms of entertainment as it did so. As audiences grew, so did the places where films were shown, finishing up with the 'great picture palaces' of the 1920s, which rivalled, and occasionally superseded, theatres and opera-houses in terms of opulence and splendour. Meanwhile, films themselves developed from being short 'attractions only a couple of minutes long. to the full-length feature that has dominated the world's screens up to the present day.

Although French, German, American and British pioneers have all been credited with the invention of cinema, the British and the Germans played a relatively small role in its worldwide exploitation. It was above all the French, followed closely by the Americans, who were the most passionate exporters of the new invention, helping to start cinema in China, Japan, Latin America and Russia. In terms of artistic development it was again the French and the Americans who took the lead, though in the years before the First World War, Italy, Denmark and Russia also played a part.

In the end, it was the United States that was to become, and remain, the largest single market for films. By protecting their own market and pursuing a vigorous export policy, the Americans achieved a dominant position in the world market by the start of the First World War. The centre of film-making had moved westwards, to Hollywood, and it was films from these new Hollywood studios that flooded onto the world's film markets in the years after the First World War, and have done so ever since. Faced with total Hollywood domination, few film industries proved competitive. The Italian industry, which had pioneered the feature film with spectacular films like Quo vadis (1913) and Cabiria (1914), almost collapsed.

In Scandinavia, the Swedish cinema had a brief period of glory, notably with powerful epic films and comedies. Even the French cinema found itself in a difficult position. In Europe, only Germany proved industrially capable, while in the new Soviet Union and in Japan, the development of the cinema took place in conditions of commercial isolation.

Hollywood took the lead artistically as well as industrially. Hollywood films appealed because they had better-constructed narratives, their special effects were more impressive, and the star system added a new dimension to the screen acting. If Hollywood did not have enough of its own resources, it had a great deal of money to buy up artists and technical innovations from Europe to ensure its continued dominance over present or future competition.

The zest of the world survived partly by learning from Hollywood and partly because audiences continued to exist for a product which corresponded to needs which Hollywood could not supply. As well as popular audiences, there were also increasing audiences for films which were artistically more adventurous or which dealt with the issues in the outer world.

None of this would have happened without technology, and cinema is in fact unique as an art form. In the early years, this art farm was quite primitive, similar to the original French idea of using a lantern and slides back in the seventeenth century. Early cinema programmes were a mixture of items, combining comic sketches, free-standing narratives, serial episodes and the occasional trick or animated film. With the arrival of the feature length narrative as the main attraction, other types of films became less important. The making of cartoons became a separate branch of film-making, generally practised outside the major studios, and the same was true of serials. Together with newsreels, they tended to be shown as short items in a programme which led to the feature.

From early cinema, it was only American slapstick comedy that Successfully developed in both short and feature format. However, during this Silent Filmiera, animation, comedy, serials and dramatic features continued to thrive, along with factual films or documentaries, which acquired an increasing distinctiveness as the period progressed. It was also at this time that the avant-garde film first achieved commercial success, this time thanks almost exclusively to the French and the occasional German film.

Of the countries which developed and maintained distinctive national cinemas in the silent period, the most important were France, Germany and the Soviet Union. Of these, the French displayed the most continuity, in spite of the war and post-war economic uncertainties. The German cinema, relatively insignificant in the pre-war years, exploded onto the world scene after 1919. Yet even they were both overshadowed by the Soviets after the 1917 Revolution. They turned their back on the past, leaving the style of the pre-war Russian cinema to the emigres who fled westwards to escape the Revolution.

The other countries whose cinemas changed dramatically are: Britain, which had an interesting but undistinguished history in the silent period; Italy, which had a brief moment of international fame just before the war; the Scandinavian countries, particularly Denmark, which played a role in the development of silent cinema quite out of proportion to their small population, and Japan, where a cinema developed based primarily on traditional theatrical and, to a lesser extent, other art forms and only gradually adapted to western influence.

PART 3 — QUESTIONS

Questions 28-30

Choose 3 correct letters

28 **29** **30** Which **THREE** possible reasons for American dominance of the film industry are given in the text 'The history of cinema'?

- **A** ☐ plenty of capital to purchase what it didn't have
- **B** ☐ making films dealing with serious issues
- **C** ☐ being first to produce a feature film
- **D** ☐ well-written narratives
- **E** ☐ the effect of the First World War
- **F** ☐ excellent special effects

Questions 31-33

Answer the questions below using **NO MORE THAN THREE WORDS** from the above reading passage for each answer. Write your answers in boxes.

31 Which **TWO** types of films were not generally made in major studios? _____

32 Which type of film did America develop in both short and feature films? _____

33 Which type of film started to become profitable in the 'silent period? _____

Questions 34-40

Look at the following statements and the list of countries below. Match each statement with the correct country. Write the correct letter A-J in boxes. NB You may use any letter more than once.

List of countries

A France

B Germany

C USA

D Denmark

E Sweden

F Japan

G Soviet Union

H Italy

I Britain

J China

	A	B	C	D	E	F	G	H	I	J
34 It helped other countries develop their own film industry.	○	○	○	○	○	○	○	○	○	○
35 It was the biggest producer of films.	○	○	○	○	○	○	○	○	○	○
36 It was first to develop the 'feature' film.	○	○	○	○	○	○	○	○	○	○
37 It was responsible for creating stars.	○	○	○	○	○	○	○	○	○	○
38 It made the most money from 'avant-garde' films.	○	○	○	○	○	○	○	○	○	○
39 It made movies based more on its own culture than outside influences.	○	○	○	○	○	○	○	○	○	○
40 It had a great influence on silent movies, despite its size.	○	○	○	○	○	○	○	○	○	○

Answer Key

#	Answer	Explanation
1	**False**	Your application form must be completed in your own handwriting
2	**False**	All documents must be originals; these will be returned with your passport
3	**True**	Applicants should expect delays if the Passport Office receives a form with missing information
4	**Not Given**	Please provide two identical passport photos of yourself. Both photos must be the same in all respects and must be less than 12 months old
5	**Not Given**	Ask someone who can identify you to fill in the 'Proof of Identity' information and identify one of your photos. This person will be called your witness and needs to meet the following requirements: a witness must be aged 16 years or over, be contactable by phone during normal office hours and be the holder of a valid passport
6	**True**	a witness must also write the full name of the person applying for the passport on the back of one of the photos, sign their own name and date the back of the same photo
7	**False**	A witness must also write the full name of the person applying for the passport on the back of one of the photos, sign their own name and date the back of the same photo
8	**ii**	The second floor of the international terminal offers a view of the airfield and all incoming and outgoing flights
9	**x**	We are open for all international flights and provide a comprehensive service for visitors to the city. Brochures on a range of attractions are available, and we also offer a booking service for accommodation and transport
10	**v**	Passengers who require urgent medical attention should dial 9877 on any public telephone in the terminal. The airport pharmacy is located on the ground floor near the departure lounge, and stocks a comprehensive range of products
11	**iii**	Departing passengers can completely seal their luggage or packages in recyclable polythene to protect them from damage. Luggage storage, charged at $10 per hour, is available on the first floor

#	Answer	Explanation
12	**ix**	Every international passenger, with the exception of children under 12 years of age and transit passengers in Auckland for less than 24 hours, is required to make a payment of $25 when leaving the country
13	**vi**	As Auckland International Airport has adopted the ‘quiet airport’ concept, there are usually no announcements made over the public address system. Details of all arrivals and departures are displayed on the monitors located in the terminal halls and lounge areas
14	**iv**	The airport caters for the needs of business travellers and has several rooms available for seminars or business gatherings
15	**False**	The best reason to take a gap year between school and work or higher education is to improve your CV with experience overseas
16	**False**	Well, we don’t do that it’s not our idea of excitement
17	**Not Given**	A gap year with Shooting Star means professional training and international adventure
18	**True**	Those who qualify with Shooting Star are very soon using their skills in jobs they could only dream about before
19	**True**	What’s more important to you – travel or work experience? You can be flexible with travel plans but you must research job opportunities in advance
20	**False**	These are your responsibility
21	**F**	Whatever the circumstances, you will give yourself an advantage by being friendly and polite, by making eye contact with the interviewer and by selling yourself by focusing on your strengths
22	**B**	Firstly you can do some research. Find out about the employer and the job, ask for an information pack or speak to people you know who work for the company
23	**G**	Don’t simply give ‘yes’ and ‘no’ answers, but answer questions as fully as you can
24	**H**	One final thing to remember: it is important to show good team spirit that you possess good people skills and that you are friendly and approachable
25	**C**	Prepare for questions you might be asked. Some common ones are the reason why you want the job, whether you have done this kind of work before, what your strengths and weaknesses are, and which leisure pursuits you enjoy

#	Answer	Explanation
26	**G**	First of all, don’t exaggerate. For example, if you don’t have the exact experience the employer is looking for, say so and explain you are willing to learn
27	**D**	Another important point is never to run the risk of arriving late. For example, consider making a ‘dummy run’ in advance to see how long the journey will take
28	**A / D / F**	Hollywood took the lead artistically as well as industrially. Hollywood films appealed because they had better-constructed narratives, their special effects were more impressive, and the star system added a new dimension to the screen acting
29	**A / D / F**	Hollywood took the lead artistically as well as industrially. Hollywood films appealed because they had better-constructed narratives, their special effects were more impressive, and the star system added a new dimension to the screen acting
30	**A / D / F**	Hollywood took the lead artistically as well as industrially. Hollywood films appealed because they had better-constructed narratives, their special effects were more impressive, and the star system added a new dimension to the screen acting
31	**Cartoons, serials / Cartoons and serials**	The making of cartoons became a separate branch of film-making, generally practised outside the major studios, and the same was true of serials
32	**Slapstick / slapstick comedy / comedy**	it was only American slapstick comedy that Successfully developed in both short and feature format
33	**avant-garde / the avant-garde / avant-garde film / the avant-garde film / avant-garde films / the avant-garde films**	it was also at this time that the avant-garde film first achieved commercial success
34	**A**	It was above all the French, followed closely by the Americans, who were the most passionate exporters of the new invention, helping to start cinema in China, Japan, Latin America and Russia
35	**C**	In the end, it was the United States that was to become, and remain, the largest single market for films
36	**H**	The Italian industry, which had pioneered the feature film with spectacular films like Quo vadis (1913) and Cabiria (1914), almost collapsed
37	**C**	Hollywood took the lead artistically as well as industrially. Hollywood films appealed because they had better-constructed

#	Answer	Explanation
		narratives, their special effects were more impressive, and the star system added a new dimension to the screen acting
38	**A**	It was also at this time that the avant-garde film first achieved commercial success, this time thanks almost exclusively to the French
39	**F**	in Japan, the development of the cinema took place in conditions of commercial isolation
40	**D**	the Scandinavian countries, particularly Denmark, which played a role in the development of silent cinema quite out of proportion to their small population

Test 11

PASSAGE 1

==== Read the text below and answer Questions 1-5. ====

Is your child at school today? - School attendance information for parents/carers

Introduction

Receiving a good full-time education will give your child the best possible start in life. Attending school regularly and punctually is essential if children are to make the most of the opportunities available to them. The law says that parents must ensure that their child regularly attends the school where he/she is registered.

What you can do to help

• Make sure your child arrives at school on time. This encourages habits of good timekeeping and lessens any possible classroom disruption. If your child arrives after the register has closed without a good reason, this will be recorded as an 'unauthorised' absence for that session.

• If your child has to miss school it is vital that you let the school know why, preferably on the first morning of absence. (Your child's school will have an attendance policy explaining how this should be done.)

• If you know or think that your child is having difficulties attending school you should contact the school. It is better to do this sooner rather than later, as most problems can be dealt with very quickly.

Authorised and Unauthorised Absence

If your child is absent and the school either does not receive an explanation from you, or considers the explanation unsatisfactory, it will record your child's absence as 'unauthorised', that is, as truancy.

Most absences for acceptable reasons will be authorised by your child's school:

• Sickness

• Unavoidable medical or dental appointments (if possible, arrange these for after school or during school holidays)

• An interview with a prospective employer or college

• Exceptional family circumstances, such as bereavement

• Days of religious observance.

Your child's school will not authorise absence for the following reasons:

• Shopping during school hours

• Day trips

• Holidays which have not been agreed

• Birthdays

• Looking after brothers or sisters or ill relatives.

==== Read the text below and answer Questions 6-14. ====

Holiday apartment to let

A Sleeps 2-3. One-bedroom apartment with uninterrupted sea views. This is a small first floor apartment in a well-established apartment complex containing a range of leisure facilities and a supermarket for residents. On the edge of the town but close to cafés and restaurants. On-street parking is generally available.

B Sleeps 2-4. Spacious one-bedroom apartment in a complex that has only just opened, five minutes' walk from the sea. Private parking in front of building. It is located in a quiet, unspoilt village with a local market, banks, cafés and restaurants. There are some fabulous championship golf courses within easy walking distance.

C Sleeps 2+child. One-bedroom cottage (child's bed can also be provided), large terrace with uninterrupted views of the river and mountains. A truly peaceful location in a picturesque village, but less than ten minutes' drive from the coast and all the amenities of a town. Owners live nearby and are happy to help in any way they can.

D Sleeps 2-5. Two-bedroom apartment in a complex with its own pool and beautiful views of the national park. A peaceful location just 3 km from the town centre, where there are plenty of shops and excellent sports facilities. Superb local golf courses within easy reach.

E Sleeps 2-4. Modern one-bedroom first floor apartment in house, owners resident on ground floor. This great location offers easy access to all that this fantastic town has to offer, a few minutes' drive from its supermarket, bank, cafés, restaurants. The ferry to the island beach leaves from 100 m away. Ten minutes walk from the new shopping centre, which has many shops, food hall, cinema and multi-storey car park.

F Sleeps 2. One-bedroom first floor apartment. Beautifully furnished, offering a high standard of comfort. Situated in a peaceful location on the edge of an inland village, with attractive views of the golf course. Many restaurants, bars, shops etc. are within easy walking distance. Garage available by arrangement with the owners.

G Sleeps 2-4. Two-bedroom apartment in central location in busy street with shops, restaurants etc. not far from the beach. The town has ideal facilities for holidays all year round, including swimming pool, tennis courts and golf course.

PART 1 — QUESTIONS

Questions 1-5

Do the following statements agree with the information given in the text? In boxes on your answer sheet, write

TRUE if the statement agrees with the information

FALSE if the statement contradicts the information

NOT GIVEN if there is no information on this

1 Children must go to the school where they are registered.

- **A** ○ TRUE
- **B** ○ FALSE
- **C** ○ NOT GIVEN

2 All arrivals after the register has closed are recorded as 'unauthorised' absences.

- **A** ○ TRUE
- **B** ○ FALSE
- **C** ○ NOT GIVEN

3 If your child is absent from school, you must send the school a letter to explain why.

- **A** ○ TRUE
- **B** ○ FALSE
- **C** ○ NOT GIVEN

4 Staff who think a child is having difficulties at school will contact the parents.

- **A** ○ TRUE
- **B** ○ FALSE
- **C** ○ NOT GIVEN

5 Schools will contact other authorities about children who take frequent unauthorised absences.

- **A** ○ TRUE
- **B** ○ FALSE
- **C** ○ NOT GIVEN

Questions 6-14

The text has seven sections, A-G. For which apartment are the following statements true?

Write the correct letter, A-G, in boxes on your answer sheet.

NB You may use any letter more than once.

	A	B	C	D	E	F	G
6 It overlooks a golf course.	○	○	○	○	○	○	○
7 It has its own parking space.	○	○	○	○	○	○	○
8 It is in the centre of a town.	○	○	○	○	○	○	○
9 The sea can be seen from it.	○	○	○	○	○	○	○
10 There is a swimming pool for residents of the apartment complex.	○	○	○	○	○	○	○
11 It is in a new apartment complex.	○	○	○	○	○	○	○
12 It is part of an apartment complex with its own supermarket.	○	○	○	○	○	○	○
13 It has a private outdoor area where you can sit.	○	○	○	○	○	○	○
14 The owners will organise parking on request.	○	○	○	○	○	○	○

PASSAGE 2

==== Read the text below and answer Questions 15-21. ====

GZJ travel – recruitment info

We're looking for keen and effective people who are passionate about travel to work as Travel Sales Consultants in our rapidly-growing team. Our recruitment process has five stages. Here's how it works:

The first stage is to use our online application form to apply for a current vacancy. This is your chance to tell us about yourself, and the qualities and experience you have that make you the ideal person for the job. For the Travel Sales Consultant role, you'll need to provide us with evidence that you have extensive experience in a marketing environment, as well as a solid academic background. If you're interested in a career as a Corporate Travel Consultant, you'll need at least one year's experience as a Travel Consultant.

If you reach Stage Two, we'll arrange a telephone discussion, where you can find out more about us, including the rewards on offer. For instance, once a year we like to acknowledge outstanding efforts and celebrate successes with our co-workers, and we have prize-giving ceremonies designed to do just this.

In Stage Three we'll be able to give you more information about GZJ Travel, and find out more about you, at an interview which you'll attend with a small group of other applicants. We'll be asking you about your ambitions and of course your sales ability, the most vital quality for our business You'll also be required to complete a psychometric test so we can find out more about your working style and characteristics. We'll also tell you about some of the perks – for example, as a Flight Center employee you can take advantage of the free consultations conducted by our in-house health and wellbeing team, Healthwise.

Next, in Stage Four, you'll be introduced to the Area Leader and you'll also visit one of our shops, where you'll meet the team and find out more about the sort of work that's involved. If you successfully pass Stage Four, you've reached the final stage of the process and we'll be in touch with a job offer! And if you accept, we'll book you into our Learning Center to get your training under way as soon as possible. Careerwise, the department responsible for the training, will then organise individual coaching to assist in setting goals for your career path.

==== Read the text below and answer Questions 22-27. ====

Hilton laboratory - Health and safety in the workplace

Personal safety

You must be familiar with the emergency procedures in your building so that you know what to do in the event of fire, spillages or other accidents. Do not enter restricted areas without authorization, and at all times observe the warnings given. Do not wedge open fire doors or tamper with door closures, and do not block doorways, corridors or stairs, as obstructions may

affect access in the event of a fire. Avoid leaving drawers and doors open unnecessarily and do not trail cables or flexes across the floor.

How to dispose of rubbish safely

We aim to protect the environment by saving and recycling glass, waste paper, and an increasing range of other materials. It is important to check materials carefully for contamination before placing them in recycling containers. Never put sharp objects such as razor blades or broken glass into waste bins without having wrapped the items carefully to protect those emptying the bins. Other waste procedures may vary — contact your Building Manager or Divisional Safety Officer for advice with regard to your particular department.

How to handle heavy objects

Make sure that shelves are not overloaded and that glass and heavy objects are stored at working height where they will be easier to reach. Use steps or ladders to reach items at height; never climb on benches, tables or chairs. Never move anything that is beyond your capability. Wherever possible you should use the trolleys provided in the workplace to do the job for you. If repetitive manual operations are routine in your work, your department will ensure you receive appropriate instruction on safe working practices and posture.

Staying alert

If you become mentally or physically tired during the working day, and find that you’re feeling drowsy or not concentrating properly, you could be at risk of causing an accident or making a mistake that could harm you or your colleagues. To prevent this, make sure that you take regular breaks when necessary.

PART 2 — QUESTIONS

Questions 15-21

Complete the flow-chart below. Choose **NO MORE THAN THREE WORDS** from the text for each answer. Write your answers in boxes on your answer sheet.

GZJ Travel – Recruitment Process
Stage One – Application Form – go online and apply for jobs advertised – give proof of achievements so far both in education and in a **15** _____ (Note: additional requirements for applicants interested in the role of **16** _____)
Stage Two – Telephonic Discussion – more information given about company and the **17** _____ you could receive – information about annual event where prizes are given to those who have made **18** _____
Stage Three – Group Interview – chance to tell us about how good you are at selling, and also about the **19** _____ you have – take part in a **20** _____ (used to learn about your way of working) – information given on benefits (e.g. health consultations)
Stage Four – Individual Interview – meet a manager, and the **21** _____ working in a particular store
Stage Five – Job Offer – job offer sent out to successful applicants

Questions 22-27

Complete the sentences below. Choose **NO MORE THAN TWO WORDS** from the text for each answer.

Write your answers in boxes on your answer sheet.

- There are certain places in the building that staff should avoid unless they have **22** _____
- To ensure people can get out easily, it is important that there are no **23** _____ to exits.
- Items which could cause injury must be **24** _____ before they are disposed of.
- Not all departments have the same system for dealing with **25** _____ so you need to check before throwing things away.
- **26** _____ are available to make tasks which require moving objects easier.
- You should have **27** _____ while you are working.

PASSAGE 3

The zebra's long walk across Africa

James Gifford investigates some interesting new research into migration patterns of zebras living in Botswana in southern Africa

A For any animal to travel over 270 km in Botswana partly across the sand and low bush terrain of the Kalahari Desert is a remarkable achievement. But to do so in 11 days and without any obvious motivation, as this zebra population does, is quite extraordinary. On average their journey involves an exhausting round-trip of 588 km — between the Makgadikgadi salt pan area and the Okavango river — making it second only to the great trek undertaken by the zebra herds in the Serengeti National Park. However, what is even more incredible still in my view is that until recently it was completely unheard of.

B Hattie Bartlam, a researcher, discovered this migration while she was tracking zebra groups, officially known as harems, by the Okavango river for her PhD. Each harem consists of a stallion and his seven or eight mares with juvenile foals. There is no loyalty between zebras beyond this social group, though harems often gather together into so-called herds. For her study, Hattie had planned to compare the small-scale movement patterns of 11 different zebra herds in the area.

C In December, when the annual rains had transformed the roads into rivers, Hattie was, therefore, more than a little surprised when she checked the data sent by the radio collars she fits to the zebras she is tracking to find that six of the harems were 270 km away on the edge of the Makgadikgadi, a huge mineral-rich area where salt has collected over the years as water evaporates in the heat. Then, when the last of the moisture from the rains had disappeared in May the following year, five of those harems came wearily back to the Okavango. This raised the question: why, despite a plentiful supply of food and water, were the zebras being drawn eastwards to the salt pans? Even more difficult to understand was what made six of the groups travel so far, while the other five remained by the Okavango.

D This discovery created quite a buzz in the research community. I decided to visit Hattie and she explained that a century ago the large number of Botswana's zebra and wildebeest herds and the resulting competition for grass made migration essential. One of the migration tracks went from the Okavango to Makgadikgadi. But in the late 1960s, giant fences were put up to stop foot and mouth and other diseases spreading between wildlife and domestic cattle. One of these went across the migration track. Though the animals could get round the obstacle, each leg of their journey would now be 200 km longer – an impossible distance given the lack of permanent water on the extended route. Even today, with the fence gone (it was taken down in 2004), there is dangerously little drinking water to support the zebras on the return journey to the Okavango.

E As a zebra can live up to 20 years, the migration must have skipped at least one generation during the 40 or so years that the fences were up. This prompts another question: it has always been assumed that the young of social herbivores like zebras learn migratory behaviour from

their parents, so how did the latest generation learn when and where to go? Not from their parents, who were prevented from migrating. Did they follow another species, such as elephants? We may never know.

F Hattie's data points to the conclusion that there are several zebra populations adopting different behaviour. The first, like the vast majority of the Okavango zebras, take it easy, spending the entire year by the river. The second group, 15,000-20,000 strong, work a bit harder. They divide their time between the Makgadikgadi salt pans and the Boteti River, which is reasonably near by. They sometimes struggle to find water in the Boteti area during the dry season, often moving 30 km in search of fresh grazing. Their reward: the juicy grass around the Makgadikgadi after the rains. The final group of zebras, whose numbers are more modest (though as yet unknown), must surely be considered as among the animal kingdom's most remarkable athletes. By moving between the Okavango and the salt pans, they enjoy the best of both worlds. But the price they pay is an extraordinary journey across Botswana.

G Endangered species naturally tend to grab the headlines, so it's refreshing for a relatively abundant animal like the zebra to be the centre of attention for once. Zebras are a vital part of the food chain: understanding their migration in turn helps us to interpret the movements of their predators, and Hattie's research has shed light on the impact of fences on migratory animals. So what triggered her interest in zebras? She explains that it is easier to get funding to study exciting animals like lions. Crucial as that undoubtedly is, she believes that herbivores like zebras are key to understanding any ecosystem. The scientific community is fortunate that people like Hattie are willing to take the hard option.

PART 3 — QUESTIONS

Questions 28-34

The text has seven sections. A-G. Choose the correct heading for each section from the list of headings below.

Write the correct number i-x, in boxes on your answer sheet.

List of Headings

i A decrease in the zebra population

ii An obstruction on the traditional route

iii An unknown species

iv Some confusing information

v Staying permanently in the Makgadikgadi

vi Nearly a record in the zebra world

vii Three different ways of living

viii The original aim of the work

ix How was the information passed on?

x Why it is important to study zebras

	i	ii	iii	iv	v	vi	vii	viii	ix	x
28 Section A	○	○	○	○	○	○	○	○	○	○
29 Section B	○	○	○	○	○	○	○	○	○	○
30 Section C	○	○	○	○	○	○	○	○	○	○
31 Section D	○	○	○	○	○	○	○	○	○	○
32 Section E	○	○	○	○	○	○	○	○	○	○
33 Section F	○	○	○	○	○	○	○	○	○	○
34 Section G	○	○	○	○	○	○	○	○	○	○

Questions 35-37

Complete the summary below. Choose **ONE WORD ONLY** from the text for each answer.

Write your answers in boxes on your answer sheet.

Social behaviour in zebras

Zebras tend to live together in small units, which experts call **35** _____. Here, a male zebra has charge of a number of adult **36** _____ and their young. These units sometimes assemble in bigger groupings or **37** _____ but it is still clear that the zebras' loyalty only extends to the small unit they live in.

Questions 38-40

Choose the correct letter, A, B, C or D. Write the correct letter in boxes on your answer sheet.

38 How did Hattie feel when she heard some of the zebras had travelled so far?

- **A** ○ annoyed because she would have to follow them to Makgadikgadi
- **B** ○ disappointed that not all of them made it back to Okavango
- **C** ○ frustrated as the rains had made the roads unusable
- **D** ○ unsure as to their real motivation for going

39 When describing the different Botswana zebra populations, the writer indicates

- **A** ○ his admiration for the ones who migrate the furthest distance.
- **B** ○ his sympathy for the ones who stay by the Okavango River.
- **C** ○ his disbelief that those by the Boteti have difficulty finding food.
- **D** ○ his anxiety that their migration patterns may not be able to continue.

40 What does the writer suggest in the final paragraph?

- **A** ○ Too much time has been wasted on research into the predators like lions.
- **B** ○ It is sometimes necessary to go against the trend in research matters

C ○ Research will result in a ban on fences in areas where zebras live.

D ○ Research into animals which are not endangered will increase.

Answer Key

#	Answer	Explanation
1	**TRUE**	The law says that parents must ensure that their child regularly attends the school where he/she is registered
2	**FALSE**	If your child arrives after the register has closed without a good reason, this will be recorded as an ‘unauthorised’ absence for that session
3	**NOT GIVEN**	If your child has to miss school it is vital that you let the school know why, preferably on the first morning of absence
4	**NOT GIVEN**	If you know or think that your child is having difficulties attending school you should contact the school
5	**NOT GIVEN**	If your child is absent and the school either does not receive an explanation from you, or considers the explanation unsatisfactory, it will record your child’s absence as ‘unauthorised’, that is, as truancy
6	**F**	Situated in a peaceful location on the edge of an inland village, with attractive views of the golf course
7	**B**	It is located in a quiet, unspoilt village with a local market, banks, cafés and restaurants. There are some fabulous championship golf courses within easy walking distance
8	**G**	Two-bedroom apartment in central location in busy street with shops, restaurants etc. not far from the beach
9	**A**	One-bedroom apartment with uninterrupted sea views
10	**D**	D Sleeps 2-5. Two-bedroom apartment in a complex with its own pool and beautiful views of the national park
11	**B**	Spacious one-bedroom apartment in a complex that has only just opened, five minutes’ walk from the sea
12	**A**	This is a small first floor apartment in a well-established apartment complex containing a range of leisure facilities and a supermarket for residents
13	**C**	One-bedroom cottage (child’s bed can also be provided), large terrace with uninterrupted views of the river and mountains
14	**F**	Garage available by arrangement with the owners

#	Answer	Explanation
15	**marketing environment**	you'll need to provide us with evidence that you have extensive experience in a marketing environment
16	**corporate travel consultant**	If you're interested in a career as a Corporate Travel Consultant, you'll need at least one year's experience as a Travel Consultant
17	**rewards**	For instance, once a year we like to acknowledge outstanding efforts and celebrate successes with our co-workers, and we have prize-giving ceremonies designed to do just this
18	**outstanding efforts**	we like to acknowledge outstanding efforts and celebrate successes
19	**ambitions**	We'll be asking you about your ambitions and of course your sales ability, the most vital quality for our business
20	**psychometric**	You'll also be required to complete a psychometric test so we can find out more about your working style and characteristics
21	**team**	you'll also visit one of our shops, where you'll meet the team and find out more about the sort of work that's involved
22	**authorisation**	Do not enter restricted areas without authorization
23	**obstruction**	do not block doorways, corridors or stairs, as obstructions may affect access in the event of a fire
24	**wrapped carefully / carefully wrapped**	Never put sharp objects such as razor blades or broken glass into waste bins without having wrapped the items carefully to protect those emptying the bins
25	**waste / rubbish**	Other waste procedures may vary — contact your Building Manager or Divisional Safety Officer for advice with regard to your particular department
26	**trolleys**	Wherever possible you should use the trolleys provided in the workplace to do the job for you
27	**breaks / regular breaks**	To prevent this, make sure that you take regular breaks when necessary
28	**vi**	On average their journey involves an exhausting round-trip of 588 km — between the Makgadikgadi salt pan area and the Okavango river — making it second only to the great trek undertaken by the zebra herds in the Serengeti National Park
29	**viii**	For her study, Hattie had planned to compare the small-scale movement patterns of 11 different zebra herds in the area
30	**iv**	This raised the question: why, despite a plentiful supply of food and water, were the zebras being drawn eastwards to the salt pans? Even more difficult to understand was what made six of the

#	Answer	Explanation
		groups travel so far, while the other five remained by the Okavango
31	**ii**	One of the migration tracks went from the Okavango to Makgadikgadi. But in the late 1960s, giant fences were put up to stop foot and mouth and other diseases spreading between wildlife and domestic cattle
32	**ix**	This prompts another question: it has always been assumed that the young of social herbivores like zebras learn migratory behaviour from their parents, so how did the latest generation learn when and where to go
33	**vii**	Hattie's data points to the conclusion that there are several zebra populations adopting different behaviour
34	**x**	Zebras are a vital part of the food chain: understanding their migration in turn helps us to interpret the movements of their predators, and Hattie's research has shed light on the impact of fences on migratory animals
35	**harems**	Hattie Bartlam, a researcher, discovered this migration while she was tracking zebra groups, officially known as harems, by the Okavango river for her PhD
36	**mares**	Each harem consists of a stallion and his seven or eight mares with juvenile foals
37	**herds**	There is no loyalty between zebras beyond this social group, though harems often gather together into so-called herds
38	**D**	This raised the question: why, despite a plentiful supply of food and water, were the zebras being drawn eastwards to the salt pans
39	**A**	But the price they pay is an extraordinary journey across Botswana
40	**B**	She explains that it is easier to get funding to study exciting animals like lions. Crucial as that undoubtedly is, she believes that herbivores like zebras are key to understanding any ecosystem

Test 12

PASSAGE 1

==== Read the text below and answer Questions 1-6. ====

Sustainable School Travel Strategy

Over the last 20 years, the number of children being driven to school in England has doubled. National data suggests that one in five cars on the road at 8.50 am is engaged in the school run. Children are subject to up to 3.9 times more pollution in a car that is standing in traffic than when walking or cycling to school. Reducing cars around schools makes them safer places, and walking and cycling are better for health and the environment. It has been noted by teachers that children engaging in active travel arrive at school more alert and ready to learn.

The County Council has a strong commitment to supporting and promoting sustainable school travel. We collect data annually about how pupils get to school, and our report on the Sustainable School Travel Strategy sets out in detail what we have achieved so far and what we intend to do in the future. Different parts of the County Council are working together to address the actions identified in the strategy, and we are proud that we have been able to reduce the number of cars on the daily school run by an average of 1% in each of the last three years, which is equivalent to taking approximately 175 cars off the road annually, despite an increase in pupil numbers.

All schools have a School Travel Plan, which sets out how the school and the Council can collaborate to help reduce travel to school by car and encourage the use of public transport. Contact your school to find out what they are doing as part of their School Travel Plan to help you get your child to school in a sustainable, safe way.

==== Read the text below and answer Question 7-14 ====

Flu: the facts

A Flu (influenza) is an acute viral respiratory infection. It spreads easily from person to person: at home, at school, at work, at the supermarket or on the train.

B It gets passed on when someone who already has flu coughs or sneezes and is transmitted through the air by droplets, or it can be spread by hands infected by the virus.

C Symptoms can include fever, chills, headache, muscle pain, extreme fatigue, a dry cough, sore throat and stuffy nose. Most people will recover within a week but flu can cause severe illness or even death in people at high risk. It is estimated that 18,500-24,800 deaths in England and Wales are attributable to influenza infections annually.

D Vaccination is the most effective way to prevent infection. Although anyone can catch flu, certain people are at greater risk from the implications of flu, as their bodies may not be able to fight the virus. If you are over 65 years old, or suffer from asthma, diabetes, or certain other

conditions, you are considered at greater risk from flu and the implications can be serious. If you fall into one of these ‘at-risk’ groups, are pregnant or a carer, you are eligible for a free flu vaccination.

E If you are not eligible for a free flu vaccination, you can still protect yourself and those around you from flu by getting a flu vaccination at a local pharmacy.

F About seven to ten days after vaccination, your body makes antibodies that help to protect you against any similar viruses that may infect you. This protection lasts about a year.

G A flu vaccination contains inactivated, killed virus strains so it can’t give you the flu. However, a flu vaccination can take up to two weeks to begin working, so it is possible to catch flu in this period.

H A flu vaccination is designed to protect you against the most common and potent strains of flu circulating so there is a small chance you could catch a strain of flu not contained in the flu vaccine.

I The influenza virus is constantly changing and vaccines are developed to protect against the predicted strains each year so it is important to get vaccinated against the latest strains.

Speak to your GP or nurse today to book your flu vaccination.

PART 1 — QUESTIONS

Questions 1-6

Do the following statements agree with the information given in the text?

In boxes on your answer sheet, write

TRUE if the statement agrees with the information

FALSE if the statement contradicts the information

NOT GIVEN if there is no information on this

1 More children are injured when walking or cycling to school than when travelling by car.

- **A** ○ TRUE
- **B** ○ FALSE
- **C** ○ NOT GIVEN

2 Children who are driven to school are more ready to learn than those who walk or cycle.

- **A** ○ TRUE
- **B** ○ FALSE
- **C** ○ NOT GIVEN

3 Every year the Council gathers information about travel to schools.

- **A** ○ TRUE
- **B** ○ FALSE
- **C** ○ NOT GIVEN

4 The Council is disappointed with the small reduction in the number of cars taking children to school.

- **A** ○ TRUE
- **B** ○ FALSE
- **C** ○ NOT GIVEN

5 The number of children in schools has risen in recent years.

- **A** ○ TRUE
- **B** ○ FALSE
- **C** ○ NOT GIVEN

6 Parents can get help with paying for their children to travel to school by public transport.

- **A** ○ TRUE
- **B** ○ FALSE
- **C** ○ NOT GIVEN

Questions 7-14

The text has nine sections, A-I. Which sections contain the following information?

Write the correct letter, A-I, in boxes on your answer sheet.

NB You may use any answer more than once.

	A	B	C	D	E	F	G	H	I
7 examples of people who are likely to be particularly badly affected by flu	○	○	○	○	○	○	○	○	○
8 how to get a vaccination if you choose to pay for it	○	○	○	○	○	○	○	○	○
9 why new vaccines become available	○	○	○	○	○	○	○	○	○
10 how long a vaccine remains effective	○	○	○	○	○	○	○	○	○
11 reference to the possibility of catching a different type of flu from the ones in the vaccine	○	○	○	○	○	○	○	○	○
12 categories of people who do not have to pay for vaccination	○	○	○	○	○	○	○	○	○

	A	B	C	D	E	F	G	H	I
13 information about what a vaccine consists of	○	○	○	○	○	○	○	○	○
14 signs that you might have flu	○	○	○	○	○	○	○	○	○

PASSAGE 2

==== Read the text below and answer Questions 15-22. ====

Tips for giving an effective business presentation

Preparation

Get someone else to evaluate your performance and highlight your best skills. For example, go through your presentation in front of a colleague or relative. Think about who your audience is and what you want them to get out of the presentation. Think about content and style.

Go into the presentation room and try out any moves you may have to make, e.g. getting up from your chair and moving to the podium. Errors in the first 20 seconds can be very disorientating.

Familiarise yourself with the electronic equipment before the presentation and also have a backup plan in mind, should there be an unexpected problem like a power cut.

Dealing with presentation nervousness

A certain amount of nervousness is vital for a good presentation. The added adrenaline will keep your faculties sharp and give your presentation skills extra force. This can, however, result in tension in the upper chest. Concentrate on your breathing. Slow it right down and this will relax you. Strangely, having something to pick up and put down tends to help you do this.

It may seem an odd idea, but we seem to feel calmer when we engage in what's referred to as a displacement activity, like clicking a pen or fiddling with jewellery. A limited amount of this will not be too obvious and can make you feel more secure at the start.

Interacting with your audience

Think of your presentation as a conversation with your audience. They may not actually say anything, but make them feel consulted, questioned, challenged, then they will stay awake and attentive.

Engage with your present audience, not the one you have prepared for. Keep looking for reactions to your ideas and respond to them. If your audience doesn't appear to be following you, find another way to get your ideas across. If you don't interact, you might as well send a video recording of your presentation instead!

Structuring effective presentations

Effective presentations arc full of examples. These help your listeners to see more clearly what you mean. It's quicker and more colourful. Stick to the point using three or four main ideas. For any subsidiary information that you cannot present in 20 minutes, try another medium, such as handouts.

End as if your presentation has gone well. Do this even if you feel you've presented badly. And anyway a good finish will get you some applause — and you deserve it!

==== Read the text below and answer Questions 23-27. ====

How to get a job in journalism

You can get a good qualification in journalism, but what employers actually want is practical, rather than theoretical, knowledge. There's no substitute for creating real stories that have to be handed in by strict deadlines. So write for your school magazine, then maybe try your hand at editing. Once you've done that for a while, start requesting internships in newspapers in the area. These are generally short-term and unpaid, but they're definitely worthwhile, since, instead of providing you with money, they'll teach you the skills that every twenty-first century journalist has to have, like laying out articles, creating web pages, taking good digital pictures and so on.

Most reporters keep a copy of every story they've had published, from secondary school onwards. They're called cuttings, and you need them to get a job - indeed a few impressive ones can be the deciding factor in whether you're appointed or not. So start creating a portfolio now that will show off your developing talent.

It seems obvious - research is an important part of an effective job hunt. But it's surprising how many would-be journalists do little or none. If you're thorough, it can help you decide whether the job you're thinking about applying for is right for you. And nothing impresses an editor more than an applicant who knows a lot about the paper.

There are two more elements to an application - your covering letter and curriculum vitae. However, your CV is the thing that will attract an editor's attention first, so get it right. The key words arc brevity, (no more than one page) accuracy (absolutely no spelling or typing errors) and clarity (it should be easy to follow).

In journalism, good writing skills are essential, so Ws critical that the style of your letter is appropriate. And, make sure it conveys your love of journalism and your eagerness to do the work.

PART 2 — QUESTIONS

Questions 15-22

Complete the sentences below. Choose **NO MORE THAN TWO WORDS** from the text for each answer.

Write your answers in boxes your answer sheet.

- Practising your presentation on a, **15** _____ or a family member is helpful.
- Be prepared for a problem such as a **16** _____
- One way to overcome pre-presentation nerves is to make your **17** _____ less rapid.
- It is acceptable to do something called a **18** _____ at the start of the presentation to reassure you.
- Your presentation should be like a **19** _____ with the people who have come to hear you.
- Check constantly for **20** _____ to the points you are making.
- Make sure you use plenty of **21** _____ to communicate your message effectively.
- To keep the presentation short, use things like **22** _____ to provide extra details.

Questions 23-27

Complete the flow chart below. Choose **ONE WORD ONLY** from the text for each answer.

Write your answers in boxes on your answer sheet.

Getting a job in journalism

– Gain relevant experience e.g. writing article to meet specific deadlines

– Apply for temporary **23** _____ with local papers and acquire extra **24** _____ you will need

– Build up a set of **25** _____ in a portfolio displaying how your writing ability has progressed over time

– Take time to do detailed **26** _____ first before applying for a post with a paper

– Once you decide to apply make sure your CV is short, makes sense and is without **27** _____ of any kind

– Write your covering letter paying particular attention to style

PASSAGE 3

What is it like to run a large supermarket?

Jill Insley finds out

A You can't beat really good service. I've been shopping in the Thamesmead branch of supermarket chain Morrisons, in south-east London, and I've experienced at first hand, the store's latest maxim for improving the shopping experience — help, offer, thank. This involves identifying customers who might need help, greeting them, asking what they need, providing it, thanking them and leaving them in peace. If they don't look like they want help, they'll be left alone. But if they're standing looking lost and perplexed, a member of staff will approach them. Staff are expected to be friendly to everyone. My checkout assistant has certainly said something to amuse the woman in front of me, she's smiling as she leaves. Adrian Perriss, manager of the branch, has discussed the approach with each of his 387 staff. He says it's about recognising that someone needs help, not being a nuisance to them. When he's in another store, he's irritated by someone saying, 'Can I help you?' when he's only just walked in to have a quick look at the products.

B How anyone can be friendly and enthusiastic when they start work at dawn beats me. The store opens at 7 am, Monday to Saturday, meaning that some staff, including Perriss, have to be here at 6 am to make sure it's clean, safe and stocked up for the morning rush. Sometimes he walks in at 6 am and thinks they're never going to be ready on time — but they always are. There's so much going on overnight — 20 people working on unloading three enormous trailers full of groceries.

C Perriss has worked in supermarkets since 1982, when he became a trolley boy on a weekly salary of £76. 'It was less money than my previous job, but I loved it. It was different and diverse. I was doing trolleys, portering, bread, cakes, dairy and general maintenance.' After a period in the produce department, looking after the fruit and vegetables, he was made produce manager, then assistant store manager, before reaching the top job in 1998. This involved intensive training and assessment through the company's future store manager programme, learning how to analyse and prioritise sales. wastage, recruitment and many other issues. Perriss' first stop as store manager was at a store which was closed soon afterwards — though he was not to blame.

D Despite the disappointing start, his career went from strength to strength and he was put in charge of launching new stores and heading up a 'concept' store, where the then new ideas of preparing and cooking pizzas in store, and having a proper florist, and fruit and vegetable 'markets' were Mailed. All Morrisons' managers from the whole country spent three days there to see the new concept. 'That was hard work,' he says, 'long days, seven days a week, for about a year.'

E Although he oversees a store with a large turnover, there is a strongly practical aspect to Perriss's job. As we walk around, he chats to all the staff while checking the layout of their counters and the quality of the produce. He examines the baking potato shelf and rejects three,

one that has split virtually in half and two that are beginning to go green. He then pulls out a lemon that looks fine to me. When I ask why, he picks up a second lemon and says: 'Close your eyes and just feel and tell me which you would keep.' I do and realise that while one is firm and hard, the other is going a bit squashy.

F Despite eagle-eyed Perriss pulling out fruit and veg that most of us would buy without a second thought, the wastage each week is tiny: produce worth £4,200 is marked down for a quick sale, and only £400-worth is scrapped. This, he explains, is down to Morrisons' method of ordering, still done manually rather than by computer. Department heads know exactly how much they've sold that day and how much they're likely to sell the next, based on sales records and allowing for influences such as the weather.

G Perriss is in charge of 1,000 man-hours a week across the store. To help him, he has a key team of four, who each have direct responsibility for different departments. He is keen to hear what staff think. He recently held a 'talent' day, inviting employees interested in moving to a new job within the store to come and talk to him about why they thought they should be promoted, and discuss how to go about it. 'We had twenty-three people come through the door, people wanting to talk about progression,' he says. 'What do they need to do to become a supervisor? Twenty-three people will be better members of staff as a result of that talk.'

H His favourite department is fish, which has a 4 m-long counter run by Debbie and Angela, who are busy having a discussion about how to cook a particular fish with a customer. But it is one of just 20 or so departments around the store and Perriss admits the pressure of making sure he knows what's happening on them all can be intense. 'You have to do so much and there could be something wrong with every single one, every day,' he says. 'You've got to minimise those things and shrink them into perspective. You've got to love the job.' And Perriss certainly does.

PART 3 — QUESTIONS

Questions 28-35

The text has eight sections. A-H. Choose the correct heading for each section from the list of headings below.

Write the correct number i-x, in boxes on your answer sheet.

List of Headings

i Why Perriss chose a career in supermarkets

ii Preparing for customers to arrive

iii Helping staff to develop

iv Demonstrating a different way of organising a store

v The benefit of accurate forecasting

vi Keeping everything running as smoothly as possible

vii Making sure the items on sale are good enough

viii Noticing when customers need assistance

ix How do staff feel about Perriss?

x Perriss's early career

	i	ii	iii	iv	v	vi	vii	viii	ix	x
28 Section A	○	○	○	○	○	○	○	○	○	○
29 Section B	○	○	○	○	○	○	○	○	○	○
30 Section C	○	○	○	○	○	○	○	○	○	○
31 Section D	○	○	○	○	○	○	○	○	○	○
32 Section E	○	○	○	○	○	○	○	○	○	○
33 Section F	○	○	○	○	○	○	○	○	○	○
34 Section G	○	○	○	○	○	○	○	○	○	○

	i	ii	iii	iv	v	vi	vii	viii	ix	x
35 Section H	○	○	○	○	○	○	○	○	○	○

Questions 36-40

Do the following statements agree with the information given in the text?

In boxes on your answer sheet, write

TRUE if the statement agrees with the information

FALSE if the statement contradicts the information

NOT GIVEN if there is no information on this

36 Perriss encourages staff to offer help to all customers.

- **A** ○ TRUE
- **B** ○ FALSE
- **C** ○ NOT GIVEN

37 Perriss is sometimes worried that customers will arrive before the store is ready for them.

- **A** ○ TRUE
- **B** ○ FALSE
- **C** ○ NOT GIVEN

38 When Perriss first became a store manager, he knew the store was going to close.

- **A** ○ TRUE
- **B** ○ FALSE
- **C** ○ NOT GIVEN

39 Perriss was surprised how many staff asked about promotion on the 'talent' day.

- **A** ○ TRUE
- **B** ○ FALSE

C ○ NOT GIVEN

40 On average, produce worth £4,200 is thrown away every week.

A ○ TRUE

B ○ FALSE

C ○ NOT GIVEN

Answer Key

#	Answer	Explanation
1	**NOT GIVEN**	Reducing cars around schools makes them safer places, and walking and cycling are better for health and the environment
2	**FALSE**	it has been noted by teachers that children engaging in active travel arrive at school more alert and ready to learn
3	**TRUE**	We collect data annually about how pupils get to school
4	**FALSE**	we are proud that we have been able to reduce the number of cars on the daily school run by an average of 1% in each of the last three years
5	**TRUE**	despite an increase in pupil numbers
6	**NOT GIVEN**	Contact your school to find out what they are doing as part of their School Travel Plan to help you get your child to school in a sustainable, safe way
7	**D**	If you are over 65 years old, or suffer from asthma, diabetes, or certain other conditions, you are considered at greater risk from flu and the implications can be serious
8	**E**	If you are not eligible for a free flu vaccination, you can still protect yourself and those around you from flu by getting a flu vaccination at a local pharmacy
9	**I**	The influenza virus is constantly changing and vaccines are developed to protect against the predicted strains each year so it is important to get vaccinated against the latest strains
10	**F**	About seven to ten days after vaccination, your body makes antibodies that help to protect you against any similar viruses that may infect you. This protection lasts about a year
11	**H**	A flu vaccination is designed to protect you against the most common and potent strains of flu circulating so there is a small chance you could catch a strain of flu not contained in the flu vaccine
12	**D**	If you are over 65 years old, or suffer from asthma, diabetes, or certain other conditions, you are considered at greater risk from flu and the implications can be serious. If you fall into one of these ‘at-risk’ groups, are pregnant or a carer, you are eligible for a free flu vaccination

#	Answer	Explanation
13	**G**	A flu vaccination contains inactivated, killed virus strains so it can’t give you the flu
14	**C**	Symptoms can include fever, chills, headache, muscle pain, extreme fatigue, a dry cough, sore throat and stuffy nose
15	**colleague**	For example, go through your presentation in front of a colleague or relative
16	**power cut**	Familiarise yourself with the electronic equipment before the presentation and also have a backup plan in mind, should there be an unexpected problem like a power cut
17	**breathing**	Concentrate on your breathing. Slow it right down and this will relax you
18	**displacement activity**	we seem to feel calmer when we engage in what’s referred to as a displacement activity, like clicking a pen or fiddling with jewellery
19	**conversation**	Think of your presentation as a conversation with your audience
20	**reactions**	Keep looking for reactions to your ideas and respond to them
21	**examples**	Effective presentations arc full of examples. These help your listeners to see more clearly what you mean
22	**handouts**	For any subsidiary information that you cannot present in 20 minutes, try another medium, such as handouts
23	**internships**	Once you’ve done that for a while, start requesting internships in newspapers in the area
24	**skills**	they’ll teach you the skills that every twenty-first century journalist has to have, like laying out articles, creating web pages, taking good digital pictures and so on
25	**cuttings**	Most reporters keep a copy of every story they’ve had published, from secondary school onwards. They’re called cuttings, and you need them to get a job
26	**research**	It seems obvious – research is an important part of an effective job hunt. But it’s surprising how many would-be journalists do little or none.
27	**errors**	the key words arc brevity, (no more than one page) accuracy (absolutely no spelling or typing errors) and clarity (it should be easy to follow)
28	**viii**	If they don’t look like they want help, they’ll be left alone. But if they’re standing looking lost and perplexed, a member of staff will approach them

#	Answer	Explanation
29	**ii**	The store opens at 7 am, Monday to Saturday, meaning that some staff, including Perriss, have to be here at 6 am to make sure it's clean, safe and stocked up for the morning rush
30	**x**	Perriss has worked in supermarkets since 1982, when he became a trolley boy on a weekly salary of £76. 'It was less money than my previous job, but I loved it. It was different and diverse
31	**iv**	'That was hard work,' he says, 'long days, seven days a week, for about a year.'
32	**vii**	He examines the baking potato shelf and rejects three, one that has split virtually in half and two that are beginning to go green
33	**v**	This, he explains, is down to Morrisons' method of ordering, still done manually rather than by computer. Department heads know exactly how much they've sold that day and how much they're likely to sell the next, based on sales records and allowing for influences such as the weather
34	**iii**	He recently held a 'talent' day, inviting employees interested in moving to a new job within the store to come and talk to him about why they thought they should be promoted, and discuss how to go about it
35	**vi**	'You have to do so much and there could be something wrong with every single one, every day,' he says. 'You've got to minimise those things and shrink them into perspective. You've got to love the job.'
36	**FALSE**	f they don't look like they want help, they'll be left alone. But if they're standing looking lost and perplexed, a member of staff will approach them. Staff are expected to be friendly to everyone.
37	**TRUE**	Sometimes he walks in at 6 am and thinks they're never going to be ready on time — but they always are
38	**NOT GIVEN**	This involved intensive training and assessment through the company's future store manager programme, learning how to analyse and prioritise sales. wastage, recruitment and many other issues. Perriss' first stop as store manager was at a store which was closed soon afterwards — though he was not to blame
39	**FALSE**	'We had twenty-three people come through the door, people wanting to talk about progression,' he says
40	**NOT GIVEN**	produce worth £4,200 is marked down for a quick sale, and only £400-worth is scrapped

Test 13

PASSAGE 1

==== Read the text below and answer Questions 1-6. ====

Summer activities at London's Kew Gardens

A Climb up to the walkway among the trees, 18 metres above the ground, for a spectacular experience. Feel as tall as the trees and enjoy a bird's-eye view over the gardens.

B The Nash Conservatory displays stunning images from leading wildlife photographer Heather Angel. Each photograph explores the wealth of biodiversity at Kew Gardens, from foxes to birds, tiny insects to towering trees.

C A world of pollination comes to life in the Princess of Wales Conservatory. Find yourself in a tropical environment whilst walking through clouds of colourful butterflies as they fly around the Conservatory! Come face-to-face with gigantic sculptures of insects, birds and bats, which will help tell the fascinating stories of how they interact with plants.

D An extraordinary sound installation created by Chris Watson. On the hour throughout the day, the Palm House is filled with the sound of the dawn and dusk choruses of birds that live in the Central and South American rainforests.

E Come and see the fantastic outdoor exhibition of garden, wildlife and botanical photography. Walk amongst enlarged photographs and admire the wonderful garden photos – all taken by children aged 16 and under from all round the country. If you are in this age category and fancy yourself as a photographer, then you can enter for the next show!

F Young explorers can discover the new children's outdoor play area, shaped like a plant, in Kew's magical Conservation Area. As you journey through this interactive landscape, discover the functions of every part of a plant. Tunnel through giant roots, get lost among the leaves and hide amongst the large fungi, whilst solving puzzles along the way!

G What is biodiversity all about? Did you know that every breath we take and every move we make depends on plants? Take a guided tour to discover what biodiversity means and why it matters so much.

H Visit our exciting and colourful exhibition of South American botanical paintings, which brings the continent's exotic and lush plants to life in works from two hundred years ago and from this century.

==== Read the text below and answer Questions 7-14. ====

City Park and Ride

We have six purpose-built Park and Ride sites serving the city, more than almost anywhere else in the UK. Established for over 40 years, they provide around 5,000 parking spaces for cars.

The sires are located on the main routes into the city centre. More than 3,000,000 passengers a year take a bus from a Park and Ride site into the city, reducing congestion and helping to improve the air quality in the city centre.

Parking at the sites is available only for those travelling from the site on a Park and Ride or other scheduled bus service, and is free. No overnight parking is permitted. Heavy goods vehicles are not permitted at the Park and Ride site at any time.

It’s simple to use. Just park your car and buy your bus ticket from the bus driver, with the correct money if possible. An individual adult daily return purchased prior to 12:30 hrs for use that day costs £2.40. If purchased after 12:30 hrs it costs £2.10.

Up to four children under 16 travel free with an adult or concessionary pass holder. The return fare for unaccompanied children under 16 is £1.10.

Cycle and Ride for just £1.10 a day. Just park your cycle, motorcycle or scooter in the allocated space, and buy your ticket from the site office. You may be asked to provide evidence that you have travelled to the Park and Ride site by cycle, motorcycle or scooter.

Return tickets for concessionary bus pass holders cost El after 09:30 Monday to Friday and any time at weekend or bank holidays (when open). At other times there is no reduction for holders of concessionary bus passes.

PART 1 — QUESTIONS

Questions 1-6

The text has eight sections, A-H. Which sections contain the following information?

Write the correct letter, A-H, in boxes on your answer sheet.

	A	B	C	D	E	F	G	H
1 learning what all the different sections of a plant do	○	○	○	○	○	○	○	○
2 seeing art showing plants from a different part of the world	○	○	○	○	○	○	○	○
3 the possibility of having your work exhibited	○	○	○	○	○	○	○	○
4 learning about why human beings need plants	○	○	○	○	○	○	○	○
5 something that happens daily at the same times	○	○	○	○	○	○	○	○
6 learning about the relationship between various creatures, insects and plants	○	○	○	○	○	○	○	○

Questions 7-14

Do the following statements agree with the information given in the text?

In boxes on your answer sheet, write

TRUE if the statement agrees with the information

FALSE if the statement contradicts the information

NOT GIVEN if there is no information on this

7 This was one of the first UK cities to introduce a Park and Ride scheme.

A ○ TRUE

B ○ FALSE

C ○ NOT GIVEN

8 The amount of congestion in the city centre has fallen.

A ○ TRUE

B ○ FALSE

C ○ NOT GIVEN

9 There is a special section of the car park for heavy goods vehicles.

A ○ TRUE

B ○ FALSE

C ○ NOT GIVEN

10 Bus drivers do not give change so you must have the correct money for a ticket.

A ○ TRUE

B ○ FALSE

C ○ NOT GIVEN

11 Ticket prices vary depending on the time of day.

A ○ TRUE

B ○ FALSE

C ○ NOT GIVEN

12 Children under 16 travelling alone are allowed free travel.

A ○ TRUE

B ○ FALSE

C ○ NOT GIVEN

13 The space for cycles, motorcycles and scooters is close to the site office.

A ○ TRUE

B ○ FALSE

C ○ NOT GIVEN

14 People with concessionary bus passes must pay the full fare to travel at certain times.

A ○ TRUE

B ○ FALSE

C ○ NOT GIVEN

PASSAGE 2

==== Read the text below and answer Questions 15-20. ====

HOW TO ORGANISE A SUCCESSFUL BUSINESS CONFERENCE

To start with

Advance planning is the key to a hassle-free conference. The key players of a successful conference are the delegates, so identify the audience and then tailor the programme you are planning to their particular needs.

Where and when

The date and venue should then be chosen. These are often interdependent, and when choosing the date take into account the timing of similar regular events which may clash. Also consider holiday periods which may mean that people are away and so will not be able to attend.

When choosing a venue, check how easy it is to reach by train and plane etc. and the availability of parking for those driving. Visit the venue personally: consider the size of the main lecture hall and whether it is big enough for the anticipated number of delegates, then look into the potential of having breakout areas for separating into a number of groups for discussions. Then check whether there is a suitable lounge area for the teal coffee breaks and an exhibition space for display stands if required.

Who

The next stage is to choose the speakers and invite them, making sure you give them ample notice so they are more likely to be available. Ask only those people that you know speak well. Do not try and speak yourself in addition to organising the conference, as this will be too demanding.

Contacting people

Let people know the date and venue by an early mailshot. This allows them, if they are interested, to put the date into their diaries. At the same time, contact all the speakers again, confirming their particular topic, the audio-visual aids which will be available and finding out their accommodation requirements. Ask them to provide a written summary of their presentation for distribution to delegates at the conference.

Final arrangements

Approximately 4-5 weeks before the conference, confirm the provisional numbers with the venue. Contact them again about two weeks prior to the conference to confirm final numbers, decide on menus and finalise the arrangements.

Prepare delegate packs to include a name badge, delegate list and programme. The venue should provide pads of paper and pens .Then prepare questionnaires for all delegates to complete at the end of the conference. Their responses will enable you to gauge the success of the conference and start planning the next one!

==== Read the text below and answer Questions 21-27. ====

How to deal with the annual performance appraisal

The annual performance appraisal can help improve your productivity and provide a foundation for your work priorities. It is, however, critical to have the right attitude and approach. Knowing what areas your superiors see as your weaknesses is the most direct way of increasing the likelihood of being considered for promotion, if that is what you are looking for.

Preparation

Send your boss a summary of your achievements. Reminding your boss of activities, special assignments you did, and projects you were in charge of helps him or her create a more accurate performance appraisal. Consider keeping notes of these on a regular basis to make it easier to provide the data when required.

Create a list of questions you would like to discuss during your appraisal. This one-on-one time with your boss is an excellent opportunity to ask him or her about your role in the company, request any additional responsibilities you would like and clarify your priorities. But it is best to focus your attention around personal and professional improvements, rather than financial considerations, such as an increase in salary.

During the appraisal

Present a positive attitude as soon as you enter the appraisal room. This approach may lead to a more constructive discussion of review items. Avoid taking any negative assessments that are offered as a personal attack, but rather try to take them on board calmly, because if you put the failings right you will improve your performance. A realistic assessment of your strengths and weaknesses can be one of the most beneficial ways of helping you advance in the company.

After the appraisal

Create a list of personal goals based on your performance appraisal. Make the items detailed and measurable if possible. Send this list to your boss so he or she knows you took the appraisal seriously. Use this list to help achieve higher scores on your next performance appraisal. Six months after the appraisal, ask for a mid-term review with your boss to discuss your progress. This session should be more relaxed and informal than the official review. Ask for more feedback to help you improve. Checking in with your boss helps him or her remember your dedication as far as your job is concerned, and may help remove any criticisms before they become a review point on your next formal appraisal.

PART 2 — QUESTIONS

Questions 15-20

Complete the notes below. Choose **ONE WORD ONLY** from the text for each answer.

Write your answers in boxes on your answer sheet.

ORGANISING A BUSINESS CONFERENCE

First steps:

– decide who the conference is for

– ensure the programme fulfils delegates' requirements

Venue and timing:

– try to avoid scheduling the conference during **15** _____ times or when other annual conferences occur

– check accessibility by different modes of transport

– choose a place with a large hall and also **16** _____ spaces for smaller meetings

Speakers:

– choose appropriate speakers

– give the speakers as much **17** _____ as possible

Communication:

– send out a mailshot to potential delegates

– confirm individual details with speakers. check if they will need accommodation and request a **18** _____ of their presentation

Final tasks:

– give the venue precise numbers of attendees

– make sure each person attending receives information about the conference and a **19** _____ for identification

– use **20** _____ to get opinions on the conference

Questions 21-27

Complete the sentences below. Choose **ONE WORD ONLY** from the text for each answer.

Write your answers in boxes on your answer sheet.

- By learning at an appraisal what areas of work need improving, staff can improve their chances of getting **21** _____
- It is important to think of some **22** _____ that can be used during the appraisal.
- The appraisal can be a good time to ask the boss for extra **23** _____
- React **24** _____ to any criticism.
- It is helpful to identify a number of individual **25** _____ arising from the appraisal comments.
- Staff can request a meeting half-way through the year to look at the **26** _____ which has been achieved.
- If staff act on any appraisal comments, they will demonstrate their **27** _____ to their work.

PASSAGE 3

Efforts to save a special bird — the spoon-billed sandpiper

Last year an international team of ornithologists devised a bold plan to rescue one of the world's rarest birds. Gerrit Vyn reports.

A At first glance the spoon-billed sandpiper resembles other small migratory birds of the sandpiper family that breed across the Arctic. But it is the only one to have developed a flattened bill that flares out into a 'spoon' at the end, and that makes it special. If it becomes extinct, thousands of years of evolution will come to an end, which would be a real tragedy.

The bird's Russian name, kulik-lopaten, means 'shovel beak', which is an apt description of a remarkable structure. The bill is 19 mm long and 10 mm wide near the tip and the edges are lined with sharp serrations, called papillae. Theories have varied as to how the bill functions; one suggestion is that the sandpiper sweeps it through the water in a similar fashion to its larger namesake, the spoonbill. But Nigel Clark, a leading authority on the sandpiper, says the comparison is misleading.

B Until a few years ago, the spoon-billed sandpiper had never been fully documented, which added to its fascination. But an air of mystery is not helpful if you're a Critically Endangered species. So the organisation 'Birds Russia' decided to produce a photographic and audio record of this imperilled bird with the help of experts round the world. In May of last year, I joined the international expedition to one of the species' last breeding strongholds in North-East Russia. The primary aim of the two-and-a-half month expedition, however, was to collect eggs from wild sandpipers; those eggs would then be hatched in captivity nearby. Later, the chicks would be flown to the Wildfowl and Wetlands Trust (WWT) headquarters at Slimbridge in the UK, in order to establish a small, self-sustaining population there. These birds would provide a 'safety net', an insurance policy against the wild birds dying out.

C You might wonder why birds like the spoon-billed sandpiper travel such great distances, about 8,000 km in total, from their wintering grounds on the tropical coasts of Bangladesh, Burma and Vietnam in South-East Asia to breed on the low land, commonly called tundra, in North-East Russia, but from the birds' point of view it is worth it. Though they often arrive to find hostile, wintry weather while they are finding their mates and making their nests, there are relatively few predators there, and the abundance of insects that emerge during the brief but intense Arctic summer creates ideal conditions for raising their chicks.

D Two main factors are responsible for the sandpiper's recent rapid decline: the ongoing destruction of stopover habitat on its migration route and hunting on its wintering grounds. The development of new industrial cities is destroying former tidal areas, where sandpipers and other migratory birds used to rest and refuel. Subsistence hunting is certainly a hazard in some Asian countries, where hunters trap birds for food. Conservationists are targeting this problem with small-scale interventions. For example, hunters from 40 villages have been given alternative sources of income, such as cool boxes in which they can take fish to sell at markets, in return for a halt to the bird-netting.

E Once the expedition team had reached its destination, it was seven days before we spotted the first sandpiper. In the following days, more began to arrive and the males' song was heard, advertising their patches of territory to potential mates. As the sandpipers paired up, the song gave way to the quiet of egg-laying and incubation. In total nine nests were found. The first one was lost to a predator, along with the female attending it. This was a stark reminder of the vulnerability of a tiny population to natural events, such as storms or predation.

The team then selected donor nests and transferred the eggs to specially prepared incubators. They collected 20 eggs in all, taking entire clutches each time — it was early in the breeding season, so the females were likely to lay replacements. Then 50 days after our arrival, the moment arrived: I witnessed my first wild spoon-billed sandpipers hatch. I had been lying inside a wind-battered hide for 36 hours when I saw the first tiny chicks emerge from the eggs. Having hidden a microphone near the nest, I could also just hear their first calls. Later, I watched them stumbling through the 15 cm-high jungle of grasses on comically oversized legs and feet. But my joy was tempered by concern. Difficulties on their migration route and in their wintering areas meant that other tiny creatures like these faced immense dangers.

F The complex rescue plan does give some grounds for hope. Young chicks were flown to WWT Slimbridge last year and again this summer. A high-tech biosecure unit has been built for them there. It is divided in two, with the older birds in one section and this year's chicks in the other. To minimise the risk of infections, staff change into full-body overalls and rubber shoes and wash their hands before entering. Hygiene is crucial: even a single strand of human hair could harm the chicks by becoming twisted round their legs or bills. The rescue plan's final stage, once the captive flock has built up sufficiently, will be to fly eggs back to Russia, to release the chicks there. It's a gamble, but when the survival of a species this special is at stake, you have to try.

PART 3 — QUESTIONS

Questions 28-33

The text has six sections, A-F.

Choose the correct heading for each section from the list of headings below.

Write the correct number, in boxes on your answer sheet.

List of Headings

i Gaining public recognition

ii Reasons for continuing to make the long journey

iii A disappointment followed by desirable outcomes

iv The main stages of the plan

v A growth in the number of natural predators

vi Increasing threats

vii A very unusual feature of these birds

viii Cautious optimism

	i	ii	iii	iv	v	vi	vii	viii
28 Section A	○	○	○	○	○	○	○	○
29 Section B	○	○	○	○	○	○	○	○
30 Section C	○	○	○	○	○	○	○	○
31 Section D	○	○	○	○	○	○	○	○
32 Section E	○	○	○	○	○	○	○	○
33 Section F	○	○	○	○	○	○	○	○

Questions 34-37

Choose the correct letter, A, B, C or D. Write the correct letter in boxes on your answer sheet.

34 What was the main purpose of the international expedition?

- **A** ○ to add sandpiper eggs to an international frozen egg bank
- **B** ○ to maintain a small group of sandpipers for future generations
- **C** ○ to make an audiovisual record of the Russian sandpiper colony
- **D** ○ to protect a colony of wild sandpipers through a breeding season

35 What do we learn about the drop in the sandpiper population?

- **A** ○ The birds are increasingly being hunted on their way north to Russia.
- **B** ○ Scientists are managing to reduce deaths from netting considerably.
- **C** ○ Efforts are being made to protect some of their coastal habitat sites.
- **D** ○ Economic growth is one of the underlying causes of the decline.

36 Which feeling did the writer express when the sandpiper chicks hatched?

- **A** ○ relief that his long wait was over
- **B** ○ surprise at the sound of their song
- **C** ○ worry about birds of the same species
- **D** ○ amazement that they could walk so soon

37 The writer describes the sandpipers' unit at WWT Slimbridge to emphasise

- **A** ○ how much care is being devoted to their welfare.
- **B** ○ how much money is being spent on the project.
- **C** ○ his surprise at how fragile the young birds are.
- **D** ○ his confidence in the technology available.

Questions 38-40

Complete the summary below.

Choose **ONE WORD ONLY** from the text for each answer.

Write your answers in boxes on your answer sheet.

The life cycle of the spoon-billed sandpiper

In early spring, spoon-billed sandpipers return to their breeding grounds in Russia in the area known as **38** _____. Although the weather there is often very harsh to begin with, there are obvious advantages to the sandpipers. There is above all a plentiful supply of **39** _____ and this makes it possible for the sandpiper chicks to develop well. The lack of **40** _____ is another definite advantage. As a result, a good proportion of the chicks grow up to face the long flight to the South-East Asian coasts.

Answer Key

#	Answer	Explanation
1	**F**	Young explorers can discover the new children's outdoor play area, shaped like a plant, in Kew's magical Conservation Area. As you journey through this interactive landscape, discover the functions of every part of a plant
2	**H**	Visit our exciting and colourful exhibition of South American botanical paintings, which brings the continent's exotic and lush plants to life in works from two hundred years ago and from this century
3	**E**	Come and see the fantastic outdoor exhibition of garden, wildlife and botanical photography. Walk amongst enlarged photographs and admire the wonderful garden photos – all taken by children aged 16 and under from all round the country. If you are in this age category and fancy yourself as a photographer, then you can enter for the next show
4	**G**	What is biodiversity all about? Did you know that every breath we take and every move we make depends on plants? Take a guided tour to discover what biodiversity means and why it matters so much
5	**D**	On the hour throughout the day, the Palm House is filled with the sound of the dawn and dusk choruses of birds
6	**C**	Come face-to-face with gigantic sculptures of insects, birds and bats, which will help tell the fascinating stories of how they interact with plants
7	**NOT GIVEN**	We have six purpose-built Park and Ride sites serving the city, more than almost anywhere else in the UK
8	**TRUE**	More than 3,000,000 passengers a year take a bus from a Park and Ride site into the city, reducing congestion and helping to improve the air quality in the city centre
9	**FALSE**	Heavy goods vehicles are not permitted at the Park and Ride site at any time
10	**FALSE**	Just park your car and buy your bus ticket from the bus driver, with the correct money if possible
11	**TRUE**	An individual adult daily return purchased prior to 12:30 hrs for use that day costs £2.40. If purchased after 12:30 hrs it costs £2.10

#	Answer	Explanation
12	**FALSE**	The return fare for unaccompanied children under 16 is £1.10
13	**NOT GIVEN**	Just park your cycle, motorcycle or scooter in the allocated space, and buy your ticket from the site office
14	**TRUE**	At other times there is no reduction for holders of concessionary bus passes
15	**holiday**	Also consider holiday periods which may mean that people are away and so will not be able to attend
16	**breakout**	Then look into the potential of having breakout areas for separating into a number of groups for discussions
17	**notice**	The next stage is to choose the speakers and invite them, making sure you give them ample notice so they are more likely to be available.
18	**summary**	Ask them to provide a written summary of their presentation for distribution to delegates at the conference
19	**badge**	Prepare delegate packs to include a name badge, delegate list and programme
20	**questionnaires**	Then prepare questionnaires for all delegates to complete at the end of the conference
21	**promotion**	Knowing what areas your superiors see as your weaknesses is the most direct way of increasing the likelihood of being considered for promotion, if that is what you are looking for
22	**questions**	Create a list of questions you would like to discuss during your appraisal
23	**responsibilities**	This one-on-one time with your boss is an excellent opportunity to ask him or her about your role in the company, request any additional responsibilities you would like and clarify your priorities.
24	**calmly**	Avoid taking any negative assessments that are offered as a personal attack, but rather try to take them on board calmly
25	**goals**	Create a list of personal goals based on your performance appraisal
26	**progress**	Six months after the appraisal, ask for a mid-term review with your boss to discuss your progress
27	**dedication**	Checking in with your boss helps him or her remember your dedication as far as your job is concerned, and may help remove any criticisms before they become a review point on your next formal appraisal

#	Answer	Explanation
28	**vii**	But it is the only one to have developed a flattened bill that flares out into a ‘spoon’ at the end, and that makes it special
29	**iv**	So the organisation ‘Birds Russia’ decided to produce a photographic and audio record of this imperilled bird with the help of experts round the world. In May of last year, I joined the international expedition to one of the species’ last breeding strongholds in North-East Russia. The primary aim of the two-and-a-half month expedition, however, was to collect eggs from wild sandpipers; those eggs would then be hatched in captivity nearby
30	**ii**	You might wonder why birds like the spoon-billed sandpiper travel such great distances, about 8,000 km in total, from their wintering grounds on the tropical coasts of Bangladesh, Burma and Vietnam in South-East Asia to breed on the low land, commonly called tundra, in North-East Russia, but from the birds’ point of view it is worth it
31	**vi**	Two main factors are responsible for the sandpiper’s recent rapid decline: the ongoing destruction of stopover habitat on its migration route and hunting on its wintering grounds
32	**iii**	This was a stark reminder of the vulnerability of a tiny population to natural events, such as storms or predation.
33	**viii**	The complex rescue plan does give some grounds for hope
34	**B**	The primary aim of the two-and-a-half month expedition, however, was to collect eggs from wild sandpipers; those eggs would then be hatched in captivity nearby
35	**D**	Two main factors are responsible for the sandpiper’s recent rapid decline: the ongoing destruction of stopover habitat on its migration route and hunting on its wintering grounds
36	**C**	Difficulties on their migration route and in their wintering areas meant that other tiny creatures like these faced immense dangers
37	**A**	To minimise the risk of infections, staff change into full-body overalls and rubber shoes and wash their hands before entering. Hygiene is crucial: even a single strand of human hair could harm the chicks by becoming twisted round their legs or bills
38	**tundra**	commonly called tundra
39	**insects**	the abundance of insects that emerge during the brief but intense Arctic summer creates ideal conditions for raising their chicks
40	**predators**	there are relatively few predators there

Test 14

PASSAGE 1

==== Read the text below and answer Questions 1-7. ====

Visitor attractions in southern England

A Blackthorn Castle

This famous, historically accurate, reconstructed castle and village enables visitors to travel back in time. Explore the grounds and experience the atmosphere of an ancient lifestyle. In the fields you can see the type of sheep that the original inhabitants of the castle probably kept. Homemade snacks are on sale.

B Withney Wetland Centre

Visitors will enjoy a visit to Withney whatever the season. In winter, for example, they can watch from the centrally heated observatory as thousands of swans feed on the water. Trained wardens give informative talks or lead guided walks round the site. The visitors' centre may also be hired for private or corporate events.

C Headley Hall

Headley Hall is a large seventeenth-century country house, preserved as it was when it was built. Take time to admire the various works of art displayed, and visit the huge kitchen complete with period equipment – demonstrations are given at weekends. In the park there is space for the younger visitors to run around, and picnic tables are available.

D Lewis House

Lewis House is the birthplace of Frank Lewis, a renowned painter of the eighteenth century. More of his works are on display here than anywhere else in the world. Visitors can see Lewis's studio and some of the articles he used on a daily basis.

E Canford Wildlife Centre

At Canford we have a new walk-through exhibit called Island Magic. Here visitors can observe many species from the tropical island of Madagascar and read about some of the urgent conservation projects that are taking place there to save endangered species from extinction

F Oakwell Museum

This is an ideal venue for families. They can visit the childhood gallery with its large playroom, and listen to stories told by actors dressed in the costumes of a hundred years ago. They can also enjoy the popular games and wooden animals of that period

==== Read the text below and answer Questions 8-14. ====

Paragliding in Australia

What is paragliding?

Paragliding is a kind of flying, but instead of the wing being made of metal, wood or plastic, it is made of nylon or polyester. The wing (known as a canopy) is attached to a harness by lines, not dissimilar to a parachute. The harness is where the pilots sit —and they report that it outperforms a parachute in terms of comfort.

Is it safe?

Like sailing and deep-sea diving, paragliding is as safe as the person doing it. The big advantage is that it's probably the slowest form of aviation, so if you do crash you'll hit the ground quite gently!

Where do I learn?

There are lots of schools, mainly based inland by appropriate hills or mountains, and there are also schools on the coast near spectacular cliffs. These are very attractive, though the prospect of landing in the sea seems to dissuade beginners! All schools will show you within a couple of days how to inflate the canopy, launch and land. They use radio instruction, tandem flying practice and schoolroom theory sessions to help you get the most from paragliding. It takes about seven days to get your basic license; then you're free to fly independently at sites across Australia.

What do I need?

Pilots normally wear warm clothes, in case they get very high up, and a helmet in case they stumble on landing. In terms of gear, schools supply basic training, canopies, harnesses, etc. However, you'll probably want to buy your own more sophisticated equipment, which you'll be able to choose much better once you've tried some out on your course.

Who can do it?

There's no upper age limit provided your instructor deems you capable, but the youngest anybody can paraglide is 14. Anybody with good eyesight and good balance is a potential paraglider pilot. It's a very relaxed sport as you're mostly sitting down. You'll probably experience pain in some muscles you didn't know you had whilst learning, but many of those will be due to the walk up the training hill to launch. Flying a paraglider is a great sport. We hope to see you in the air with us this season!

PART 1 — QUESTIONS

Questions 1-7

Look at the six visitor attractions in southern England, A-F, in above passage

For which visitor attraction am the following statements true?

Write the correct letter, A-F, in boxes on your answer sheet.

NB You may use any letter more than once.

	A	B	C	D	E	F
1 Visitors can look at animals from another part of the world.	○	○	○	○	○	○
2 People can hold a business conference in this place.	○	○	○	○	○	○
3 Visitors can find out what toys were used in the last century.	○	○	○	○	○	○
4 Activities are available all year round here.	○	○	○	○	○	○
5 You can buy light meals here.	○	○	○	○	○	○
6 Visitors can see how food was prepared in the past.	○	○	○	○	○	○
7 You can visit modem imitations of old buildings here.	○	○	○	○	○	○

Questions 8-14

Do the following statements agree with the information given in the text?

In boxes on your answer sheet, write

TRUE if the statement agrees with the information

FALSE if the statement contradicts the information

NOT GIVEN if there is no information on this

8 A paraglider is more comfortable than a parachute.

A ○ TRUE

B ○ FALSE

C ○ NOT GIVEN

9 Most paragliding schools are situated by the sea.

A ○ TRUE

B ○ FALSE

C ○ NOT GIVEN

10 Learners must pass a theory test in order to get their license.

A ○ TRUE

B ○ FALSE

C ○ NOT GIVEN

11 Learners are able to paraglide unaccompanied after a week's course.

A ○ TRUE

B ○ FALSE

C ○ NOT GIVEN

12 It is advisable to purchase some equipment before you do your training.

A ○ TRUE

B ○ FALSE

C ○ NOT GIVEN

13 Fit people of any age can take up paragliding.

A ○ TRUE

B ○ FALSE

C ○ NOT GIVEN

14 The preliminary uphill walk may strain some of your muscle.

A ○ TRUE

B ○ FALSE

C ○ NOT GIVEN

PASSAGE 2

==== Read the text below and answer Questions 15-21. ====

How to prepare for an interview

Why prepare?

There are three main reasons.

One: Although you can't guess every question you might be asked, if you are prepared you can tailor your answers to fit.

Two: If you're well prepared, you will have more confidence and this will affect the way you come across.

Three: Attitude matters. Prospective employers will choose a not-quite-perfect but willing candidate over a brilliant one who obviously isn't bothered.

What to prepare?

Find out about the organisation

• Visit the website and read any materials that you have been sent. If nothing has been sent, phone the company to ask for any reading matter they may have.

• Talk to anyone you know who works there already.

Find out about the job

• Ask for a job description or specification. This will tell you the duties that go with the job.

• Talk to anyone you know who is familiar with the work you may be doing.

Find out what the employer is looking for

• Make a list of the skills specified in the job advertisement.

• Think of examples to back up claims that you have these skills.

You can then answer most of the questions that will come up, such as 'Tell me more about how you work in a team'.

Add in a few 'lessons learned' — what you did and how you might have done it better. You can also outline any voluntary work you have done for a charity, or any experience of paid work in an unrelated sector.

Preparing for other kinds of questions

Interviewers are also looking for someone who is likely to stay with the organisation and progress within it. Prepare to answer questions about your ambitions for the future.

You may also be asked to account for gaps in your career history, if you have any. Be positive and accentuate the learning or experience you gained during these periods.

Preparing your own questions

• Do ask technical questions about software, systems and structures and how things are done.

• Do ask about possibilities for training.

• Don't ask about salary unless you have been offered the job.

When you've prepared as much as this, you've got a good chance of success.

Good luck!

==== Read the text below and answer Questions 22-27. ====

Setting up your own business

Here are some ideas about how you should start:

Know your market

So you know what you want to sell — the most important thing is that it should be something that people want to buy. Start by thinking about who your target customers are. Arc they people who live locally? Are they a particular group of people?

Now look at your competitors. What is different about what you will be doing and how will you persuade people to come to you instead of going to someone who is already established?

How will you reach the customers?

Will you promote your product by phoning people, or visiting local traders, or advertising in magazines or online? Will your delivery system be direct or through shops?

How will your business work?

Now think about what your business needs to succeed. Do you need to look for premises or can you work from home? Do you need to invest in manufacturing equipment to start with?

Is the business something that you can do on your own, or if you get more work will you be looking to recruit staff? If so, what skills would they need?

Whether you're a sole operator or are looking to recruit a team, effective management is essential.

The law regulates how companies are run and you need to set aside the time to ace that this is done properly, in relation to issues like accounting, insurance and tax.

The money!

As you are working out the prices for your products, you need to make sure you build in all your costs. Remember you will probably need help from an accountant at least once a year, so build that in too, and do a forecast of how much money you think will flow in and out of the business. Look at what you expect to happen over the next three years — and work out what you need to do to break even, as well as the turnover that you hope to achieve to give you a profit. If you think you will need to find some funding to help get the business off the ground, how much will you need and who will you approach to get it?

Your business plan

Now write it all up and call it a business plan

PART 2 — QUESTIONS

Questions 15-21

Complete the sentences below. Choose **ONE WORD ONLY** from the text for each answer.

Write your answers in boxes on your answer sheet.

- By preparing for your interview, you will gain **15** _____ which will help you present yourself well.
- Read through any documents you have received about the company and also go to their **16** _____
- Check the job description to find out what **17** _____ are involved in the post you have applied for.
- Interviewers may be interested to hear about any unpaid help you have given to a **18** _____
- Be ready to talk about your **19** _____ for the development of your career.
- Explain any **20** _____ that there are in your work record and clarify how you used the time to improve your skills.
- Questions about **21** _____ should be delayed until a later stage.

Questions 22-27

Complete the sentences below. Choose **ONE WORD ONLY** from the text for each answer.

Write your answers in boxes on your answer sheet.

Step 1:

Decide who you are going to sell to and compare yourself with the **22** _____ you are going to have.

Step 2:

Consider how you will market your product and your method of **23** _____

Step 3:

Decide if you will have to find **24** _____ to work in, or buy equipment.

Step 4:

Think whether you will need to take on staff as your business grows.

Step 5:

Make sure you deal with the accounts and other essentials in accordance with the **25** _____

Step 6:

Calculate all the **26** _____ involved in your business when deciding how much to charge.

Step 7:

Calculate the turnover you are aiming for in order to make a profit in the first three years.

Step 8:

Consider if you require any **27** _____ to start your business, and where to find it.

PASSAGE 3

Understanding hares

With its wild stare, swift speed and secretive nature, the UK's brown hare is the rabbit's mysterious cousin. Even in these days of agricultural intensification, the hare is still to be seen in open countryside, but its numbers are falling.

A Like many herbivores, brown hares spend a relatively large amount of their time feeding. They prefer to do this in the dark, but when nights are short, their activities do spill into daylight hours. Wherever they live, hares appear to have a fondness for fields with a variety of vegetation, for example short as well as longer clumps of grasses. Studies have demonstrated that they benefit from uncultivated land and other unploughed areas on farms, such as field margins. Therefore, if farmers provided patches of woodland in areas of pasture as well as assorted crops in arable areas, there would be year-round shelter and food, and this could be the key to turning round the current decline in hare populations.

B Brown hares have a number of physical adaptations that enable them to survive in open countryside. They have exceptionally large ears that move independently, so that a range of sounds can be pinpointed accurately. Positioned high up on their heads, the hares' large golden eyes give them 360° vision, making it hard to take a hare by surprise. Compared to mammals of a similar size, hares have a greatly enlarged heart and a higher volume of blood in their bodies, and this allows for superior speed and stamina. In addition, their legs are longer than those of a rabbit, enabling hares to run more like a dog and reach speeds of up to 70 kph.

C Brown hares have unusual lifestyles for their large size, breeding from a young age and producing many leverets (babies). There are about three litters of up to four leverets every year. Both males and females are able to breed at about seven months old, but they have to be quick because they seldom live for more than two years. The breeding season runs from January to October, and by late February most females are pregnant or giving birth to their first litter of the year. So it seems strange, therefore, that it is in March, when the breeding season is already underway, that hares seemingly go mad: boxing, dancing, running and fighting. This has given rise to the age-old reference to 'mad March hares'. In fact, boxing occurs throughout the breeding season, but people tend to see this behaviour more often in March. This is because in the succeeding months, dusk – the time when hares are most active – is later, when fewer people are about. Crops and vegetation are also taller, hiding the hares from view. Though it is often thought that they are males fighting over females, boxing hares are usually females fighting off males. Hares are mostly solitary, but a female fights off a series of males until she is ready to mate. This occurs several times through the breeding season because, as soon as the female has given birth, she will be ready to mate again.

D But how can females manage to do this while simultaneously feeding themselves and rearing their young? The reason is that hares have evolved such self-sufficient young. Unlike baby rabbits, leverets are born furry and mobile. They weigh about 100 g at birth and are immediately left to their own devices by their mothers. A few days later, the members of the litter creep away to create their own individual resting places, known as 'forms'. Incredibly, their mother visits

them only once every 24 hours and, even then, she only suckles them for a maximum of five minutes each. This lack of family contact may seem harsh to us, but it is a strategy that draws less attention from predators. At the tender age of two weeks, leverets start to feed themselves, while still drinking their mother's milk. They grow swiftly and are fully weaned at four weeks, reaching adult weight at about six months.

E Research has shown that hares' milk is extremely rich and fatty, so a little goes a long way. In order to produce such nutritious milk, females need a high-quality, high-calorie diet. Hares are selective feeders at the best of times: unlike many herbivores, they can't sit around waiting to digest low-quality food — they need high-energy herbs and other leaves in order to sprint. This causes them problems when faced with the smallest alterations in food availability and abundance. So, as well as reductions in the diversity of farmland habitat, the decline in the range of food plants is injurious to hares.

F The rapid turnaround in the breeding cycle suggests that hares should, in principle, be able to increase their populations quickly to exploit new habitats. They certainly used to: studies show that hares evolved on the open plains and spread rapidly westward from the Black Sea after the last ice age (though they were probably introduced to Britain as a species to be hunted for the pot by the Romans). But today's hares are thwarted by the lack of rich farmland habitat. When the delicate herbs and other plants they rely on are ploughed up or poisoned by herbicides, these wonderful, agile runners disappear too, taking with them some of the wildness from our lives.

PART 3 — QUESTIONS

Questions 28-33

The text has six sections, A-F.

Choose the correct heading for each section from the list of headings below.

Write the correct number, i-ix, in boxes on your answer sheet.

List of Headings

i The need for population reduction

ii The problem with being a fussy eater

iii Reproductive patterns

iv The need for further research

v A possible solution to falling numbers

vi The fastest runners

vii A rather lonely beginning

viii A comparison between past and present survival rates

ix Useful physical features

	i	ii	iii	iv	v	vi	vii	viii	ix
28 Paragraph A	○	○	○	○	○	○	○	○	○
29 Paragraph B	○	○	○	○	○	○	○	○	○
30 Paragraph C	○	○	○	○	○	○	○	○	○
31 Paragraph D	○	○	○	○	○	○	○	○	○
32 Paragraph E	○	○	○	○	○	○	○	○	○
33 Paragraph F	○	○	○	○	○	○	○	○	○

Questions 34-36

Choose the correct letter, A, B, C or D. Write the correct letter in boxes on your answer sheet.

34 According to the writer, what is the ideal habitat for hares?

- **A** ○ open grassland which they can run across
- **B** ○ densely wooded areas to breed in
- **C** ○ areas which include a range of vegetation
- **D** ○ land that has been farmed intensively for years

35 When leverets are living alone they are not visited often by their mother because

- **A** ○ this helps to protect them from being eaten by other animals.
- **B** ○ the 'forms' are so far apart.
- **C** ○ they are very energetic from a surprisingly early age.
- **D** ○ they know how to find their own food from birth.

36 What does the writer suggest about the adult hares' diet?

- **A** ○ They need some plants with a high fat content.
- **B** ○ They need time to digest the plants that they eat.
- **C** ○ It is difficult for them to adapt to changes in vegetation.
- **D** ○ It is vital for them to have a supply of one particular herb.

Questions 37-40

Complete the summary below. Choose **ONE WORD ONLY** from the text for each answer.

Write your answers in boxes on your answer sheet.

Brown hares

The brown hare is well known for its ability to run fast, at speeds of up to 70 kph, largely due to the length of its legs as well as the unusual size of its heart. An increased amount of blood also gives it the necessary **37** _____ to continue running fast for some time. A running hare resembles the **38** _____ more closely than its relative, the rabbit.

The hare has some other characteristics that help it to avoid capture. The first is its excellent all-round **39** _____. This means that predators cannot easily creep up behind it.

Another feature is its ability to position its massive **40** _____ separately, to sense the slightest indication of danger.

Answer Key

#	Answer	Explanation
1	**E**	At Canford we have a new walk-through exhibit called Island Magic. Here visitors can observe many species from the tropical island of Madagascar
2	**B**	The visitors' centre may also be hired for private or corporate events
3	**F**	They can visit the childhood gallery with its large playroom, and listen to stories told by actors dressed in the costumes of a hundred years ago
4	**B**	Visitors will enjoy a visit to Withney whatever the season
5	**A**	Homemade snacks are on sale
6	**C**	visit the huge kitchen complete with period equipment – demonstrations are given at weekends
7	**A**	This famous, historically accurate, reconstructed castle and village enables visitors to travel back in time
8	**TRUE**	The harness is where the pilots sit —and they report that it outperforms a parachute in terms of comfort
9	**FALSE**	there are lots of schools, mainly based inland by appropriate hills or mountains, and there are also schools on the coast near spectacular cliffs
10	**NOT GIVEN**	It takes about seven days to get your basic license; then you're free to fly independently at sites across Australia
11	**TRUE**	It takes about seven days to get your basic license; then you're free to fly independently at sites across Australia
12	**FALSE**	However, you'll probably want to buy your own more sophisticated equipment, which you'll be able to choose much better once you've tried some out on your course
13	**FALSE**	there's no upper age limit provided your instructor deems you capable, but the youngest anybody can paraglide is 14
14	**TRUE**	You'll probably experience pain in some muscles you didn't know you had whilst learning, but many of those will be due to the walk up the training hill to launch

#	Answer	Explanation
15	**confidence**	if you're well prepared, you will have more confidence and this will affect the way you come across
16	**website**	Visit the website and read any materials that you have been sent.
17	**duties**	Ask for a job description or specification. This will tell you the duties that go with the job
18	**charity**	You can also outline any voluntary work you have done for a charity, or any experience of paid work in an unrelated sector
19	**ambitions**	Interviewers are also looking for someone who is likely to stay with the organisation and progress within it. Prepare to answer questions about your ambitions for the future
20	**gaps**	You may also be asked to account for gaps in your career history, if you have any
21	**salary**	Don't ask about salary unless you have been offered the job
22	**competitors**	Now look at your competitors. What is different about what you will be doing and how will you persuade people to come to you instead of going to someone who is already established
23	**delivery**	Will your delivery system be direct or through shops
24	**premises**	Do you need to look for premises or can you work from home
25	**law**	The law regulates how companies are run and you need to set aside the time to ace that this is done properly, in relation to issues like accounting, insurance and tax
26	**costs**	you need to make sure you build in all your costs
27	**funding**	If you think you will need to find some funding to help get the business off the ground, how much will you need and who will you approach to get it
28	**v**	Therefore, if farmers provided patches of woodland in areas of pasture as well as assorted crops in arable areas, there would be year-round shelter and food, and this could be the key to turning round the current decline in hare populations
29	**ix**	Brown hares have a number of physical adaptations that enable them to survive in open countryside
30	**iii**	Brown hares have unusual lifestyles for their large size, breeding from a young age and producing many leverets (babies). There are about three litters of up to four leverets every year
31	**vii**	Unlike baby rabbits, leverets are born furry and mobile. They weigh about 100 g at birth and are immediately left to their own

#	Answer	Explanation
		devices by their mothers
32	**ii**	Hares are selective feeders at the best of times: unlike many herbivores, they can't sit around waiting to digest low-quality food — they need high-energy herbs and other leaves in order to sprint
33	**viii**	They certainly used to: studies show that hares evolved on the open plains and spread rapidly westward from the Black Sea after the last ice age (though they were probably introduced to Britain as a species to be hunted for the pot by the Romans). But today's hares are thwarted by the lack of rich farmland habitat.
34	**C**	Wherever they live, hares appear to have a fondness for fields with a variety of vegetation, for example short as well as longer clumps of grasses.
35	**A**	This lack of family contact may seem harsh to us, but it is a strategy that draws less attention from predators
36	**C**	This causes them problems when faced with the smallest alterations in food availability and abundance
37	**stamina / energy**	Compared to mammals of a similar size, hares have a greatly enlarged heart and a higher volume of blood in their bodies, and this allows for superior speed and stamina
38	**dog**	their legs are longer than those of a rabbit, enabling hares to run more like a dog and reach speeds of up to 70 kph
39	**vision**	the hares' large golden eyes give them 360° vision, making it hard to take a hare by surprise
40	**ears**	They have exceptionally large ears that move independently, so that a range of sounds can be pinpointed accurately

Test 15

PASSAGE 1

==== Read the text below and answer Questions 1-8 ====

A Bath International Music Festival

From electronics to folk, jazz and classical, this festival is renowned for bringing world-class musicians to this historical city. Starting with a great night of free music, 'Party in the city' this year is going to be no exception.

B The Great Escape

Often referred to as Europe's leading festival for new music, more than 300 bands will perform to around 10,000 people in 30-plus venues, meaning you are sure to see the next big thing in music.

C Springwatch Festival

The much loved television series Springwatch celebrates the countryside as it does every year, with sheep herding, wood carving demonstrations, insect hunts and more activities, accompanied by live music and a great farmers' market, offering all sorts of mouth-watering produce.

D Wychwood Music Festival

Right nominated for the best family festival award every year since it began in 2005, this festival offers a combination of different music genres- many featuring artists from around the Wychwood area – and comedy, alongside a selection of outdoor cafes serving amazing world foods.

E Love Food Festival

Bringing together a selection of the finest produce, this festival aims to educate visitors about how food should be produced and where it should come from, through sampling a range of tasty treats, cooked on site

F The 3 Wishes Faery Festival

The UK's most magical, this is a three-day festival of folk art, live music and fashion shows set in the beautiful wild surroundings of Bodmin Moor. If you don't fancy taking a tent, some local residents usually offer to put visitors up.

G Bath International Dance Festival

Featuring demonstrations from world champion dancers and star from the TV series Strictly Come Dancing, the festival promises toe tapping action, including a world record attempt,

where everyone is invited to join in.

==== Read the text below and answer Questions 9-14 ====

BIG ROCK CLIMBING CENTRE

Big Rock Climbing Center is modern, friendly professionally run centre offering over 1,200 square metres of fantastic indoor climbing. We use trained and experienced instructors to give you the opportunity to learn and develop climbing skills, keep fit and have fun. Master our 11 m-high climbing walls using a rope harness, for an unbeatable sense of achievement. Or experience the thrills of climbing without any harness in our special low-level arena, which has foam mats on the floor is cushion any fall safety.

Who is Big Rock for?

Almost anyone can enjoy Big Rock. Previous climbing experience and specialist equipment are not required. You can come on your own or with friends and family comes as a fun alternative to the gym or for a special day out with the kids. If you are visiting friends or family but not climbing, or just fancy coming to look, please feel free to relax in our excellent cafe overlooking the climbing areas.

Mobile Climbing Wall

Available on a day hire basis at any location, the big Rock mobile Climbing Wall is the perfect way to enhance any show festival or event. The mobile wall can be used indoors or outdoors and features four unique 7.3 m-high climbing faces designed to allow four people to climb simultaneously. Quick to set up and pack up, the mobile climbing wall is staffed by qualified and experienced climbing instructors, providing the opportunity to climb the wall in a controlled and safe environment. when considering what to wear, we have found that trousers and t-shirts are ideal. We will however, ask people to remove scarves. Most flat shoes are suitable as long as they are enclosed and support the foot. The mobile wall is very adaptable and can be operated in light rain and winds up to 50 kph. There are however, particular measures that we take in such conditions.

What about hiring the mobile climbing wall for my school or college?

As climbing is different from the usual team games practiced at schools, we have found that some students who don't usually like participating in sports are willing to have a go on the mobile climbing wall. If you are connected that some children may not want to take part because they feel nervous if they climb, then please be assured that our instructors will support them up to a level which they are comfortable with. They will still benefit greatly from the experience.

PART 1 — QUESTIONS

Questions 1-8

Look at the seven advertisements for festivals in the UK, A-G, on above page

for which festival are the following statements true? Write the correct letter, A-G, in boxes on your answer sheet.

NB you may use any letter more than once.

	A	B	C	D	E	F	G
1 Visitor can help to make one particular event a success at this festival.	○	○	○	○	○	○	○
2 People can listen to local musicians here.	○	○	○	○	○	○	○
3 At this festival, people can listen to music in lots of different places	○	○	○	○	○	○	○
4 It is not necessary to pay for one of the events here.	○	○	○	○	○	○	○
5 It is possible to stay overnight at this festival.	○	○	○	○	○	○	○
6 Children will enjoy this festival.	○	○	○	○	○	○	○
7 Visitors can get advice here.	○	○	○	○	○	○	○
8 People can watch craftspeople at work here.	○	○	○	○	○	○	○

Questions 9-14

Do the following statement agree with the information given in the text

In boxes on your answer sheet write

TRUE if the statement agrees with the information

FALSE if the statement contradicts the information

NOT GIVEN if there is no information on this

9 When climbing at the big Rock Centre, it is compulsory to be attached by a rope.

- **A** ○ TRUE
- **B** ○ FALSE
- **C** ○ NOT GIVEN

10 People who just want to watch the climbing can enter the Centre without paying.

- **A** ○ TRUE
- **B** ○ FALSE
- **C** ○ NOT GIVEN

11 People can arrange to have a climbing session in their own garden if they wish.

- **A** ○ TRUE
- **B** ○ FALSE
- **C** ○ NOT GIVEN

12 A certain item of clothing is forbidden for participants.

- **A** ○ TRUE
- **B** ○ FALSE
- **C** ○ NOT GIVEN

13 The mobile Climbing wall can only be used in dry, calm weather.

- **A** ○ TRUE
- **B** ○ FALSE
- **C** ○ NOT GIVEN

14 It is inadvisable for children who are afraid of heights to use the mobile climbing Wall.

- **A** ○ TRUE
- **B** ○ FALSE

C ○ NOT GIVEN

PASSAGE 2

==== Read the text below and answer Questions 15-20. =====

Marketing advice for new businesses

If you're setting up your own business, here's some advice on getting customers.

Know where your customers look

Your customers aren't necessarily where you think they are. So if you're advertising where they're just not looking, it's wasted money. That's why it pays to do a bit of research. Every time someone contacts your company, ask them where they found out about you. And act on this information so you're advertising in the right places.

Always think like a customer

What makes your customers tick? Find out, and you're halfway to saying the right things in your advertising. So take the time to ask them. A simple phone or email survey of your own customers, politely asking why they use you, what they really like and what they don't, is invaluable.

Make sure customers know you're there

If a customer can't see you, they can't buy from you. There are loads of opportunities to promote your business — print, press, direct mail, telemarketing, email and the internet — and using a mix of these increases your chances of being seen (and remembered).

Ignore your customers and they'll go away

It sounds obvious, but companies who talk to their customers have much better retention rates than those that don't, so it's worth staying in touch. Capture your customers' email addresses upfront. Follow up a transaction to check they're happy with the service and, if possible, send them updates that are helpful, informative and relevant.

Know what works (and what doesn't)

Do what the professionals do, and measure all your advertising. That'll tell you what you're doing right — and where there's room for improvement. You never know, it might just throw up some information that could change your business for the better.

Remember word-of-mouth: the best advertising there is

A recent survey found that consumers are 50% more likely to be influenced by word-of-mouth recommendations than by TV or radio ads. So your reputation is your greatest asset. If your current customers are impressed with your company, they'll be more inclined to recommend you to others. On the flip side, if they experience bad service they probably won't complain to you — but you can be sure they will to their friends.

==== Read the text below and answer Questions 21-27. ====

Working Time Regulations for Mobile Workers

These rules apply to drivers and crew of heavy goods vehicles or public service vehicles. The rules limit the amount of time that can be worked.

Those defined in the Regulations as being self-employed are currently not covered by the Regulations.

What are the limits?

• An average of 48 hours' work per week.

• In any single week up to 60 hours can be worked so long as the 48-hour average is maintained.

• Night work is limited to 10 hours per night, unless there is a workforce agreement to work longer.

• Statutory annual leave and any sick leave and/or maternity/paternity leave counts as working time.

What counts as work?

In general, any activities performed in connection with the transport operation count as work, for example, driving, loading/unloading and those checks that are the responsibility of drivers, such as checking lights, brakes, etc. There are a number of periods of time that do not count as work, for example, travelling between home and your normal place of work, lunch or other breaks and periods of availability.

Periods of availability are periods of time during which the mobile worker is not required to remain at their workstation but is required to be available for work, the foreseeable duration of which is known about in advance, for example:

• Delays at a distribution centre.

• Reporting for work then being informed that no duties are to be undertaken for a specified period.

• Accompanying a vehicle being transported, for example by train.

A period of availability can be taken at the workstation. Providing the worker has a reasonable amount of freedom (e.g. they can read and relax) for a known duration. this could satisfy the requirements of a period of availability.

Situations when a period of time should not be recorded as a period of availability:

• Hold-ups due to congestion, because the driver would be stopping and starting the vehicle.

• Frequently moving up within a queue (e.g. waiting within a queue to load or unload) every other minute.

PART 2 — QUESTIONS

Questions 15-20

Complete the sentences below. Choose **ONE WORD ONLY** from the text for each answer. Write your answers in boxes on your answer sheet.

- Some **15** _____ will help you to discover the most effective places to advertise.
- A **16** _____ of your customers will show you how they feel about your company.
- A **17** _____ of forms of advertising will make it more likely that potential customers will find out about you.
- If you can, provide customers with useful **18** _____ about your business.
- Measuring the effects of your advertising can give you **19** _____ that will improve your business.
- Success in finding new customers largely depends on your **20** _____

Questions 21-27

Complete the notes below

Choose **ONE WORD ONLY** from the text for each answer. Write your answers in boxes on your answer sheet.

Working Time Regulations for Mobile Workers

These apply to people working on lorries, buses, etc.

They don't apply to **21** _____ workers.

Maximum working hours: 60 hours a week, provided the **22** _____ is no more than 48 hours.

Night work can be more than 10 hours with the **23** _____ of the workers.

Work includes driving, loading and unloading, and carrying out various **24** _____ of the vehicle.

Periods of availability include:

going on a **25** _____ or other form of transport with a vehicle

a period at the workstation when the driver has some **26** _____ might count as a period of availability

Periods of availability exclude:

time spent stopping and starting the vehicle when **27** _____ causes delays being in a queue, e.g. in order to load or unload.

PASSAGE 3

==== Read the text below and answer Questions 28-40. ====

A brief history of automata

An automaton is a machine, usually made to resemble a person or animal, that operates on its own, once it has been started. Although few are constructed nowadays, they have a history stretching back well over two thousand years. Several myths show that the ancient Greeks were interested in the creation of automata. In one, Hephaestus, the god of all mechanical arts, was reputed to have made two female statues of pure gold which assisted him and accompanied him wherever he went. As well as giving automata a place in mythology, the Greeks almost certainly created some. These were probably activated by levers and powered by human action, although there are descriptions of steam and water being used as sources of power. Automata were sometimes intended as toys, or as tools for demonstrating basic scientific principles.

Other ancient cultures, too, seem to have developed automata. In Egypt, Ctesibius experimented with air pressure and pneumatic principles. One of his creations was a singing blackbird powered by water. A Chinese text of the third century BC describes a life-size, human-shaped figure that could walk rapidly, move its head up and down, sing and wink its eye.

Much later, Arab engineers of the ninth and thirteenth centuries wrote detailed treatises on how to build programmable musical fountains, mechanical servants, and elaborate clocks. A ninth-century ruler in Baghdad had a silver and gold tree with metal birds that sang. The art of creating automata developed considerably during the fifteenth century, linked with improvements in clock making: the mechanisms of automata and clocks had a great deal in common. Some truly remarkable automata were produced at this time. Muller was reputed to have made an artificial eagle which flew to greet the Emperor on his entry into Nuremberg, Germany, in 1470, then returned to perch on top of a city gate and, by stretching its wings and bowing, saluted the emperor on his arrival. Leonardo da Vinci made a lion in honour of the king of France, which advanced towards him, stopped, opened its chest with a claw and pointed to the French coat of arms.

Automata were normally very expensive toys for the very rich. They were made for royal or aristocratic patrons, to be viewed only by themselves and selected guests – who were expected to be impressed by their wealth. Automata were also created for public show, however, and many appeared on clock towers, such as me one in Bern, Switzerland, built in 1530.

During the eighteenth century, some watchmakers made automata to contribute to the progress of medicine and the natural sciences, particularly to investigate the mechanical laws governing the structure and movement of living things. Many of their creations simulated almost perfectly the complex structure of human beings and animals. Maillardet made extensive use of gearing and cogs to produce automata of horses, worked by turning a handle. Vaucanson produced a duck made of gilded copper which ate, drank and quacked like a real duck. He also made a life-size Female flute player. Air passes through the complex mechanism, causing the lips and

fingers of the player to move naturally on the flute, opening and closing holes on it. This automaton had a repertoire of twelve tunes.

In another well-known piece, Merlin's silver swan made in 1773, the swan sits in a stream consisting of glass rods where small silver fish are swimming. When the clockwork is wound, a music box plays and the glass rods rotate, giving the impression of a flowing stream. The swan turns its head from side to side. It soon notices the fish and bends down to catch and. eat one, then raises its head to the upright position. The mechanism still works.

One of the most skilled makers of automata was the Swiss watchmaker jaquet-Droz. He produced three automata which, even today, are considered wonders of science and mechanical engineering. One of these, The Writer, simulates a boy sitting at a desk, dipping his pen into the ink and writing perfectly legibly.

Another Stunning creation of the eighteenth century was the Mechanical Theatre in the grounds of Austria's Hellbrunn Palace, home of the Archbishop of Salzburg. Designed by the miner Rosenegger, and completed in 1752, this depicts the nobility's idea of a perfect society, with every class in its proper place. The figures inside a palace depict eighteenth- century court life, while industrious activity is carried on in and around this building. A total of 141 mobile and 52 immobile little figures demonstrate all manner of trades of the period: building workers bring materials to the foreman, who drinks; butchers slaughter an ox; a barber shaves a man. A dancing bear performs, guards march past the palace, a farmer pushes an old woman in a wheelbarrow over the road. The theatre shows great skill in clock making and water technology, consisting of hidden waterwheels, copper wiring and cogwheels.

During the nineteenth century, mass production techniques meant that automata could be made cheaply and easily, and they became toys for children rather than an expensive adult amusement. Between 1860 and 1910, small family businesses in Paris made thousands of clockwork automata and mechanical singing birds and exported them around the world. However, the twentieth century saw traditional forms of automata fall out of favour.

PART 3 — QUESTIONS

Questions 28-30

Complete the summary below.

Choose **ONE WORD ONLY** from the text for each answer.

Write your answers in boxes on your answer sheet.

Automata and the ancient Greeks

The ancient Greeks had a number of **28** _____ concerning automate. According to one, the god Hephaestus created two assistants made of gold. The Greeks probably also created real automata; it seems most likely that the mechanism which controlled them consisted of **29** _____ which were worked by human operators. Some automate were designed to be **30** _____ with an educational purpose.

Questions 31-35

Look at the following descriptions and the list of people below.

Match each statement with the correct person, A-G

Write the correct letter, A-G, in boxes on your answer sheet

List of People

A Ctesibius

B Arab engineers

C da Vinci

D Maillardet

E Vaucanson

F Merlin

G Jaquet-Droz

	A	B	C	D	E	F	G
31 created an automaton that represented a bird in water interacting with its surroundings	○	○	○	○	○	○	○
32 created an automaton that performed on a musical instrument	○	○	○	○	○	○	○
33 produced documents about how to create automata	○	○	○	○	○	○	○
34 created automata which required a human being to operate the mechanism	○	○	○	○	○	○	○
35 used air and water power	○	○	○	○	○	○	○

Questions 36-40

Complete the sentences below.

Choose **ONE WORD ONLY** from the text for each answer.

Write your answers in boxes on your answer sheet.

- The Mechanical Theatre shows court life inside a **36** _____
- In the Mechanical Theatre, building workers, butchers and a barber represent various **37** _____ of the time.
- **38** _____ provides the power that operates the Mechanical Theatre.
- New **39** _____ that developed in the nineteenth century reduced the cost of the production of automate.
- During the nineteenth century, most automata were intended for use by **40** _____

Answer Key

#	Answer	Explanation
1	**G**	the festival promises toe tapping action, including a world record attempt, where everyone is invited to join in
2	**D**	this festival offers a combination of different music genres- many featuring artists from around the Wychwood area
3	**B**	more than 300 bands will perform to around 10,000 people in 30-plus venues
4	**A**	Starting with a great night of free music, 'Party in the city' this year is going to be no exception
5	**F**	If you don't fancy taking a tent, some local residents usually offer to put visitors up
6	**D**	this festival offers a combination of different music genres- many featuring artists from around the Wychwood area – and comedy, alongside a selection of outdoor cafes serving amazing world foods
7	**E**	this festival aims to educate visitors about how food should be produced and where it should come from
8	**C**	with sheep herding, wood carving demonstrations, insect hunts and more activities, accompanied by live music and a great farmers' market, offering all sorts of mouth-watering produce
9	**FALSE**	Or experience the thrills of climbing without any harness in our special low-level arena
10	**NOT GIVEN**	If you are visiting friends or family but not climbing, or just fancy coming to look, please feel free to relax in our excellent cafe overlooking the climbing areas
11	**TRUE**	the big Rock mobile Climbing Wall is the perfect way to enhance any show festival or event. The mobile wall can be used indoors or outdoors
12	**TRUE**	We will however, ask people to remove scarves
13	**FALSE**	The mobile wall is very adaptable and can be operated in light rain and winds up to 50 kph

#	Answer	Explanation
14	**FALSE**	If you are connected that some children may not want to take part because they feel nervous if they climb, then please be assured that our instructors will support them up to a level which they are comfortable with
15	**Research**	That's why it pays to do a bit of research. Every time someone contacts your company, ask them where they found out about you
16	**Survey**	So take the time to ask them. A simple phone or email survey of your own customers, politely asking why they use you, what they really like and what they don't, is invaluable
17	**Mix**	using a mix of these increases your chances of being seen (and remembered)
18	**Updates**	Follow up a transaction to check they're happy with the service and, if possible, send them updates that are helpful, informative and relevant
19	**Information**	it might just throw up some information that could change your business for the better
20	**Reputation**	A recent survey found that consumers are 50% more likely to be influenced by word-of-mouth recommendations than by TV or radio ads. So your reputation is your greatest asset.
21	**Self-employed**	Those defined in the Regulations as being self-employed are currently not covered by the Regulations
22	**Average**	An average of 48 hours' work per week
23	**Agreement**	Night work is limited to 10 hours per night, unless there is a workforce agreement to work longer
24	**Checks**	In general, any activities performed in connection with the transport operation count as work, for example, driving, loading/unloading and those checks that are the responsibility of drivers, such as checking lights, brakes, etc
25	**Train**	Accompanying a vehicle being transported, for example by train
26	**Freedom**	this could satisfy the requirements of a period of availability
27	**Congestion**	Hold-ups due to congestion, because the driver would be stopping and starting the vehicle
28	**Myths**	Several myths show that the ancient Greeks were interested in the creation of automata
29	**Levers**	These were probably activated by levers and powered by human action

#	Answer	Explanation
30	**Tools**	Automata were sometimes intended as toys, or as tools for demonstrating basic scientific principles
31	**F**	In another well-known piece, Merlin’s silver swan made in 1773, the swan sits in a stream consisting of glass rods where small silver fish are swimming
32	**E**	He also made a life-size Female flute player. Air passes through the complex mechanism, causing the lips and fingers of the player to move naturally on the flute, opening and closing holes on it. This automaton had a repertoire of twelve tunes.
33	**B**	Much later, Arab engineers of the ninth and thirteenth centuries wrote detailed treatises on how to build programmable musical fountains, mechanical servants, and elaborate clocks
34	**D**	Maillardet made extensive use of gearing and cogs to produce automata of horses, worked by turning a handle
35	**A**	In Egypt, Ctesibius experimented with air pressure and pneumatic principles. One of his creations was a singing blackbird powered by water
36	**Palace**	Another Stunning creation of the eighteenth century was the Mechanical Theatre in the grounds of Austria’s Hellbrunn Palace, home of the Archbishop of Salzburg
37	**Trades**	A total of 141 mobile and 52 immobile little figures demonstrate all manner of trades of the period: building workers bring materials to the foreman, who drinks; butchers slaughter an ox; a barber shaves a man
38	**Water**	The theatre shows great skill in clock making and water technology, consisting of hidden waterwheels, copper wiring and cogwheels
39	**Techniques**	During the nineteenth century, mass production techniques meant that automata could be made cheaply and easily
40	**children**	During the nineteenth century, mass production techniques meant that automata could be made cheaply and easily, and they became toys for children rather than an expensive adult amusement

Test 16

PASSAGE 1

==== Read the text and answer Questions 1-7 ====

LOST DAMAGED OR DELAYED INLAND MAIL CLAIM FORM

Before completing this claim form for lost, damaged or delayed mail you should visit royalmail.com to find out all you need to know about our policies. Alternatively you can get the details from our "Mail Made easy" booklet, available at any local post office branch. When you fill in the form, make sure you complete it in full, using the checklist that we have provided to help you. If you find that you do not have the evidence required to make a claim but world like us to investigate an issue with your mail service, the easiest way to do this is by visiting our website.

LOST ITEMS

If you wish to claim compensation for items that have been damaged, you should send us original proof of posting, e.g. a Post office receipt. If claiming for the contents of a package, you also need to provide proof of value, e.g. till item reference number, receipt, bank statement etc.

DAMAGED ITEMS

When claiming compensation for lost items that have been damaged, you should send us the items themselves, if possible. However, if these are very large or unsafe to post, you may instead provide photographs as evidence of the damage. Please retain the original packaging (and damaged items, if not sent to us) as we may need to inspect them.

TIME RESTRICTIONS

We allow up to 15 working days for items to arrive, so cannot accept a claim for loss unless 15 working days or more have passed since the items was posted. Claims for lost or damaged items must be made within 12 months of the postal date. Claims for delayed item must be submitted within 3 months of the date they were posted if the claim is made by the sender, or within 1 month of receipt if the claim is made by the recipient of the item.

==== Read the text below and answer Questions 8-14 ====

DAYS OUT FOR THE FAMILY

A. Carrickfergus castle

Considered to be Northern Ireland's oldest castle, Carrickfergus has seen more than 800 years of military occupation since its foundations were laid, During summer, traditional feasts are served, and fairs and craft markets provide an extra attraction. The history of the castle is explained and brought to life with exhibits and guided tours.

B. Glamis Castle

Shakespeare used Glamis as the background when he wrote one of his best-known plays, Macbeth and the Queen Mother Grew up here. It is also rumoured to have a secret chamber in the castle. There are many ghost tales associated with this castle, which will capture the imagination of younger visitors.

C Tintagel Castle

High up on the cliff tops, Tintagel Castle is the legendary home of king Arthur. The visitors guide on sale at the reception is well worth of the money, as it can help you to visualise what it would have been like hundreds of years ago. you can park in the village car park and walk the half mile to the castle , or take the shuttle bus.

D Pickering Castle

Built by William the conqueror, this is a great castle for children to run around in. There are lots of special events too, including a chance to come along and see some plays which are put on during the summer months. Nearby Helmsley Castle is also worth a visit.

E Stokesay Castle

A range of workshops, including music and combat are held here during the summer, children of all ages will enjoy learning at these and there is a guided tour which has been especially designed with younger visitors in mind, some of them may find the dungeon quit scary though.

F Warwick Castle

This castle is over 1,000 years old and has towers and a moat, and is just as you might imagine a castle to be. children can even get to try on armour to see how heavy it is, At Christmas, a special market id held here – a great opportunity to look for presents and Christmas treats

PART 1 — QUESTIONS

Questions 1-7

Complete the notes below. Choose **NO MORE THAN TWO WORDS AND /OR A NUMBER** from the text for each answer. Write your answer in boxes on your answer sheet

Claiming compensation from the Royal Mail for lost, damaged or delayed mail

Before filling the form

- go online to learn about their policies or get the **1** _____ that contains the relevant information.

When filling in the form

- refer to the **2** _____ to ensure all the relevant sections are completed

  (you can use their **3** _____ to request action if you don't have enough proof to make a claim)

when claiming compensation for a lost item

- include proof that you have posted the item
- in the case of a package include something (e.g. bank statement) to prove its **4** _____

When claiming for the cost of a damaged item, include

- either the actual item or **5** _____ showing the damage to the item (you should keep the **6** _____ that was used when the item was originally sent:)

When to claim

- Lost or damaged items: within 12 months of posting the claim

Delayed items: if you are the **7** _____, you must claim within three months of posting the package

Questions 8-14

Look at the description of six castles A-F. For which castle are the following statements true?

Write the correct letter A-F , in boxes on your answer sheet

NB you may use any letter more than once

	A	B	C	D	E	F
8 At certain times of the year you can eat special meals here.	○	○	○	○	○	○
9 Children can get dressed up here	○	○	○	○	○	○
10 There is another castle in the same area.	○	○	○	○	○	○
11 A lot of stories are told about this place.	○	○	○	○	○	○
12 Parts of the castle may be frightening for some children.	○	○	○	○	○	○
13 Play are performed here during part of the year.	○	○	○	○	○	○
14 A guided tour is offered which is particularly suitable for children.	○	○	○	○	○	○

PASSAGE 2

==== Read the text below and answer Questions 15-20. ====

North Sydney Council

North Sydney Council recognises the importance of balancing the demands of your work with the demands of your personal life.

The standard working Week for Full—time council employees is 35 hours For 'Indoor Staff' and 38 hours for 'Outdoor Staff', worked over 5 days. Indoor staff are able to access the benefit of flexi time. A number of these occasionally work from home where appropriate – an example of an initiative that can provide flexibility at certain stages of an employee's career.

Staff are entitled to 3 weeks per annum sick or carer's leave. In addition to the normal parental leave/maternity leave provisions, women who have completed 12 months of continuous service can access a total of 9 Weeks' maternity leave that can be taken either as 9 weeks at full pay or as 18 weeks at half pay.

The annual entitlement to paid holidays is 20 days, pro-rata for part-time. After 5 years of continuous service, employees are entitled to 6.5 weeks Long Service Leave (LSL).

Our Financial Advice Program is conducted in partnership with FuturePlus Financial Services. We provide the services of advisors specialising in pensions, and all our employees are given the opportunity to meet them as part of the induction process.

The Employee Assistance Program (EAP) is a counselling service provided at no charge to all employees and their families. The service is available by phone or face to face. The EAP provides registered psychologists for employees wishing to discuss work or non-work matters confidentially. Employees can also access information, such as articles and self assessments, online via eapdirect.

==== Read the text below and answer Questions 21-27. ====

Registering As An Apprentice

If you are keen to acquire new skills and learn best through 'hands-on' experiences, then registered apprenticeship is a good option for you. These programmes always involve work experience as well as classroom instruction and produce Workers skilled in the occupation. There is a written contract to be signed by the apprentice and the employer, which acknowledges their joint commitment to the training process. This contract is approved and registered by the New York State Department of Labor.

How Do I Qualify?

First of all you must meet the employer's minimum qualifications. This could be a high school diploma or the equivalent. However, some employers will ask for specific high school courses, prior experience, or occupationally related courses.

What Is My Training Like?

Training for each apprenticeable occupation is conducted according to a training outline that has been standardized for the occupation. This assures that apprentices across the state have the same sets of basic competencies and skills. At the successful completion of each registered apprenticeship, the Department of Labor awards the apprentice a 'Certificate of Completion', which is a nationally recognized credential.

The length of time it takes you to learn the skills of the occupation depends upon two things: the standard training outline and your aptitude. Each trade has a definite term of training, listed in years As a registered apprentice, you may progress according to that established training term, or you may become skilled more quickly or more slowly. It may even be that you start your apprenticeship with credit toward the goal. Your employer may choose to award you this for previous working experience in the occupation, or for prior coursework related to the occupation.

As an apprentice, you are part of the employer's workforce. You work full-time for the employer. A registered apprentice works under the guidance of more experienced craft workers called journey workers. From them, you learn the skills of die trade. As you master each skill, you become a more productive employee.

At the same time as you are working, you are also required to attend classes (usually in the evenings). The location and times of these are set up by the local education agent in consultation with the employer. Your progress is tracked by you, your employer and your education provider.

Successful completion of all requirements results in your certificate.

PART 2 — QUESTIONS

Questions 15-20

Choose **NO MORE THAN TWO WORDS AND/OR A NUMBER** from the text for each answer.

Write your answers in boxes on your answer sheet.

15 Which employees may choose not to work regular hours? _____

16 How much time off each year is an employee able to take to look after a relative? _____

17 What kind of leave involves a choice between two alternative periods of time? _____

18 How long must employees have worked without a break before being entitled to additional holidays? _____

19 What does the Financial Advice Program advise staff about? _____

20 What kind of professional people can employees see if they want to talk about their job in private? _____

Questions 21-27

Complete the sentences below

Choose **NO MORE THAN TWO WORDS** from the text for each answer.

Write your answers in boxes on your answer sheet.

- You and your employer will need to sign a **21** _____ before training starts.
- Employers may have different minimum requirements regarding applicants' **22** _____ and experience.
- Each industry has its own standardised **23** _____ of training.
- You may be given credit for work experience or if you have done relevant **24** _____
- You will be considered as a member of the **25** _____ during the apprenticeship.

- While at work, apprentices are supervised by what are known as **26** _____
- Employers are consulted when deciding the **27** _____ and schedule for lessons.

PASSAGE 3

Crossing the Humber estuary

28

A For thousands of years, the Humber — an estuary formed where two major rivers, the Trent and the Ouse, meet – has been an obstacle to communications along the east coast of England, between the counties of Yorkshire to the north and Lincolnshire to the south. Before the arrival of the railways in the 19th century, water transportation was the most efficient means of moving heavy or bulk freight, and the Humber, situated at the heart of the waterway system associated with the two major rivers, was one of the chief highways of England. its traffic brought prosperity to the settlements on its banks, particularly the city of Hull on its north bank, but the river itself tended to cut them off from some of their closest neighbours, as well as obstructing the progress of travellers moving north or south.

29

B To cater for these local and, as time progressed, wider needs, ferries were provided across many of the streams flowing into the Humber, and in 1315, a ferry was established across the Humber itself between Hull and Lincolnshire. By 1800, this ferry had become fully integrated into the overland transport system, but the changes associated with the industrial revolution were soon to threaten its position. Increased traffic encouraged speculators to establish rival ferries between Hull and Lincolnshire, notably a service between Hull and New Holland which opened in 1826. This crossing was considerably shorter than on the existing Hull to Barton service, which closed in 1851, unable to cope with the increased competition from the rival service.

The New Holland ferry service then grew into a major link between the north and south banks of the Humber, carrying passengers, and cattle and goods bound for Hull Market. In 1968, there was briefly a ferry service from Grimsby to Hull involving hovercrafts. This did not last long as the hovercrafts could not cope with the demands of the River Humber. The ferry service between Hull and New Holland ended with the opening of the Humber Bridge in 1981.

30

C The bridge was the outcome of over 100 years of campaigning by local interests for the construction of a bridge or tunnel across the estuary. The first major crossing proposal was a tunnel scheme in 1872. This scheme was promoted by Hull merchants and businesses dissatisfied with the service provided by the New Holland ferry crossing. Over the next 100 years, a variety of proposals were put forward in an effort to bridge the Humber. In 1928, a plan was drawn up by Hull City Council to build a multi-span bridge four miles west of Hull. However, the scheme was dropped after being hit by the financial woes of the Great Depression of the late 1920s and early 1930s.

31

D Government approval for the construction of a suspension bridge was finally granted in 1959, although it was not until 1973 that work finally began. The reasons why a suspension bridge was chosen were twofold. Firstly, the Humber has a shifting bed, and the navigable channel along which a craft can travel is always changing; a suspension bridge with no support piers in mid-stream would not obstruct the estuary. Secondly, because of the geology and topography of the area, the cost of constructing a tunnel would have been excessive.

32

E Work on the construction proceeded for eight years, during which time many thousands of tonnes of steel and concrete were used and upwards of one thousand workers and staff were employed at times of peak activity. The designers had been responsible for two other major suspension bridges in Britain but, with a total span of 2,220 m, or almost a mile and a half, the Humber was going to be the longest suspension bridge in the world. Nowadays designers have computers, but back then everything was done with slide rules and calculators. The towers were concrete rather than the usual steel, since concrete was cheaper and would blend in better with the setting. The bridge was designed to stand for 120 years.

33

F Malcolm Stockwell, the bridgemaster, recalls that when the bridge first opened, there wasn't a great deal of interest in it. Then children started visiting, and he remembers their astonishment at seeing the control room and all the lights. People who lived in towns on opposite banks a mile apart started crossing the river — a journey that previously might as well have been to the moon. The bridge brought them together.

34

G The bridge opened up, both socially and economically, two previously remote and insular areas of England, and the improvement in communication enabled the area to realise its potential in commercial, industrial and tourist development. The bridge has saved many millions of vehicle miles and many valuable hours of drivers' and passengers' time – an important factor not only for the drivers and operators of commercial vehicles, but also for tourists and holidaymakers who would have had to travel around the estuary to reach destinations in the region. In the words of Malcolm Stockwell, 'Although it can't beat the Golden Gate Bridge in San Francisco for setting, it far outstrips it for sheer elegance and as a piece of engineering.'

PART 3 — QUESTIONS

Questions 28-34

The text on pages has seven sections, A-G.

Choose the correct heading for each section from the list of headings below.

Write the correct number i-x, in boxes on your answer sheet.

List of Headings

i. **Why the ferry crossing has always been difficult**

ii. **Building the bridge**

iii. **An advantage of the design for the bridge**

iv. **The growing popularity of the bridge**

v. **Opposition to building a bridge**

vi. **Benefits and disadvantages the Humber has brought**

vii. **Proposed alternatives to ferry services**

viii. **How the bridge has contributed to the region's growth**

ix. **Rising demand for river transport**

Questions 35-40

Complete the summary below

Choose **ONE WORD ONLY** from the text for each answer.

Write your answers in boxes on your answer sheet.

Crossing the Humber

The first ferry across the Humber started operating in 1315, and by 1800, this service had been **35** _____ with other forms of transport. The mid-19th century saw greater **36** _____ in the provision of services. in 1968, an attempt to establish a service across the river using **37** _____ failed.

The Humber Bridge is a suspension bridge because the channel that ships travel along moves, and **38** _____ supporting a bridge would obstruct it. A bridge rather

than a **39** _____ was chosen on the grounds of cost. This was also one reason why **40** _____ was used for the towers.

Answer Key

#	Answer	Explanation
1	**Booklet**	Alternatively you can get the details from our "Mail Made easy" booklet, available at any local post office branch
2	**Checklist**	make sure you complete it in full, using the checklist that we have provided to help you
3	**Website**	If you find that you do not have the evidence required to make a claim but world like us to investigate an issue with your mail service, the easiest way to do this is by visiting our website.
4	**Value**	If claiming for the contents of a package, you also need to provide proof of value, e.g. till item reference number, receipt, bank statement etc
5	**photograph / photographs / provide photograph / provide photographs / photos**	However, if these are very large or unsafe to post, you may instead provide photographs as evidence of the damage
6	**packaging / original packaging**	Please retain the original packaging (and damaged items, if not sent to us) as we may need to inspect them
7	**Sender**	Claims for delayed item must be submitted within 3 months of the date they were posted if the claim is made by the sender
8	**A**	During summer, traditional feasts are served
9	**F**	children can even get to try on armour to see how heavy it is
10	**D**	Nearby Helmsley Castle is also worth a visit
11	**B**	There are many ghost tales associated with this castle, which will capture the imagination of younger visitors
12	**E**	some of them may find the dungeon quit scary though
13	**D**	there are lots of special events too, including a chance to come along and see some plays which are put on during the summer months
14	**E**	there is a guided tour which has been especially designed with younger visitors in mind

#	Answer	Explanation
15	**Indoor / Indoor staff / Indoor employee**	Indoor staff are able to access the benefit of flexi time
16	**3 weeks**	Staff are entitled to 3 weeks per annum sick or carer's leave
17	**Maternity / Maternity leave**	women who have completed 12 months of continuous service can access a total of 9 Weeks' maternity leave that can be taken either as 9 weeks at full pay or as 18 weeks at half pay
18	**5 years**	After 5 years of continuous service, employees are entitled to 6.5 weeks Long Service Leave (LSL)
19	**Pension / Pensions**	We provide the services of advisors specialising in pensions
20	**psychologists / registered psychologists**	The EAP provides registered psychologists for employees wishing to discuss work or non-work matters confidentially
21	**contract / written contract**	There is a written contract to be signed by the apprentice and the employer, which acknowledges their joint commitment to the training process
22	**qualifications / courses**	This could be a high school diploma or the equivalent. However, some employers will ask for specific high school courses, prior experience, or occupationally related courses
23	**Outline / term**	Training for each apprenticeable occupation is conducted according to a training outline that has been standardized for the occupation.
24	**coursework / prior coursework**	Your employer may choose to award you this for previous working experience in the occupation, or for prior coursework related to the occupation
25	**workforce / employer's workforce**	As an apprentice, you are part of the employer's workforce
26	**Journey workers**	A registered apprentice works under the guidance of more experienced craft workers called journey workers
27	**Location**	The location and times of these are set up by the local education agent in consultation with the employer
28	**vi**	its traffic brought prosperity to the settlements on its banks, particularly the city of Hull on its north bank, but the river itself tended to cut them off from some of their closest neighbours, as well as obstructing the progress of travellers moving north or south
29	**ix**	To cater for these local and, as time progressed, wider needs, ferries were provided across many of the streams flowing into the

#	Answer	Explanation
		Humber, and in 1315, a ferry was established across the Humber itself between Hull and Lincolnshire
30	**vii**	The first major crossing proposal was a tunnel scheme in 1872. This scheme was promoted by Hull merchants and businesses dissatisfied with the service provided by the New Holland ferry crossing. Over the next 100 years, a variety of proposals were put forward in an effort to bridge the Humber
31	**iii**	The reasons why a suspension bridge was chosen were twofold. Firstly, the Humber has a shifting bed, and the navigable channel along which a craft can travel is always changing; a suspension bridge with no support piers in mid-stream would not obstruct the estuary. Secondly, because of the geology and topography of the area, the cost of constructing a tunnel would have been excessive
32	**ii**	Work on the construction proceeded for eight years, during which time many thousands of tonnes of steel and concrete were used and upwards of one thousand workers and staff were employed at times of peak activity
33	**iv**	Then children started visiting, and he remembers their astonishment at seeing the control room and all the lights. People who lived in towns on opposite banks a mile apart started crossing the river — a journey that previously might as well have been to the moon. The bridge brought them together
34	**viii**	The bridge opened up, both socially and economically, two previously remote and insular areas of England, and the improvement in communication enabled the area to realise its potential in commercial, industrial and tourist development
35	**Integrated**	By 1800, this ferry had become fully integrated into the overland transport system
36	**Competition**	Increased traffic encouraged speculators to establish rival ferries between Hull and Lincolnshire
37	**Hovercraft / Hovercrafts**	In 1968, there was briefly a ferry service from Grimsby to Hull involving hovercrafts. This did not last long as the hovercrafts could not cope with the demands of the River Humber
38	**Piers**	the reasons why a suspension bridge was chosen were twofold. Firstly, the Humber has a shifting bed, and the navigable channel along which a craft can travel is always changing; a suspension bridge with no support piers in mid-stream would not obstruct the estuary
39	**tunnel**	the cost of constructing a tunnel would have been excessive

#	Answer	Explanation
40	**concrete**	The towers were concrete rather than the usual steel, since concrete was cheaper and would blend in better with the setting

Test 17

PASSAGE 1

==== Read the text below and answer Questions 1-7 ====

Evening Courses

A Cooking for today

These are classes for those of you who can already make basic meal by keeping strictly to a simple recipe, but who would now like to use your imagination as well. We ‘ll learn how to make great family meals , discovering how to develop basic recipes into personal creations, with a few tricks and tips to help you become more confident.

B Entertaining the easy way

This course has plenty of ideas and tips for special occasions that you can enjoy preparing, love eating and be proud to provide. The recipes are adaptable to needs and lifestyle, building on your current skills and aimed at developing your own cooking style.

C Cooking for the family

Keen to make better food for your kids? This course is for parents who want to learn how to make fun food with the aim of showing their kids how to cook later at home. We’ll learn plenty of tasty tips for snacks and picnics, family favourites, and dishes with fresh fruit and vegetables so that you and your family can get really fit and well and enjoy your food.

D Jewellery making

This course aims enable students to create silver jewellery. You first project will be make a silver ring and then you will have an opportunity to create another piece of your design. This is an introductory course. Base metals are supplied free. Please wear suitable workshop clothing and bring a notebook and pen.

E Photography

This course will allow you to take full advantage of your digital camera. Covering portrait, landscape and still-life photography, the classes will include effective use of lenses and lighting. To really benefit from the course, learners should have time to read ahead between sessions.

F Creative writing

Come and learn how to have fun with stories and other kinds of creative writing We will try out some new ideas and techniques for improving style and waking up the imagination , Writers who have not taken the foundation class will also be able to join , Provided they already have some experience of the subject.

==== Read the text and answer Questions 6-14 ====

The Bike Foundry

The Bike Foundry aims to promote cycling, and to make an environmentally-friendly means of transport and leisure available to as many people as we can.

Our Bikes

All our bikes are hand-restored by our team and come with a three month's guarantee. We stock bikes to suit different needs, at affordable prices. We gratefully accept donations of unwanted bikes.

Training

We offer maintenance and cycle training to schools and small groups on their own premises. Additionally we provide training to individuals and groups in our workshops.

Maintenance Training

Bike Basics

This is a three-hour course which will teach you everything you need to know to keep on top of simple maintenance issues like looking after brakes and gears and how to repair a puncture. By the end of the course you'll know how to take good care of your bike.

Home Mechanics

This twelve-hour course consists of teaching you how to use specialist tools and how to fit compatible replacement parts. It's aimed at those who have completed Bike Basics or have some prior knowledge.

Courses are run regularly for groups of up to four trainees. We use professional mechanics' tools and employ experienced staff. Most importantly, we have tea- and coffee-making facilities and a fridge where participants can keep their sandwiches, etc. Unfortunately our training room is up a flight of stairs.

For £10 a year you can join our Tool Club. Membership gives you access to our workshop for one evening a week. If you want to repair your bike and know how to fix it, but lack specialist tools, then join our club. There's a range of reference manuals available and a mechanic to offer advice.

Cycling Training

Our qualified instructors can teach you how to ride your bike, whether you have had prior experience or not. If you're already riding and would like to build your confidence, we can teach you safe techniques to negotiate traffic.

Booking Information

To book a place, email training@bikefoundry.org

We ask for a 50% deposit to confirm your place, refundable up to seven days before the course.

PART 1 — QUESTIONS

Questions 1-7

Look at the six advertisements for evening courses, A-F

For which evening course are the following statements true?

Write the correct letter, A-F, in boxes on your answer sheet.

NB You may use letter more than once.

	A	B	C	D	E	F
1 After taking this course, participants will be able to teach their skill to others.	○	○	○	○	○	○
2 Participants will be expected to prepare at home for each class.	○	○	○	○	○	○
3 Certain materials will be included in the course fee.	○	○	○	○	○	○
4 This course aims to teach people to prepare meals for guests.	○	○	○	○	○	○
5 This course will help participants to make the best use of a certain item.	○	○	○	○	○	○
6 This course is for people who want to do more than follow instructions.	○	○	○	○	○	○
7 Following this course should improve participants health.	○	○	○	○	○	○

Questions 8-14

Do the following statements agree with the information given in the text below?

In boxes on your answer sheet, write

TRUE if the statement agrees with the information

FALSE if the statement contradicts the information

NOT GIVEN if there is no information on this

8 The Bike Foundry sells only second-hand bicycles.

- **A** ○ TRUE
- **B** ○ FALSE
- **C** ○ NOT GIVEN

9 All the training sessions are held at the Bike Foundry.

- **A** ○ TRUE
- **B** ○ FALSE
- **C** ○ NOT GIVEN

10 The Bike Basics course is aimed at new cyclists.

- **A** ○ TRUE
- **B** ○ FALSE
- **C** ○ NOT GIVEN

11 Snacks are provided for participants on the maintenance training courses.

- **A** ○ TRUE
- **B** ○ FALSE
- **C** ○ NOT GIVEN

12 Members of the Tool Club have access to cycle reference books.

- **A** ○ TRUE
- **B** ○ FALSE
- **C** ○ NOT GIVEN

13 Most of the participants on the Cycling Training courses are beginners.

- **A** ○ TRUE
- **B** ○ FALSE

C ○ NOT GIVEN

14 People can cancel their place on a training course one week before it begins and still get their money back.

A ○ TRUE

B ○ FALSE

C ○ NOT GIVEN

PASSAGE 2

==== Read the text below and answer Questions 15-21. ====

Benefits for staff of Hamberton Hospital

Our attractive benefits package is one of the ways we acknowledge the contribution they all make in the provision of high quality patient care. Our package is extensive and varied.

As a Hamberton employee you'll enjoy both National Health Service (NHS) and locally developed schemes, providing you with a range of benefits. These include:

Financial Benefits

• opportunity to contribute to the NHS Pension Scheme – highly regarded by the independent pensions and insurance sector

• Injury Benefits Scheme

• excellent occupational sick pay and maternity leave and pay entitlements

• loans to assist with the purchase of housing for employees in the health service

Work-Life Balance

Here at Hamberton we are committed to helping all employees balance their work and home life commitments. We believe by helping people make this balance we are able to recruit, retain and motivate the most valuable asset of the NHS – our employees. We are committed to making this balance work for all employees equally, not just parents.

Over 50% of our staff work part-time in a range of flexible working options, which include:

• job sharing

• term-time-only working

• part-time working

• individually-tailored working patterns

We also support employees further through our caring and special leave arrangements.

Health

• our own occupational health department, providing a totally confidential service open to all staff during normal working hours

• a round-the-clock free and confidential counselling service

• policies supporting phased returns to work after long illnesses or injuries

Other Benefits

On-site facilities include:

• excellent food provided in our restaurant

• ample parking

• retail outlets

NHS Discounts

All NHS employees can access the NHS Discounts scheme. This allows members of staff free access to a number of discounted products and services. For example, discounts are available at many high street shops and elsewhere, including savings on toys, utility bills, days out, and much more.

Red Guava

This is a further discount benefit, which is available to employees of Hamberton. Red Guava provides discounts on holidays, for example, and can save you money in many other ways too.

==== Read the text on below page and answer Questions 22-27. ====

Performance-related pay

There are a number of reasons why your employer might introduce this type of pay scheme. They may:

• be keen to retain current staff

• want to compete for new talent

• be seeking a fairer way of distributing wages.

In order for performance-related schemes to work they should be based on clear, measurable targets agreed by both employer and employee. You will normally find out about these targets from your contract of employment and the performance appraisal meetings you have with your manager.

Short-term schemes

Short-term schemes usually offer bonus payments, or, depending on the type of work, commission on sales achieved. Payments vary and these schemes are normally used just to encourage staff to improve their own performance.

Long-term schemes

Long-term schemes offer rewards like share options, and can help to encourage loyalty to the organisation and its aims. Such schemes tend to be used as a way of retaining senior staff.

What to do if you have problems

If you don’t receive bonus or commission payments which you believe you are owed, check your contract of employment or staff handbook to see how your bonus is paid.

Ask your employer if you need more information.

If you think a mistake has been made, you should:

• speak to your employer to see if there has been a misunderstanding

• ask your employer to set out in writing how they have calculated your pay

• keep copies of any letters and notes of any meetings.

There are three ways that the law might cover a case of unpaid bonuses:

• breach of contract

• unlawful deductions from wages

• unlawful discrimination.

Deductions from wages / breach of contract

Any right to a bonus will normally be included in your contract of employment. It may not always be written down. It can be verbally agreed or understood to be there due to normal practice in your particular area of business.

Failure to pay a bonus or commission that you are entitled to could amount to an unlawful deduction of wages.

Discrimination

Your employer must not discriminate against particular groups of people – for example, by giving smaller bonuses to women. Ideally your employer should have some guidelines setting out the normal range of bonuses to give, and these must be followed without discriminating against any specific group.

PART 2 — QUESTIONS

Questions 15-21

Complete the sentences below. Choose **ONE WORD ONLY** from the text for each answer.

Write your answers in boxes on your answer sheet.

- The hospital provides benefits to show its recognition of the **15** _____ of staff to its work.
- Financial benefits include pay for staff who are **16** _____ or on maternity leave.
- **17** _____ are available for staff who wish to buy a home.
- Helping staff with their work-life balance is not restricted to **18** _____
- The hospital has **19** _____ that are designed to help staff return to work after a long absence.
- The facilities on hospital premises include a large area for **20** _____
- The cost of **21** _____ is reduced by using the Red Guava scheme.

Questions 22-27

Complete the notes below.

Choose **ONE WORD ONLY** from the text for each answer.

Write your answers in boxes on your answer sheet.

Performance-related pay

One of the reasons for introducing performance-related pay is in order to **22** _____ existing employees

Employer and employee should agree on some **23** _____ that can be measured

Short-term schemes: bonus or the payment of a **24** _____ related to sales

Long-term reward schemes: generally offered to employees at a **25** _____ level

Details of bonus payments: may be included in a contract or a handbook for staff

If you think there has been a mistake with your pay:

- discuss the issue with your employer
- keep records of any relevant **26** _____

It is illegal for employers to discriminate against any specific group, e.g. by giving less money to **27** _____

PASSAGE 3

Marine Ecosystems

A

For some time now, the world's oceans and the people who fish them have been a constant source of bad environmental news: cod is effectively an endangered species of fish in some places now; every year thousands of dolphins are injured by fishing vessels, huge tuna farms are ruining the Mediterranean Sea.

What is more, marine biologists recently warned that our seafood is in terminal decline. According to research published in Science last November, stocks of all the fish and shellfish that we currently eat will collapse before 2050. Or at least that's how the media reported it.

B

However the scientist who led the study has said that the main conclusion of his research has been buried beneath the headlines. While the danger to our seafood supply is real enough, says Boris Worm, assistant professor of marine conservation biology at Dalhousie University, Canada, there is a more serious point: that the way in which we manage the oceans is not only threatening the survival of individual species, it's upsetting the delicate balance of marine communities and thus causing the collapse of entire ecosystems. Research has shown that the number of ecosystems where all higher forms of life are extinct, so-called dead zones is increasing.

The point that many reports failed to highlight, says Worm, is that we have to revolutionise the way our marine resources are run, changing the focus from stocks and quotas to biodiversity and ecosystem protection. And to do that, we must change the way the debate about our marine resources is conducted in the public domain.

C

Around 7,500 years ago, shrinking glaciers and the resulting higher water levels led to the development of what's called the Wadden Sea, a 13,500-square-kilometre area of the North Sea. During the first 5,000 years or so, the sea pulsated with life. There was a high level of biodiversity on the seabed too, and the salt marshes and mud flats on the coast supported millions of birds. This continued until around 2,000 years ago, when human pressure began to affect it. Research has shown that some of the larger creatures disappeared more than 500 years ago. And by the late

19th century, populations of most of the other mammals and fish were severely reduced, leading to the collapse of several traditional fisheries.

D

What's interesting is that overfishing isn't the main agent of the decline, as we might assume. It's due to an ongoing combination of exploitation, habitat destruction and pollution. Coastal

development, for example, destroys large areas of wetlands that support a range of species. Pollution fuels a process known as eutrophication, which kills certain seagrasses. Nutrients such as nitrogen and phosphorus contained in human and industrial waste promote the growth of tiny phytoplankton. This over-enrichment of the sea can ultimately lead to the collapse of the entire system through oxygen starvation.

Most marine ecosystems have an in-built capacity to deal with a certain amount of pollution because shellfish can absorb phytoplankton. But in many cases, these have been largely removed by fishing, so the effect of any nutrient-rich pollutants entering the system is increased. In a healthy system, coastal wetlands also act as filters, so their destruction causes even more pollution. These processes have been fairly well understood for a number of years.

E

What the Science paper has demonstrated, however, is that the decline in the health of ecosystems is greater where the number of different species is low. The population of marbled rock cod around the South Atlantic island of South Georgia, for example, still hasn't recovered after the fishing industry caused its collapse during the 1970s. By contrast, North Sea cod has withstood very heavy fishing for hundreds of years, says Worm, and although it has declined substantially, it hasn't yet collapsed completely. Worm believes that, 'to have a greater number of species makes an ecosystem more robust'. His theory is backed up by evidence from experiments into how ecosystems react to change.

F

And some positive news came from the study. Worm and his colleagues were able to show that it's possible to reverse such damage as long as there are enough species. A survey of 44 protected areas revealed increases in biodiversity and fish catches close to the reserves. Worm says, 'We should be focusing our attention on protecting all of our marine resources at the ecosystem level, and managing levels of fishing, pollution and habitat disturbance to ensure that crucial services that maintain the health of the ecosystem continue to function.' To anyone who knows anything about ecology, it would appear that Worm is just stating the obvious. And many protected areas on land are now managed in this way.

G

However, there has long been a tendency to view our oceans as a limitless resource, combined with a widespread failure to make an emotional connection with most marine wildlife. True, we have created a small number of marine protected areas. 'We seem to have understood the value of protecting ecosystems in areas such as the Australian Great Barrier Reef that we consider to be particularly beautiful/ says John Shepherd, Professor of Marine Sciences at Southampton University in the UK. 'Human nature will always draw us towards those species or habitats that are more aesthetically pleasing. That's why there will always be support for protecting pandas and very little for worms, even though nematodes play a vital role in maintaining the health of an ecosystem.'

PART 3 — QUESTIONS

Questions 28-34

The text on below page has seven sections, A-G.

Choose the correct heading for each section from the list of headings below.

Write the correct number, i-viii, in boxes on your answer sheet.

List of Headings

i Plans for more marine protected areas

ii A historical overview of one specific area

iii Why more has not been done to save marine creatures

iv What the press has missed

v Where biodiversity has been shown to help

vi Who is currently being blamed

vii A reason for some optimism

viii Various factors other than fishing

	i	ii	iii	iv	v	vi	vii	viii
28 Section A	○	○	○	○	○	○	○	○
29 Section B	○	○	○	○	○	○	○	○
30 Section C	○	○	○	○	○	○	○	○
31 Section D	○	○	○	○	○	○	○	○
32 Section E	○	○	○	○	○	○	○	○
33 Section F	○	○	○	○	○	○	○	○
34 Section G	○	○	○	○	○	○	○	○

Questions 35-37

Choose the correct letter, A, B, C or D.

Write the correct letter in boxes on your answer sheet.

35 Boris Worm's main concern is that

- **A** ○ marine ecosystems will completely break down.
- **B** ○ insufficient attention is being paid to fish numbers.
- **C** ○ there will no longer be enough seafood for people to eat.
- **D** ○ politicians will be unwilling to discuss marine resources.

36 What point does John Shepherd make?

- **A** ○ Marine conservation areas are not high on the list of visitor attractions.
- **B** ○ People know very little about how different species actually live.
- **C** ○ The public are much less likely to help unattractive creatures.
- **D** ○ The marine environment was better understood in the past.

37 Which of the following best summarises the text as a whole?

- **A** ○ Scientists disagree about the state of the world's oceans.
- **B** ○ A radical review of marine resource management is needed.
- **C** ○ The fishing industry is mainly responsible for today's problems.
- **D** ○ The natural systems of our seas will not be able to repair themselves.

Questions 38-40

Complete the summary below.

Choose **ONE WORD ONLY** from the text for each answer.

Write your answers in boxes on your answer sheet.

The Wadden Sea

The Wadden Sea was created when the sea rose as a consequence of **38** _____ slowly contracting. The waters were full of different species of marine

creatures, and there were large numbers of **39** _____ living on the wetlands along the shore. This continued until species began to decline 2,000 years ago. Overfishing was partly responsible for the changing circumstances, and so was pollution. At the same time there has been an increase in some nutrients in the Wadden Sea which can also destroy marine creatures and vegetation by depriving them of **40** _____ which is essential for their survival.

Answer Key

#	Answer	Explanation
1	**C**	This course is for parents who want to learn how to make fun food with the aim of showing their kids how to cook later at home
2	**E**	To really benefit from the course, learners should have time to read ahead between sessions
3	**D**	Base metals are supplied free
4	**B**	This course has plenty of ideas and tips for special occasions that you can enjoy preparing, love eating and be proud to provide
5	**E**	This course will allow you to take full advantage of your digital camera. Covering portrait, landscape and still-life photography, the classes will include effective use of lenses and lighting
6	**A**	These are classes for those of you who can already make basic meal by keeping strictly to a simple recipe, but who would now like to use your imagination as well
7	**C**	We'll learn plenty of tasty tips for snacks and picnics, family favourites, and dishes with fresh fruit and vegetables so that you and your family can get really fit and well and enjoy your food
8	**TRUE**	All our bikes are hand-restored by our team and come with a three month's guarantee
9	**FALSE**	We offer maintenance and cycle training to schools and small groups on their own premises
10	**NOT GIVEN**	This is a three-hour course which will teach you everything you need to know to keep on top of simple maintenance issues like looking after brakes and gears and how to repair a puncture
11	**NOT GIVEN**	Most importantly, we have tea- and coffee-making facilities and a fridge where participants can keep their sandwiches, etc
12	**TRUE**	Membership gives you access to our workshop for one evening a week. If you want to repair your bike and know how to fix it, but lack specialist tools, then join our club. There's a range of reference manuals available
13	**NOT GIVEN**	Our qualified instructors can teach you how to ride your bike, whether you have had prior experience or not
14	**TRUE**	We ask for a 50% deposit to confirm your place, refundable up to seven days before the course

#	Answer	Explanation
15	**Contribution**	Our attractive benefits package is one of the ways we acknowledge the contribution they all make in the provision of high quality patient care
16	**Sick**	excellent occupational sick pay and maternity leave and pay entitlements
17	**Loans**	loans to assist with the purchase of housing for employees in the health service
18	**Parents**	We are committed to making this balance work for all employees equally, not just parents
19	**Policies / Schemes**	policies supporting phased returns to work after long illnesses or injuries
20	**Parking**	ample parking
21	**Holidays**	Red Guava provides discounts on holidays, for example, and can save you money in many other ways too
22	**Retain**	be keen to retain current staff
23	**Targets**	In order for performance-related schemes to work they should be based on clear, measurable targets agreed by both employer and employee
24	**Commission**	Short-term schemes usually offer bonus payments, or, depending on the type of work, commission on sales achieved
25	**Senior**	Long-term schemes offer rewards like share options, and can help to encourage loyalty to the organisation and its aims. Such schemes tend to be used as a way of retaining senior staff
26	**Meetings / letters**	keep copies of any letters and notes of any meetings
27	**Women**	your employer must not discriminate against particular groups of people – for example, by giving smaller bonuses to women
28	**vi**	For some time now, the world's oceans and the people who fish them have been a constant source of bad environmental news: cod is effectively an endangered species of fish in some places now; every year thousands of dolphins are injured by fishing vessels, huge tuna farms are ruining the Mediterranean Sea
29	**iv**	The point that many reports failed to highlight, says Worm, is that we have to revolutionise the way our marine resources are run
30	**ii**	Around 7,500 years ago, shrinking glaciers and the resulting higher water levels led to the development of what's called the Wadden Sea, a 13,500-square-kilometre area of the North Sea

#	Answer	Explanation
31	**viii**	It’s due to an ongoing combination of exploitation, habitat destruction and pollution
32	**v**	Worm believes that, ‘to have a greater number of species makes an ecosystem more robust’
33	**vii**	And some positive news came from the study. Worm and his colleagues were able to show that it’s possible to reverse such damage as long as there are enough species
34	**iii**	However, there has long been a tendency to view our oceans as a limitless resource, combined with a widespread failure to make an emotional connection with most marine wildlife
35	**A**	there is a more serious point: that the way in which we manage the oceans is not only threatening the survival of individual species, it’s upsetting the delicate balance of marine communities and thus causing the collapse of entire ecosystems
36	**C**	Human nature will always draw us towards those species or habitats that are more aesthetically pleasing
37	**B**	The point that many reports failed to highlight, says Worm, is that we have to revolutionise the way our marine resources are run, changing the focus from stocks and quotas to biodiversity and ecosystem protection
38	**Glaciers**	Around 7,500 years ago, shrinking glaciers and the resulting higher water levels led to the development of what’s called the Wadden Sea
39	**Birds**	the salt marshes and mud flats on the coast supported millions of birds
40	**Oxygen**	This over-enrichment of the sea can ultimately lead to the collapse of the entire system through oxygen starvation

Test 18

PASSAGE 1

==== Read the text below and answer Questions 1-8. ====

Music clubs

A Whitehay Youth Music is intended for anyone aged between 6 and 14 who is keen to perform in public. The club is limited to 30 members at any time, and we operate a waiting list for membership. Two concerts are performed every year, and every member takes part. Members must have reached at least an intermediate standard on their instrument. The group meets in the Jubilee Hall on Wednesday evenings during term time for rehearsals and for workshops in which members learn how to improve their playing.

B Whitehay Music Club brings together music lovers from around the district, for enjoyable evenings of food and music. We meet monthly in members' homes, and during the evening we have a buffet meal and listen to recordings of both well-known and not so well-known music. The music is preceded by a brief talk providing background information about the composers and the music. Every few months we organise a coach trip to a musical event within a radius of 50 km.

C Whitehay Philharmonic is an amateur orchestra, founded in 1954, Two or three times a year, it performs a wide range of music to large and appreciative audiences from the area, in the town's Jubilee Hall. New members are always welcome, and can take part in rehearsals, although there may not be room for everyone to perform in the concerts. Because the orchestra only partly finances its performances through ticket sales, members with marketing experience are particularly welcome, in order to build sales.

D Whitehay Music Society is primarily a fundraising group that organises a range of money-making activities — from street collections to seeking sponsorship from local businesses. The money raised is used to support professional musicians if, for example, illness prevents them from earning a living. As a member, you will receive a monthly newsletter describing our work, and containing details of concerts, operas and other performances, both locally and nationally. Everybody is welcome to join the society: children are particularly welcome, along with their parents.

==== Read the text below and answer Questions 9-14. ====

Biological research insititute

Welcome to the Biological Research Institute campus. We hope that your visit will be enjoyable and interesting. Please read the information below and comply with the instructions given.

On arrival, you should report to the Reception building by the main entrance gate, where you will be issued with a pass. This must be visible at all times during your visit to the campus.

If you are driving a vehicle, please inform Reception. They will contact Security, who will identify the area where you should park your car. Please ensure that you park it in the designated area. You must keep to the campus speed limit (10 mph) at all times. Cars are parked at the owners risk.

For your own safety, please follow the instructions displayed on noticeboards around the campus, as well as all instructions issued by authorised personnel. Do not enter any restricted areas or touch any machinery or other equipment unless authorised. Visitors must be accompanied by their host at all times whilst on the campus.

Entry into certain areas requires the wearing of special clothing or equipment. This will be provided for you by your host, who will advise you on the appropriate protection for the areas you visit.

Unless your host has previously obtained permission from the Institute management, photography, whether still or video, is not permitted in any part of the campus.

Children under the age of 16 must be accompanied by an adult at all times, and should only be brought on campus if the Institute management has previously agreed to this. No nursery facilities are available for visiting children.

In the event of an accident, call 3333 and request the assistance of site first-aid personnel.

PART 1 — QUESTIONS

Questions 1-8

Look at the four advertisements for music clubs in a town called Whitehay, A-D, on below page .

For which club are the following statements true?

Write the correct letter, A-D, in boxes on your answer sheet.

	A	B	C	D
1 It needs members who can find ways of increasing audience numbers.	○	○	○	○
2 All its members perform in club concerts.	○	○	○	○
3 It distributes information about musical events to its members.	○	○	○	○
4 It requires its members to have reached a certain level as performers.	○	○	○	○
5 One of its aims is to introduce its members to music they may not be familiar with.	○	○	○	○
6 It helps children to develop their musical skills.	○	○	○	○
7 Its performances are popular with local people.	○	○	○	○
8 It helps people who are in financial need.	○	○	○	○

Questions 9-14

Complete the sentences below. Choose **ONE WORD ONLY** from the text for each answer.

Write your answers in boxes on your answer sheet.

- If you come by car, **9** _____ will tell you where to park it.
- Advice on **10** _____ can be seen on noticeboards.
- You will need to obtain authorisation before touching equipment such as **11** _____

- Permission from the management is required if you want to do any kind of **12** _____
- The Institute does not provide a **13** _____ for children visiting the campus
- You should phone 3333 if any kind of **14** _____ occurs.

PASSAGE 2

==== Read the text below and answer Questions 15-20. ====

Negotiating a better salary package for your new job

If you make it through the recruitment interview, a job offer may be just around the corner and you face having to talk about the nitty-gritty: your financial value.

Although many graduate training schemes have set starting salaries, there are loads of other jobs where you'll need to exercise your negotiating skills. If you're offered a job, it's because the organisation sees you as a valuable asset and you should try to set your level of remuneration accordingly.

There are no general rules about how and when to conduct your negotiation but being sensitive to the culture of the organisation is essential. There are also some practical steps you can take to position yourself sensibly. Familiarise yourself with the company itself, as well as the range of salaries on offer. Doing careful research in this way prior to starting negotiations is very valuable. You can look at the range of packages offered for comparable jobs in adverts on the internet, or ask for advice from people you know professionally or personally. You could also approach a local Training and Enterprise Council. Finally, if you're a member of a union, they will have information on acceptable salary ranges for your profession.

If the salary offered is less than you'd hoped for, you could negotiate an early pay review instead, say after the first six months. Ensure that the criteria are clearly set out though, and that they're included in your contract.

Make sure you check out the salary package, not just the number of zeroes on your payslip. You may find that the total package of pay and benefits raises the worth of the salary to an acceptable level. For instance, you may be offered private health cover, a non-contributory pension, a car to use for work purposes and/or significant bonuses. When bonuses are mentioned, you may want to discuss the basis on which they're paid, so that you're absolutely clear about the terms and conditions attached. When negotiating, be persuasive and consistent in your arguments but be prepared to agree to a compromise if you really want the job.

If your negotiations are successful, ask for the agreed terms and conditions to be confirmed in writing ASAP.

==== Read the text on below pages and answer Questions 21-27. ====

how to run a successful project

A project manager's main task is to bring a particular project to completion, both on time and within budget. There are many factors that can cause a project to veer off its tracks, but steps can be taken to ensure that your project experiences as little disruption as possible.

1. Prepare the framework

If you get everything down in writing at the beginning of the project, you have an excellent foundation to build upon. Change is inevitable, but you have to maintain control. This is critical to avoid problems of ‘scope creep’, which is when the company paying for the project asks for ‘just one more little thing’ repeatedly, until the project becomes unmanageable.

2. Select the team

Gather your human resources, and make sure that their skills align with their roles. This is an important first step: if you assign the wrong person to a task, you are reducing your chances of success.

Make sure each team member is clear on what is expected from them and when. Encourage them to ask questions to clarify anything that may be uncertain, and to always come to you whenever something seems to be out of place or going wrong. Clear communication is critical.

Make sure the whole team and the client company grasp the project’s limitations in terms of its achievable outcomes. You can finish a task successfully and on time as long as expectations are reasonable.

3. Staying on track

How can you know if your project is going to be successful if you don’t have any way of measuring success? You will need interim milestones, especially for a long-term project, so that you can determine if you are staying on track or straying from the project’s goals.

4. Manage project risks

Hopefully you have defined the more likely risks up front during the project preparation, so you should now put contingency plans in place for certain occurrences. If you can see when a risk is imminent, you can take preventive action to avoid it, but be ready to halt a project if the risk becomes unacceptable.

5. Evaluate the project

Once a project has been completed, it’s important to write a report, even if it is only for internal purposes. You can pinpoint what went right or wrong, determine what could have been done differently, and establish the best practices for use in future undertakings.

PART 2 — QUESTIONS

Questions 15-20

Complete the sentences below. Choose **ONE WORD ONLY** from the text for each answer.

Write your answers in boxes on your answer sheet.

- When negotiating a salary, potential employees should take advantage of the company's view of them as a useful **15** _____
- When negotiating a salary it is important to be aware of the company's particular **16** _____
- Some people use the **17** _____ to monitor salaries offered for similar positions.
- People who belong to a **18** _____ can ask for recommendations on what is the norm for payment in their field.
- Some people try to arrange for a **19** _____ of their salary to be carried out after an initial period.
- It is important to be willing to accept a **20** _____ if the negotiations are getting nowhere.

Questions 21-27

Complete the flow-chart below. Choose **NO MORE THAN TWO WORDS** from the text for each answer. Write your answers in boxes on your answer sheet.

How to run a successful project
Bear in mind that your aim should be to keep to both the agreed deadline and the **21** _____ for the project
Fix the details at the start to prevent what is called **22** _____ - the client asking for more and more
Choose the team members wisely so that their **23** _____ match the duties you want them to take on
Promote good **24** _____ at all times so everyone knows what you require of them

How to run a successful project
Make sure **25** _____ are set so you can check whether the project is running to schedule
Prepare **26** _____ which can be activated if things go wrong on the project
Once the project is over produce a **27** _____ outlining its strengths and weaknesses for future reference

PASSAGE 3

==== Read the text on below page and answer Questions 28-40. ====

Mass appeal of the mantra rays

A I am underwater, face to face with a large flat fish which I recognise immediately as being a manta ray. For an instant I look straight into its gaping mouth and see the row of small, flattened teeth in its lower jaw. Close on its tail comes another manta ray, and another and another. The manta rays are unaffected by my being there, cruising past in a leisurely fashion without seeming to expend any great effort.

B From above, the manta rays are great black silhouettes that fishermen called 'devil fish', because of the curious horn-like fins hanging down near their mouths. But looking into their eyes you get a sense of their peaceful nature. Unlike stingrays, mantas don't have venomous spines in their tails, and unlike many fish species they seem to enjoy human company. Once, over-enthusiastically, I swim towards a manta. I am just a few inches away when it senses me. To my surprise, the whole fish twitches in alarm and shoots off, perhaps fearing that I will touch it. I feel ashamed to have given it a fright.

C I have come to Hanifaru, a small lagoon next to an uninhabited island in the Maldives, especially to see manta rays. These great harmless creatures congregate here during the south-west monsoons between May and November and, if the tides and winds are right, enter a shallow cul-de-sac in the reef to hunt for plankton, their main source of nutrition. On certain days the bay can attract more than 100 mantas. I have seen many manta rays on dives around the world, though not in these numbers.

D Guy Stevens is my guide, a British marine biologist who has been studying the mantas for the past five years. Based at the nearby Four Seasons resort, he has identified more than 2,000 individual manta rays, photographing and cataloguing them according to their distinctive skin patterns. Each day we make the 40-minute boat journey from the resort to Hanifaru. Feeding events, as Guy calls them, are never guaranteed, but, during the season, hotel guests can sign up for 'manta alerts'. If Guy and his research assistants spot significant manta activity, the guests will be brought by fast speedboat to the lagoon to snorkel. When feeding, the mantas of Hanifaru tend to stay near the surface, making them accessible to snorkellers just as much as divers. They seem not to mind the human competition in this quite small space, and indeed they are often joined by other rays and even giant whale sharks, which feed on the same plankton.

E Word among the diving community about the possibility of finding a mass of manta rays at Hanifaru has slowly been spreading over the past year. Outside the shallow lagoon I can see five large safari boats – live-aboard cruisers that take divers around the best underwater sites in the Maldives. It is something that Guy has been monitoring closely. 'Word is out that Hanifaru is a top manta spot,' he explains, 'and although the government has declared the bay a "protected area", we still don't have any regulations in force to limit the number of people in the water at any one time.'

F During my stay, the resort received a visit from the then-president of the Maldives, Mohamed Nasheed. Since coming to power in 2008, he had made his interest in the marine environment and concerns about climate change well known. In 2009 he held an underwater cabinet meeting, urging other world leaders to act decisively to combat climate change. The protection of wildlife areas such as Hanifaru was clearly one of his objectives, and I asked him why he took such an interest. 'Maldivians have lived with the reefs and their fish life since long before there were tourists,' he said. 'And while tourist dollars are good for our country, the sea and its produce are even more vital to my people. I have to balance what tourists want to see with preserving the marine environment – and in some cases, like Hanifaru, those objectives coincide.'

G On several dives I am lucky enough to get close to the mantas, sometimes at underwater 'cleaning stations'. Here, the mantas come in small numbers, or individually, to pause above a coral outcrop and wait while small fish pick at their skin, removing parasites. Adapted for fast swimming with their flattened bodies, they can accelerate rapidly with a twitch of their wings. They gaze at human swimmers with a kind of knowing calm, something people often remark on when they try to capture the emotion they experience after seeing them. The manta rays have the biggest brain of any fish,' Guy explains, 'and some manta researchers are convinced that mantas can recognise individual people underwater.'

H I return to the lagoon over the course of several days and learn more from Guy about his hopes for the future. 'People can visit this place, but I want to be sure that they don't harass the mantas by touching them or crowding them out while they're feeding. We're working to get a full-time ranger station and some kind of permit system to limit the number of boats that can enter the lagoon each day.'

PART 3 — QUESTIONS

Questions 28-30

The text on below page has 8 paragraphs, A-H. Which paragraph mentions the following?

Write the correct letter, A-H, in boxes on your answer sheet.

	A	B	C	D	E	F	G	H
28 a record that is being kept of manta rays in the area	○	○	○	○	○	○	○	○
29 something that the writer regrets	○	○	○	○	○	○	○	○
30 the reason for the writer's visit	○	○	○	○	○	○	○	○

Questions 31-36

Do the following statements agree with the information given in the text on below page?

In boxes on your answer sheet, write

TRUE if the statement agrees with the information

FALSE if the statement contradicts the information

NOT GIVEN if there is no information on this

31 It is difficult to distinguish one manta ray from another.

A ○ TRUE

B ○ FALSE

C ○ NOT GIVEN

32 For hotel guests, viewing manta rays feeding has to be arranged at short notice.

A ○ TRUE

B ○ FALSE

C ○ NOT GIVEN

33 The manta rays appear to object to the presence of people in the water while they are feeding.

- **A** ○ TRUE
- **B** ○ FALSE
- **C** ○ NOT GIVEN

34 Guy Stevens is concerned about the increasing interest in Hanifaru.

- **A** ○ TRUE
- **B** ○ FALSE
- **C** ○ NOT GIVEN

35 Mohamed Nasheed succeeded in persuading certain other countries to take steps to protect the environment.

- **A** ○ TRUE
- **B** ○ FALSE
- **C** ○ NOT GIVEN

36 A procedure has now been established to control the number of visitors.

- **A** ○ TRUE
- **B** ○ FALSE
- **C** ○ NOT GIVEN

Questions 37-40

Complete the summary below. Choose **ONE WORD ONLY** from the text for each answer.

Write your answers in boxes on your answer sheet.

The manta ray

During certain times of year, depending on the weather conditions and the tides, manta rays collect to look for **37** _____ to feed on. They eat the same food as other

species, such as giant whale sharks. As for keeping clean, they are kept free from **38** _____ by smaller fish.

Manta rays have certain characteristics which make them good swimmers; they use their **39** _____ to get up speed and they have flattened bodies, which help them to move quickly through the water. The nature of the manta's **40** _____ is of particular interest to scientists.

Answer Key

#	Answer	Explanation
1	**C**	Because the orchestra only partly finances its performances through ticket sales, members with marketing experience are particularly welcome, in order to build sales
2	**A**	Two concerts are performed every year, and every member takes part
3	**D**	As a member, you will receive a monthly newsletter describing our work, and containing details of concerts, operas and other performances, both locally and nationally
4	**A**	Members must have reached at least an intermediate standard on their instrument
5	**B**	We meet monthly in members' homes, and during the evening we have a buffet meal and listen to recordings of both well-known and not so well-known music
6	**A**	Members must have reached at least an intermediate standard on their instrument. The group meets in the Jubilee Hall on Wednesday evenings during term time for rehearsals and for workshops in which members learn how to improve their playing
7	**C**	Two or three times a year, it performs a wide range of music to large and appreciative audiences from the area
8	**D**	The money raised is used to support professional musicians if, for example, illness prevents them from earning a living
9	**Security**	If you are driving a vehicle, please inform Reception. They will contact Security, who will identify the area where you should park your car
10	**Safety**	For your own safety, please follow the instructions displayed on noticeboards around the campus, as well as all instructions issued by authorised personnel
11	**Machinery**	Do not enter any restricted areas or touch any machinery or other equipment unless authorised
12	**Photography**	Unless your host has previously obtained permission from the Institute management, photography, whether still or video, is not permitted in any part of the campus
13	**Nursery**	No nursery facilities are available for visiting children

#	Answer	Explanation
14	**Accident**	In the event of an accident, call 3333 and request the assistance of site first-aid personnel
15	**Asset**	it’s because the organisation sees you as a valuable asset
16	**Culture**	being sensitive to the culture of the organisation is essential
17	**Internet**	You can look at the range of packages offered for comparable jobs in adverts on the internet
18	**Union**	If you’re a member of a union, they will have information on acceptable salary ranges for your profession
19	**Review**	If the salary offered is less than you’d hoped for, you could negotiate an early pay review instead, say after the first six months
20	**Compromise**	be prepared to agree to a compromise if you really want the job
21	**Budget**	A project manager’s main task is to bring a particular project to completion, both on time and within budget
22	**Scope creep**	Change is inevitable, but you have to maintain control. This is critical to avoid problems of ‘scope creep’, which is when the company paying for the project asks for ‘just one more little thing’ repeatedly, until the project becomes unmanageable
23	**Skills**	Gather your human resources, and make sure that their skills align with their roles
24	**communication / clear communication**	Clear communication is critical
25	**milestones / interim milestones**	You will need interim milestones, especially for a long-term project, so that you can determine if you are staying on track or straying from the project’s goals
26	**plans / contingency plans**	you should now put contingency plans in place for certain occurrences
27	**Report**	Once a project has been completed, it’s important to write a report, even if it is only for internal purposes
28	**D**	Guy Stevens is my guide, a British marine biologist who has been studying the mantas for the past five years. Based at the nearby Four Seasons resort, he has identified more than 2,000 individual manta rays, photographing and cataloguing them according to their distinctive skin patterns
29	**B**	I feel ashamed to have given it a fright

#	Answer	Explanation
30	**C**	I have come to Hanifaru, a small lagoon next to an uninhabited island in the Maldives, especially to see manta rays
31	**False**	he has identified more than 2,000 individual manta rays, photographing and cataloguing them according to their distinctive skin patterns
32	**NOT GIVEN**	If Guy and his research assistants spot significant manta activity, the guests will be brought by fast speedboat to the lagoon to snorkel
33	**False**	They seem not to mind the human competition in this quite small space, and indeed they are often joined by other rays and even giant whale sharks, which feed on the same plankton
34	**True**	‘Word is out that Hanifaru is a top manta spot,’ he explains, ‘and although the government has declared the bay a “protected area”, we still don’t have any regulations in force to limit the number of people in the water at any one time.’
35	**Not given**	In 2009 he held an underwater cabinet meeting, urging other world leaders to act decisively to combat climate change
36	**False**	‘Word is out that Hanifaru is a top manta spot,’ he explains, ‘and although the government has declared the bay a “protected area”, we still don’t have any regulations in force to limit the number of people in the water at any one time.’
37	**Plankton**	to hunt for plankton, their main source of nutrition
38	**Parasites**	Here, the mantas come in small numbers, or individually, to pause above a coral outcrop and wait while small fish pick at their skin, removing parasites
39	**Wings**	Adapted for fast swimming with their flattened bodies, they can accelerate rapidly with a twitch of their wings
40	**Brain**	The manta rays have the biggest brain of any fish

Test 19

PASSAGE 1

==== Read the text below and answer Questions 1-7. ====

The Best Suitcases

A Briggs and Riley Weekender

A weekend suitcase that's sophisticated and unusually spacious for its type. The strong nylon outer fabric is water and abrasion resistant, so it should handle any knocks without showing signs of damage.

B Mulberry Scotchgrain

Trimmed in brown leather, with gold details, this bag from the renowned fashion house is a truly indulgent buy. If you're investing this much in a suitcase then you'd better be planning an amazing holiday to go with it.

C Rimova Salsa

A design you can trust, this case is built from super light polycarbonate and is incredibly solid. The built-in combination lock offers state-of-the-art security so you can travel with peace of mind.

D Tripp Holiday

Simple and affordable, the Tripp range offers a great selection of tough cases. They also come in a huge range of cheerful colours that should go with anything you choose to put on, and you'll definitely be able to spot it on the luggage carousel at the airport.

E Eastpak Tranverz Holdall

For those who want something in between an annual holiday suitcase and a weekend bag, this is a fantastic compromise. With two wheels and a telescopic handle, the bag is guaranteed for 30 years. Did we mention it also comes in colourful leopard print?

F Herschel Parcel

From the brand behind some of today's most popular rucksacks, this suitcase really is a delight. Custom printed, with Herschel's signature leather toggles this well-crafted case is as cool, stylish and up to date as they come.

G The Diplomat

Travel in style with this beautiful suitcase that goes back to the days when trains ran on steam and air travel was leisurely. The leather case, part of the Steamline Luggage range, features

roller wheels and a metal frame to hold it in shape.

==== Read the text below and answer Questions 8-14. ====

The Oxford School Of Drama

One-Year Acting Course

This is an intensive course which is designed for those who have completed their academic studies and have some theatre or film experience already. In order to be accepted you should be a high achiever, knowledgeable about the industry and determined to succeed.

Term One: Technical classes in acting, voice, movement, applied movement and characterisation, music, singing, film, radio and professional development. The term finishes with an internal production given for tutors and students.

Term Two: All technical classes continue from term one. There is an internal performance of a one-act play, the recording of an audio showreel at a professional studio and the Showcase Drama in front of an invited audience including casting directors and agents.

Term Three: Technical classes continue with additional focus on audition technique, workshops and masterclasses. This term includes a public performance of a play outdoors in the grounds of Blenheim Palace, and the chance to act a short film recorded on location by a professional crew.

How to Apply

Entry to The Oxford School of Drama is by audition only and there are no academic requirements for any of our courses.

Once we have received your application form and audition fee, we will email you with a date for your audition and further details about what to expect when you are here.

For your initial audition, you will need to prepare two contrasting speeches from plays, lasting no longer than two minutes. There will also be some group work for which you will need to wear loose, comfortable clothing.

If you are applying from overseas, you will be able to submit your first audition by means of DVD, YouTube or link to a secure website. You will be invited to submit this once we have received your application form and audition fee. If you are successful in your first audition, you will be invited to attend future auditions here at the school. The school will provide a free bus from central Oxford for those attending auditions.

PART 1 — QUESTIONS

Questions 1-7

Look at the seven reviews of suitcases, A-G.

For which suitcase are the following statements true?

Write the correct letter, A-G, in boxes on your answer sheet. NB You may use any letter more than once.

	A	B	C	D	E	F	G
1 This suitcase is for those who wish to purchase expensive luggage.	○	○	○	○	○	○	○
2 This suitcase is the right one for people who like to follow the latest fashion.	○	○	○	○	○	○	○
3 It is easy to choose one of these suitcases to match most clothing.	○	○	○	○	○	○	○
4 The manufacturer is confident that this suitcase will last a long time.	○	○	○	○	○	○	○
5 Items in this suitcase will not be affected if it gets wet.	○	○	○	○	○	○	○
6 This suitcase is of a useful, medium size.	○	○	○	○	○	○	○
7 Those who want to be reminded of an earlier age of travel will like this suitcase.	○	○	○	○	○	○	○

Questions 8-14

TRUE if the statement agrees with the information

FALSE if the statement contradicts the information

NOT GIVEN if there is no information on this

8 Students can begin the one-year course without any previous involvement in acting.

A ○ TRUE

B ○ FALSE

C ○ NOT GIVEN

9 Students will act in a performance in front of their classmates at the end of the first term.

A ○ TRUE

B ○ FALSE

C ○ NOT GIVEN

10 Family members may attend a performance during the second term.

A ○ TRUE

B ○ FALSE

C ○ NOT GIVEN

11 Students are required to make a film on their own in the last term of the course.

A ○ TRUE

B ○ FALSE

C ○ NOT GIVEN

12 In their first audition, candidates perform speeches they have worked on in advance.

A ○ TRUE

B ○ FALSE

C ○ NOT GIVEN

13 The Oxford School of Drama will send candidates details of local accommodation.

A ○ TRUE

B ○ FALSE

C ○ NOT GIVEN

14 Overseas candidates can do all their auditions via a digital link.

A ○ TRUE

B ○ FALSE

C ○ NOT GIVEN

PASSAGE 2

==== Read the text below and answer Questions 15-20. ====

Border Crossing For Commercial Vehicles

This Border Crossing Guide is designed for drivers and motor carriers operating commercial vehicles at Michigan's international border crossings. This information will help you cross the border from the US into Canada, and from Canada into the US.

Your first point of contact at the border consists of Primary Inspection. The best way to clear customs at Primary Inspection is to make sure Customs gets information about your shipment before you set off, using the Pre-Arrival Processing System (PAPS). When using this you need to provide information about your shipment, and you also need to send proof of a current annual inspection for your vehicle, tractor and trailer.

Before you arrive at the border, make sure you have all your paperwork up to date and ready to present at Primary Inspection. You'll need a photo ID in addition to your birth certificate or passport. Drivers must also turn on interior cab lights and open all interior drapes or blinds to sleeper areas for easy inspection.

If all of your paperwork is in order and was processed ahead of time, you will be released at the primary lane and this may be your only stop. If you are not a Canadian or US citizen, a visa is obligatory and you will also be required to complete an I-94 card. 1-94 cards are available only at border crossings into the United States. Drivers who clear customs at Primary Inspection will be instructed to report to Immigration to fill out the I-94 card and receive verbal clearance from a US official to proceed into the United States. The charge for the I-94 card is $6.

If your paperwork is not in order, you will be directed to Secondary Inspection. When you get there, look for the signs for Truck Inspection and follow these.

==== Read the text below and answer Questions 21-27. ====

Appendix: Dealing With Absence In The Workplace

This appendix considers how to handle problems of absence and gives guidance about authorised and unauthorised absence of employees from work.

The organisation should be aware of the rights of employees and in particular the requirements of the Equality Act 2010 when making any decisions about absences of employees who are disabled. In these cases the employer should consider what reasonable adjustments could be made in the workplace to help the employee. This might be something as simple as supplying an appropriate chair for the use of the employee. In cases where an employee suffers from an allergy caused by something in the workplace, the employer should consider remedial action or a transfer to alternative work.

If the absence is because of temporary difficulties relating to dependants, the employee may be entitled to have time off under the provisions of the Employment Rights Act 1996. In cases

where the employee has difficulty managing both work and home responsibilities, employees have the right to request flexible ways of working, such as job-sharing, and employers must have a good business reason for rejecting any such application.

Employers should investigate unexpected absences promptly and the employee should be asked for an explanation at a return-to-work interview. In order to show both the employee concerned and other employees that absence is regarded as a serious matter and may result in dismissal, it is very important that persistent absence is dealt with firmly and consistently. Records showing lateness and the duration of and explanations for all spells of absence should be kept to help monitor levels of absence or lateness.

If the employer wishes to contact the employee's doctor for more information about a medical condition, he or she must notify the employee in writing that they intend to make such an application and they must secure the employee's consent in writing. Consideration should be given to introducing measures to help employees, regardless of status or seniority, who may be suffering from stress. The aim should be to identify employees affected and encourage them to seek help and treatment.

PART 2 — QUESTIONS

Questions 15-20

Complete the flow-chart below. Choose **NO MORE THAN TWO WORDS** from the text for each answer. Write your answers in boxes on your answer sheet.

Procedure for border crossing
Before setting off – to speed up the border crossing use PAPS – for this send your **15** _____ details and current vehicle inspection documents
Before arriving at the border – check that documents such as **16** _____ and birth certificate/ passport are ready for inspection – make sure the **17** _____ are on inside the vehicle – check that the **18** _____ in the vehicle can be easily seen
At the border (Primary inspection) – this may be the only stop if paperwork is in order – Non US/ Canadian citizens must have a visa and go to the **19** _____ area to complete an I-94 card (there is a small **20** _____ for this) and to receive verbal clearance
At the border (Secondary inspection) – if there is a problem with paperwork you will be sent to Truck Inspection

Questions 21-27

Complete the notes below. Choose **ONE WORD ONLY** from the text for each answer. Write your answers in boxes on your answer sheet.

Absence in the workplace

Employees' rights

- help with issues related to disabilities, e.g. provision of a suitable **21** _____
- provision of arrangements to deal with any work-related **22** _____
- time off work to deal with short-term problems of **23** _____
- possibility of arrangements that are **24** _____ to help with domestic responsibilities

Recommendations to employers

- make it clear that absence is a possible reason for **25** _____
- ask employees for consent before contacting their **26** _____
- identify employees affected by **27** _____ and provide support

PASSAGE 3

A Visit To Oymyakon, The World's Coldest Town

28

A You don't need a sat nav to drive to Oymyakon. From Yakutsk you cross the Lena River and simply follow the M56 almost all of the way before taking a left at Tomtor for the final few kilometres. The journey takes two days of hard driving; two days of glistening landscapes, frozen rivers and untouched snow; two days of endless forest and breathtaking beauty; two days to penetrate the heart of Siberia and reach the coldest inhabited place on Earth. The beauty surprised me. Siberia isn't known for its pleasant appearance. It's always billed as a place of hardship. But for hour after hour, the wintry wonderland was bathed in a crisp, clean sunshine, presenting a continuous panorama of conifer trees wreathed in silence and snow.

29

B As we left the flat plain, the road began to twist and turn, leading us into untouched hills and on towards the Verkhoyansk Mountains. Beneath their snow-clad peaks, the slopes became steeper and the valleys deeper. Down in a valley, we stopped to look at a hot spring beside the road. It was immediately obvious against the snow – a spot shrouded in heavy mist. Trees emerged from the strange haze as ghostly silhouettes.

30

C Despite the magical ambience of the Siberian wilderness, its reputation for hardship hit me every time I climbed out of the vehicle. Within less than a minute, the skin all over my face began to feel as if it were burning. If I wasn't wearing my two sets of gloves, I rapidly lost the feeling in my fingertips. I learned very quickly not to draw too deep a breath because the shock of the cold air in my lungs invariably set me off on an extended bout of coughing. Siberia in winter is a world barely fit for human habitation. This is a place of such searing cold that it bites through multiple layers of clothing as if they aren't there.

31

D Oymyakon is a quiet little town – the world's coldest – of about 550 inhabitants, with its own power station, a school, two shops and a small hospital. It probably originated as a seasonal settlement where reindeer herders spent the summer on the banks of the Indigirka River.

32

E The temperature when I arrived was -45°C – not particularly cold, I was informed. A number of factors combine to explain Oymyakon's record low temperatures. It is far from the ocean,

with its moderating effect on air temperature.

In addition, the town sits in a valley, below the general level of the Oymyakon Plateau, which, in turn, is enclosed on all sides by mountains up to 2,000 metres in height. As the cold air sinks, it accumulates in the valley, with little wind to disturb it. Oymyakon's average temperature in January is -50°C. Lower temperatures have been recorded in Antarctica, but there are no permanent inhabitants there.

33

F Day-to-day life in Oymyakon presents certain challenges during the long winters. There are hardly any modern household conveniences. Water is hacked out of the nearby river as great chunks of ice and dragged home on a sledge. The giant ice cubes are stacked outdoors and carried into the house one at a time to melt when needed. The lack of running water also means no showers or baths, or indeed flushing toilets. Since 2008, the town's school has enjoyed the luxury of indoor toilets, however. It's one of the small number of civic buildings in the centre of town that are linked to the power station.

34

G The power station provides winter heating in the form of hot water, but many houses lie outside its range and rely on their own wood-burning stove. Fuel is plentiful enough in the surrounding forest, but someone still has to venture out to cut the wood. Everybody in Oymyakon owns good boots, a hat made of animal fur and fur-lined mittens. The boots are usually made from reindeer hide, which is light but keeps your feet very warm – the individual hairs are hollow, like a thin tube with air inside. Since air is a poor conductor of heat, the skin makes excellent winter footwear, and felt soles give added insulation. Hats come in a variety of furs, including fox, raccoon, sable and mink.

35

H Oymyakon's two shops keep a decent stock of basic foods in tins and packets, but locals also have do-it yourself options, including hunting, trapping, ice-fishing, reindeer-breeding and horse-breeding. Indeed, being self-sufficient runs in the blood in Siberia. The Oymyakon diet relies heavily on meat for its protein, a primary source of energy in the prolonged winter. Unsurprisingly, given the weather, everyone eats heartily in Oymyakon. Atypical meal I was offered consisted of a thick horse soup and huge piles of horse meatballs, all washed down with cloudberry cordial.

36

I Spring is the best season here, I'm told. The snow melts, the river flows once more and the forest is full of wild flowers. But it's short. In the summer Oymyakon can be uncomfortably hot. Much of the forest becomes boggy, so mosquitoes are a constant presence. Oymyakon's

climate certainly wouldn't suit me, but residents I spoke to said they wouldn't live anywhere else.

PART 3 — QUESTIONS

Questions 28-36

The text has nine paragraphs, A-I. Choose the correct heading for each paragraph from the list of headings below. Write the correct number, i-xi, in boxes on your answer sheet.

List of Headings

i. **Various sources of supplies**

ii. **The effects of going outside**

iii. **Oymyakon past and present**

iv. **A contrast in the landscape**

v. **Animals that can survive the cold**

vi. **How Oymyakon is affected by its location**

vii. **Keeping out the cold**

viii. **Not the only challenging time of the year**

ix. **Better than its reputation**

x. **Very few facilities in buildings**

xi. **More snow than anywhere else in the world**

Questions 37-40

Complete the summary below.

Choose **ONE WORD ONLY** from the text for each answer. Write your answers in boxes on your answer sheet.

Why Oymyakon gets so cold

Oymyakon is a long way from any **37** _____ which would prevent the temperature from falling so low. The town is located in a **38** _____ within a plateau surrounded by **39** _____. Because there is not much **40** _____, cold air collects in the town.

Answer Key

#	Answer	Explanation
1	**B**	this bag from the renowned fashion house is a truly indulgent buy
2	**F**	this suitcase really is a delight. Custom printed, with Herschel's signature leather toggles this well-crafted case is as cool, stylish and up to date as they come
3	**D**	They also come in a huge range of cheerful colours that should go with anything you choose to put on
4	**E**	With two wheels and a telescopic handle, the bag is guaranteed for 30 years
5	**A**	The strong nylon outer fabric is water and abrasion resistant, so it should handle any knocks without showing signs of damage
6	**E**	For those who want something in between an annual holiday suitcase and a weekend bag, this is a fantastic compromise
7	**G**	Travel in style with this beautiful suitcase that goes back to the days when trains ran on steam and air travel was leisurely
8	**FALSE**	This is an intensive course which is designed for those who have completed their academic studies and have some theatre or film experience already
9	**TRUE**	The term finishes with an internal production given for tutors and students
10	**NOT GIVEN**	the Showcase Drama in front of an invited audience including casting directors and agents
11	**FALSE**	This term includes a public performance of a play outdoors in the grounds of Blenheim Palace, and the chance to act a short film recorded on location by a professional crew
12	**TRUE**	For your initial audition, you will need to prepare two contrasting speeches from plays, lasting no longer than two minutes
13	**NOT GIVEN**	Entry to The Oxford School of Drama is by audition only and there are no academic requirements for any of our courses
14	**FALSE**	If you are applying from overseas, you will be able to submit your first audition by means of DVD, YouTube or link to a secure website

#	Answer	Explanation
15	**Shipment**	When using this you need to provide information about your shipment
16	**Photo ID**	You'll need a photo ID in addition to your birth certificate or passport
17	**lights / cab lights**	drivers must also turn on interior cab lights
18	**Sleeper areas**	Drivers must also turn on interior cab lights and open all interior drapes or blinds to sleeper areas for easy inspection
19	**Immigration**	Drivers who clear customs at Primary Inspection will be instructed to report to Immigration to fill out the I-94 card and receive verbal clearance from a US official to proceed into the United States
20	**Charge**	The charge for the I-94 card is $6
21	**Chair**	the employer should consider what reasonable adjustments could be made in the workplace to help the employee. This might be something as simple as supplying an appropriate chair for the use of the employee
22	**Allergy**	In cases where an employee suffers from an allergy caused by something in the workplace, the employer should consider remedial action or a transfer to alternative work
23	**Dependents / Dependants**	If the absence is because of temporary difficulties relating to dependants, the employee may be entitled to have time off under the provisions of the Employment Rights Act 1996
24	**Flexible**	employees have the right to request flexible ways of working, such as job-sharing
25	**Dismissal**	It is very important that persistent absence is dealt with firmly and consistently
26	**Doctor**	If the employer wishes to contact the employee's doctor for more information about a medical condition, he or she must notify the employee in writing that they intend to make such an application and they must secure the employee's consent in writing
27	**Stress**	Consideration should be given to introducing measures to help employees, regardless of status or seniority, who may be suffering from stress
28	**ix**	But for hour after hour, the wintry wonderland was bathed in a crisp, clean sunshine, presenting a continuous panorama of conifer trees wreathed in silence and snow
29	**iv**	As we left the flat plain, the road began to twist and turn, leading us into untouched hills and on towards the Verkhoyansk Mountains

#	Answer	Explanation
30	**ii**	Despite the magical ambience of the Siberian wilderness, its reputation for hardship hit me every time I climbed out of the vehicle. Within less than a minute, the skin all over my face began to feel as if it were burning. If I wasn't wearing my two sets of gloves, I rapidly lost the feeling in my fingertips. I learned very quickly not to draw too deep a breath because the shock of the cold air in my lungs invariably set me off on an extended bout of coughing
31	**iii**	Oymyakon is a quiet little town – the world's coldest – of about 550 inhabitants, with its own power station, a school, two shops and a small hospital. It probably originated as a seasonal settlement where reindeer herders spent the summer on the banks of the Indigirka River
32	**vi**	It is far from the ocean, with its moderating effect on air temperature. In addition, the town sits in a valley, below the general level of the Oymyakon Plateau, which, in turn, is enclosed on all sides by mountains up to 2,000 metres in height
33	**x**	Day-to-day life in Oymyakon presents certain challenges during the long winters. There are hardly any modern household conveniences. Water is hacked out of the nearby river as great chunks of ice and dragged home on a sledge
34	**vii**	Everybody in Oymyakon owns good boots, a hat made of animal fur and fur-lined mittens
35	**i**	Oymyakon's two shops keep a decent stock of basic foods in tins and packets, but locals also have do-it yourself options, including hunting, trapping, ice-fishing, reindeer-breeding and horse-breeding
36	**viii**	Spring is the best season here, I'm told. The snow melts, the river flows once more and the forest is full of wild flowers. But it's short. In the summer Oymyakon can be uncomfortably hot. Much of the forest becomes boggy, so mosquitoes are a constant presence
37	**Ocean**	It is far from the ocean, with its moderating effect on air temperature
38	**Valley**	In addition, the town sits in a valley, below the general level of the Oymyakon Plateau
39	**Mountains**	enclosed on all sides by mountains up to 2,000 metres in height
40	**wind**	As the cold air sinks, it accumulates in the valley, with little wind to disturb it

Test 20

PASSAGE 1

==== Read the text below and answer Questions 1-7. ====

Online roommate finder: Toronto

I have one room available in a large apartment located just off Queen and Bathurst in Toronto. The room is fully furnished with a double bed, desk, shelf and wardrobe.

About us: I'm Sasha! I'm Canadian, and I've been living in this apartment since I was a teenager. I'm 23 and work in a restaurant. These past two years, my best friend has been living here but as she's now moving to Europe there is a room available as of October 1. The third room is occupied by Simon, who is from Australia. He works part-time in a music shop downtown and is a great drummer. We both like keeping the place neat and tidy – I actually enjoy cleaning in my spare time and sometimes we do it together as a roommate team (we make it fun!). I love watching movies, exploring, getting out of the city and into the outdoors, and listening to music.

The apartment itself is very large and comes equipped with unlimited wi-fi, a fully stocked kitchen, cable television, and Netflix. The bedroom is a long way from the living room, so it shouldn't disturb you if people come round and besides, we are certainly very respectful. Oh! We also have two cats who are well-behaved but they might be a problem if you have allergies. If you have a pet, that's no problem – these cats get along with other animals.

We love having people coming from other countries as it's really fun having the opportunity to show them around the neighborhood (it's a great neighborhood – lots of character and plenty to do). That said, we're certainly interested in living with Canadians too! We're very easy-going and open-minded and just hope that our new roommate will be the same.

==== Read the text below and answer Questions 8-14. ====

Smartphone fitness apps

A Pacer

Although they were previously split into 'pro' and 'free' versions, Pacer's developer now generously includes all the features in one free app. That means you can spend no money, yet use your smartphone's GPS capabilities to track your jogging routes, and examine details of your pace and calories burned.

B Beat2

There are a wealth of running apps available, but Beat2 is a good one. This free app monitors your pace – or if you have a wrist or chest-based heart rate monitor, your beats per minute – and offers up its specially curated playlists to give you the perfect music for the pace you're running at, adding a whole new dimension to your run. The best bit is when you explode into a

sprint and the music pounds in your ears. Or if you fancy something different, the app also has In-App Purchases, including tales of past sporting heroes you can listen to while you run.

C Impel

If you're serious about the sport you do, then you should be serious about Impel. As smartphone fitness tools go it's one of the best, allowing you to track your performance, set goals and see daily progress updates. If you're ever not sure where to run or cycle you can find user-created routes on the app, or share your own. All of that comes free of charge, while a premium version adds even more tools.

D Fast Track

There are plenty of GPS running apps for smartphones, but Fast Track is an excellent freebie. Although you naturally get more features if you pay for the 'pro' version, the free release gets you GPS tracking, a nicely designed map view, your training history, music, and cheering. Yes, you read the last of those right – you can have friends cheer you on as you huff and puff during a run. If you can afford the 'pro' version, you can add possible routes, voice coaches, smartwatch connectivity and more; but as a starting point, the free app gets you moving.

PART 1 — QUESTIONS

Questions 1-7

Do the following statements agree with the information given in the text?

In boxes on your answer sheet, write

TRUE if the statement agrees with the information

FALSE if the statement contradicts the information

NOT GIVEN if there is no information on this

1 The room available has two beds.

- **A** ○ TRUE
- **B** ○ FALSE
- **C** ○ NOT GIVEN

2 The Australian in Sasha's apartment is a musician.

- **A** ○ TRUE
- **B** ○ FALSE
- **C** ○ NOT GIVEN

3 Sasha does all the cleaning in the apartment.

- **A** ○ TRUE
- **B** ○ FALSE
- **C** ○ NOT GIVEN

4 Sasha likes being in the open air.

- **A** ○ TRUE
- **B** ○ FALSE
- **C** ○ NOT GIVEN

5 The room available would be suitable for someone who likes to be quiet.

- **A** ○ TRUE
- **B** ○ FALSE
- **C** ○ NOT GIVEN

6 Sasha thinks her apartment is in the best part of Toronto.

- **A** ○ TRUE
- **B** ○ FALSE
- **C** ○ NOT GIVEN

7 Sasha has never had a roommate from Canada.

- **A** ○ TRUE
- **B** ○ FALSE
- **C** ○ NOT GIVEN

Questions 8-14

Look at the four reviews of smartphone fitness apps, A-D. For which app are the following statements true?

Write the correct letter, A-D, in boxes on your answer sheet.

NB You may use any letter more than once.

	A	B	C	D
8 This app can be used for more than one sport.	○	○	○	○
9 You have to pay if you want this app to suggest where you can go.	○	○	○	○
10 This app has well-presented visuals.	○	○	○	○
11 You do not have to pay for any of the features on this app.	○	○	○	○

	A	B	C	D
12 You can pay to download true stories on this app.	○	○	○	○
13 You can get ideas about where to go from other people on this app.	○	○	○	○
14 This app gives you details of the energy you have used.	○	○	○	○

PASSAGE 2

==== Read the text below and answer Questions 15-20. ====

Why you should delegate tasks to team members

Delegation helps you get more done, helps your team members progress through learning new things and spreads the load in the team.

When you give someone a project task to do, make sure that they have all the information they require to actually get on and do it. That includes specifying the date it is due, writing a clear definition of the task, providing any resources they need to get it done or names of people you expect them to talk to. It also means informing them of any expectations you have, such as delivering it as a spreadsheet rather than a Word document.

If you have concerns that someone doesn't have the skills to do a good job (or they tell you this outright), make sure that you offer some help. It might take longer this time but next time they will be able to do it without you, so it will save you time in the long run.

Once you have given the task to someone, let them get on with it. Tell them how you expect to be kept informed, like through a report once a week. Then let them get on with it, unless you feel things are not progressing as you would like.

As a project manager, you have to retain some of the main project responsibilities for yourself. You shouldn't expect someone else on the project team to do your job. Equally, don't delegate tasks such as dull administrative ones, just because you don't want to do them. But remember that project management is a leadership position so you don't want your role to be seen as too basic.

One way to free up your time to spend on the more strategic and leadership parts of project management is to delegate things that are regular, like noting whether weekly targets have been met. Could someone in your team take this on for you? This can be a useful way of upskilling your team members to complement any ongoing training and allowing them to gain confidence too.

So in summary, be clear, supportive, and don't micromanage. Don't become the problem on your project that prevents progress just because you're afraid to leave people alone to get on with their jobs.

==== Read the text below and answer Questions 21-27. ====

Choosing the right format for your CV

A good CV should be clear, simple and easy to understand. Here are four of the most popular CV formats and advice on when to use them:

Chronological

This is the traditional CV format and is extremely popular because it allows employers to see all the posts you have held in order. It provides flexibility because it works in almost all circumstances, the exception being if you have blocks of unemployment that are difficult to account for. This type of format is particularly useful when you have a solid and complete working history spanning five years or more.

Functional

The functional CV is designed to describe your key skills rather than the jobs you have done. The functional CV format is typically used by people who have extensive gaps in their employment history, or have often changed jobs. It also suits those who want to go in a different direction work-wise and change industry. You might choose it if you want to highlight skills learned early in your career, points that might get missed if a chronological format is used. It is also appropriate if you have done little or no actual work, for example, if you are one of the current years graduates.

Because this format is often used to cover a patchy employment history, some interviewers may view such CVs with suspicion, so be very careful should you choose it.

Achievement

An alternative to the functional CV is to use an achievement-based resume highlighting key achievements in place of skills. This can help show your suitability for a role if you lack direct experience of it.

Non-traditional

With the explosion of digital and creative industries over recent years, CV formats have become more and more imaginative. You can present information through graphics, which can be more visually engaging and turn out to be an unusual but winning option. This will definitely make you stand out from the crowd. It also demonstrates design skills and creativity in a way that a potential employer can see and feel. However, a highly creative CV format is only really appropriate for creative and artistic sectors, such as those involving promoting products, though it would also work for the media too.

PART 2 — QUESTIONS

Questions 15-20

Complete the sentences below.

Choose **ONE WORD ONLY** from the text for each answer. Write your answers in boxes on your answer sheet.

- Ensure team members are aware of any **15** _____ there are regarding how the work should be presented.
- Make sure support is made available if any **16** _____ exist as to the team member's ability to do the work.
- Ask the team member to detail how the work is developing, for example by providing a regular **17** _____
- Don't delegate administrative tasks simply because they are **18** _____
- Managers can ask a team member to check on the achievement of **19** _____ at fixed intervals.
- If you **20** _____ you risk delaying the whole project.

Questions 21-27

Complete the notes below.

Choose **ONE WORD ONLY** from the text for each answer.

Write your answers in boxes on your answer sheet.

CV formats

There are several different formats including:

Chronological

– very common

– gives **21** _____ in most cases

– perhaps inappropriate if there are periods where **22** _____ is not easy to explain

Functional

– appropriate for people who intend to follow a new **23** _____ in their career

– suits recent graduates

– can create **24** _____ in recruiters, so is best used with caution

Achievement

– focuses mainly on what the person has achieved

– may be advisable if the person has no **25** _____ in the area

Non-traditional

– enables use of attractive **26** _____ to present data

– suits applications for jobs in marketing or **27** _____

PASSAGE 3

DINOSAURS AND THE SECRETS THEY STILL HOLD

I was recently part of a team of palaeontologists that discovered a new dinosaur. Living in what is now China, the species would have resembled a strange bird. It was about the size of a sheep and covered in feathers, with a sharp beak that it probably used to crack open shellfish. It was given the formal scientific name Tongtianlong, but we called it 'Mud Dragon' because its skeleton was discovered in rock that had hardened from ancient mud. It seems that the creature got trapped in the mud and died. Then its fossil remains were found a few months ago when workmen were excavating a site in order to build a school.

It is every dinosaur-obsessed child's dearest wish to discover and name a completely new species. In fact what my colleagues and I did wasn't that unusual. New dinosaurs are appearing everywhere these days – about 50 each year. And this pace shows no signs of slowing, as different areas continue to open up to fossil hunters and a fresh generation of scientists comes of age. Because of this plentiful supply of new fossils, we now know more about dinosaurs than we do about many modern animals. But there are still many unsolved mysteries.

Dinosaurs didn't start out as huge monsters like Tyrannosaurus Rex. Instead they evolved from a group of angular, cat-sized reptiles called dinosauromorphs. These creatures remained small and rare for millions of years until they developed into dinosaurs. The boundary between dinosauromorphs and dinosaurs is becoming less and less distinct with each new discovery that's made, but what's becoming clear is that it took millions of years for these first dinosaurs to spread around the world, grow to huge sizes and become truly dominant.

Some discoveries in the 1970s, like the agile and strangely bird-like Deinonychus, proved that dinosaurs were far more dynamic and intelligent than previously thought. Some palaeontologists even proposed that they were warm-blooded creatures like modern birds with a constant high body temperature that they controlled internally, rather than from warming themselves by lying in the sun. A few decades later opinions are still mixed. The problem is that dinosaurs can't be observed. Palaeontologists must rely on studying fossils. Some results are convincing: we know from studying their bones that dinosaurs had rapid growth rates, just like modern, warm-blooded animals. Other palaeontologists, however, use the same fossils to suggest that dinosaurs were somewhere between cold-blooded reptiles and warm-blooded birds. More studies are needed to provide more clarity.

The discovery of Deinonychus with its long arms, skinny legs, arched neck and big claws on its feet, helped to strengthen the theory that birds evolved from dinosaurs. In the late 1990s, the discovery of thousands of feather- covered dinosaurs closed the argument. But the fossils raised another question: why did feathers first develop in dinosaurs? They probably originated as simple, hair-like strands — a necessary means of keeping warm. Many dinosaurs retained this basic fluffy coat, but in one group the strands modified. They grew bigger, started to branch out and changed into feathers like those on modern birds. They lined the arms, and sometimes the legs, forming wings. These feathers were probably for display: to attract mates or scare off rivals. They appeared in species such as the ostrich-like Ornithomimosaur. Such

creatures were too large to fly. Flight may actually have come about by accident when smaller winged dinosaurs began jumping between trees or leaping in the air, and suddenly found that their wings had aerodynamic properties. This is one of the most stimulating new notions about dinosaurs and a fascinating area for further investigation.

There's something else that these feathers can tell us. They allow us to determine what colour dinosaurs were. If you look at modern bird feathers under a microscope, you can see tiny blobs called melanosomes. These structures contain melanin, one of the main colour-producing pigments in animals. Some are round, others are egg-shaped, etc. And that's important, because different shapes contain different colour pigments. So if you can identify the shape, you can identify the colour. A few years ago, some palaeontologists realised that you could find melanosomes in particularly well-preserved fossil feathers. They discovered that different dinosaurs had different melanosomes, which meant they had a variety of colours. Dinosaurs, therefore, probably came in a rainbow of colours – yet another thing that links them to modern birds.

The most enduring mystery of all, which has been argued about ever since the first dinosaur fossils were found, is 'Why aren't dinosaurs around today?' Of course, we now know that birds evolved from dinosaurs, so some dinosaurs do continue in a sense. But there's nothing like a Tyrannosaurus Rex today. They dominated the planet for over 150 million years, but suddenly disappeared from the fossil record 66 million years ago. That's when a 10 km-wide asteroid came out of space and struck what is now Mexico, impacting with huge force and unleashing earthquakes, tidal waves, wildfires and hurricane-force winds. Although palaeontologists still like to argue about what part the asteroid played in the dinosaurs' extinction, there really isn't much of a mystery left. The asteroid did it and did it quickly. There are few signs that dinosaurs were struggling before the impact. None survived except a few birds and some small furry mammals. They found themselves in an empty world, and as the planet started to recover, they evolved into new creatures, including the first apes, and so the long journey began to the beginning of humankind.

PART 3 — QUESTIONS

Questions 28-32

Complete the summary below.

Choose **ONE WORD ONLY** from the text for each answer.

Write your answers in boxes on your answer sheet.

The discovery of Tongtianlong

This species of dinosaur has only recently been found in an area of China. Scientists believe that it was bird-like in appearance and probably no bigger than a **28** _____ .It is thought to have eaten **29** _____ and it used its **30** _____ to get through their hard exterior. The fossil of Tongtianlong was found surrounded by **31** _____ under the ground where the foundations of a new **32** _____ were being dug.

Questions 33-37

Choose the correct letter, A, B, C or D.

Write the correct letter in boxes on your answer sheet

33 What does the writer suggest about finding new dinosaurs?

- **A** ○ Many scientists dream of being able to do so one day.
- **B** ○ It is probable that most have now been discovered.
- **C** ○ People are running out of places to look for them.
- **D** ○ It is becoming relatively common to dig one up.

34 In the fourth paragraph, what does the writer suggest about palaeontologists?

- **A** ○ They should study the fossilised bones of dinosaurs more closely.
- **B** ○ Their theories are based on evidence that can be interpreted in different ways.
- **C** ○ It is impossible to have any confidence in the proposals they have made.

D ○ It is worrying that they still cannot agree about dinosaurs' body temperature.

35 When describing the theory of how dinosaurs began to fly, the writer is

A ○ amused that their flight probably came about by chance.

B ○ surprised by the reason for the initial development of feathers.

C ○ excited by the different possibilities it holds for future research.

D ○ confused that feathers were also present on some creatures' legs.

36 One significance of melanosomes is that they

A ○ provide further evidence of where birds evolved from.

B ○ are only found in certain parts of the world.

C ○ can be clearly seen in most fossilised feathers.

D ○ are only found in certain birds and dinosaurs.

37 Which of the following best summarises the writer's point in the final paragraph?

A ○ Scientists are right to continue questioning the effects of the asteroid strike.

B ○ Large flightless dinosaurs may have existed after the asteroid hit.

C ○ The dinosaurs were already declining before the asteroid hit.

D ○ The effects of the asteroid strike killed most dinosaurs.

Questions 38-40

Look at the following statements and the list of prehistoric animals below.

Match each statement with the correct animal, A, B, C or D.

Write the correct letter, A, B, C or D, in boxes on your answer sheet.

NB You may use any letter more than once.

List of Prehistoric Animals

A Tongtianlong

B Tyrannosaurus Rex

C Deinonychus

D Ornithomimosaur

	A	B	C	D
38 It may have used its feathers to frighten off members of the same species.	○	○	○	○
39 This species resembles a large flightless bird that exists today.	○	○	○	○
40 Finding this species made scientists revise their opinion of the brain power of dinosaurs.	○	○	○	○

Answer Key

#	Answer	Explanation
1	**False**	The room is fully furnished with a double bed
2	**True**	The third room is occupied by Simon, who is from Australia. He works part-time in a music shop downtown and is a great drummer
3	**False**	We both like keeping the place neat and tidy – I actually enjoy cleaning in my spare time and sometimes we do it together as a roommate team (we make it fun!)
4	**True**	I love watching movies, exploring, getting out of the city and into the outdoors, and listening to music
5	**True**	The bedroom is a long way from the living room, so it shouldn't disturb you if people come round and besides, we are certainly very respectful
6	**Not given**	We love having people coming from other countries as it's really fun having the opportunity to show them around the neighborhood (it's a great neighborhood – lots of character and plenty to do)
7	**Not given**	That said, we're certainly interested in living with Canadians too
8	**C**	If you're serious about the sport you do, then you should be serious about Impel. As smartphone fitness tools go it's one of the best, allowing you to track your performance, set goals and see daily progress updates. If you're ever not sure where to run or cycle you can find user-created routes on the app, or share your own
9	**D**	Although you naturally get more features if you pay for the 'pro' version, the free release gets you GPS tracking, a nicely designed map view, your training history, music, and cheering
10	**D**	Although you naturally get more features if you pay for the 'pro' version, the free release gets you GPS tracking, a nicely designed map view, your training history, music, and cheering
11	**A**	Although they were previously split into 'pro' and 'free' versions, Pacer's developer now generously includes all the features in one free app
12	**B**	the app also has In-App Purchases, including tales of past sporting heroes you can listen to while you run

#	Answer	Explanation
13	**C**	If you’re ever not sure where to run or cycle you can find user-created routes on the app, or share your own
14	**A**	you can spend no money, yet use your smartphone’s GPS capabilities to track your jogging routes, and examine details of your pace and calories burned
15	**Expectations**	It also means informing them of any expectations you have, such as delivering it as a spreadsheet rather than a Word document
16	**Concerns**	If you have concerns that someone doesn’t have the skills to do a good job
17	**Report**	Tell them how you expect to be kept informed, like through a report once a week
18	**Dull**	Equally, don’t delegate tasks such as dull administrative ones, just because you don’t want to do them
19	**Targets**	Could someone in your team take this on for you? This can be a useful way of upskilling your team members to complement any ongoing training and allowing them to gain confidence too
20	**Micromanage**	Don’t become the problem on your project that prevents progress just because you’re afraid to leave people alone to get on with their jobs
21	**Flexibility**	It provides flexibility because it works in almost all circumstances, the exception being if you have blocks of unemployment that are difficult to account for
22	**Unemployment**	the exception being if you have blocks of unemployment that are difficult to account for
23	**Direction**	The functional CV format is typically used by people who have extensive gaps in their employment history, or have often changed jobs. It also suits those who want to go in a different direction work-wise and change industry.
24	**Suspicion**	Because this format is often used to cover a patchy employment history, some interviewers may view such CVs with suspicion, so be very careful should you choose it
25	**Experience**	This can help show your suitability for a role if you lack direct experience of it
26	**Graphics**	With the explosion of digital and creative industries over recent years, CV formats have become more and more imaginative. You can present information through graphics, which can be more visually engaging and turn out to be an unusual but winning option

#	Answer	Explanation
27	**Media**	However, a highly creative CV format is only really appropriate for creative and artistic sectors, such as those involving promoting products, though it would also work for the media too
28	**Sheep**	It was about the size of a sheep and covered in feathers
29	**Shellfish**	with a sharp beak that it probably used to crack open shellfish
30	**Beak**	with a sharp beak that it probably used to crack open shellfish
31	**Rock**	its skeleton was discovered in rock that had hardened from ancient mud
32	**School**	Then its fossil remains were found a few months ago when workmen were excavating a site in order to build a school
33	**D**	In fact what my colleagues and I did wasn't that unusual. New dinosaurs are appearing everywhere these days – about 50 each year
34	**B**	The problem is that dinosaurs can't be observed. Palaeontologists must rely on studying fossils. Some results are convincing: we know from studying their bones that dinosaurs had rapid growth rates, just like modern, warm-blooded animals. Other palaeontologists, however, use the same fossils to suggest that dinosaurs were somewhere between cold-blooded reptiles and warm-blooded birds
35	**C**	Flight may actually have come about by accident when smaller winged dinosaurs began jumping between trees or leaping in the air, and suddenly found that their wings had aerodynamic properties. This is one of the most stimulating new notions about dinosaurs and a fascinating area for further investigation
36	**A**	A few years ago, some palaeontologists realised that you could find melanosomes in particularly well-preserved fossil feathers. They discovered that different dinosaurs had different melanosomes, which meant they had a variety of colours. Dinosaurs, therefore, probably came in a rainbow of colours – yet another thing that links them to modern birds
37	**D**	The asteroid did it and did it quickly
38	**D**	These feathers were probably for display: to attract mates or scare off rivals. They appeared in species such as the ostrich-like Ornithomimosaur
39	**D**	These feathers were probably for display: to attract mates or scare off rivals. They appeared in species such as the ostrich-like Ornithomimosaur

#	Answer	Explanation
40	**C**	Some discoveries in the 1970s, like the agile and strangely bird-like Deinonychus, proved that dinosaurs were far more dynamic and intelligent than previously thought

Test 21

PASSAGE 1

==== Read the text below and answer Questions 1-7. ====

New York Late-Starters String Orchestra

NYLSO, the New York Late-Starters String Orchestra, is something special. It was founded in early 2007, and grew out of a concept developed by The East London Late Starters Orchestra (ELLSO), an award-winning group in England. NYLSO is an amateur orchestra for adult players of violin, viola, cello, and double bass. If you played a string instrument when you were younger and would like to start again, or if you are learning as an adult and would like the chance to play in a group of similar people, then NYLSO is for you! Our goal is to create a fun, supportive, non-competitive environment for adults 18 to 80+ who wish to participate in collective music¬making.

Participants should have basic music reading skills and a willingness to commit to the group, but are not required to audition. It is recommended that you have studied your instrument for at least one year. If you have ever been paid to play your instrument, recently graduated with a degree in performance, or have been playing continuously since elementary school, you may decide we are not the appropriate group for you.

How We Work:

We know that New Yorkers are busy people. It is fine if you miss an entire rehearsal period when an emergency arises. Ultimately, though, too many absences disrupt the function of the group and make it difficult to perform the pieces. Sessions are in six-week rehearsal cycles, with two-hour rehearsals held once a week. We work with the goal of producing one to three very informal 'friends-and-family' concerts per year.

Our professional tutor/facilitator serves as coach and conductor during rehearsals. Substitute conductors also join in to teach different sections, providing groups of players with valuable experience in working with different approaches and styles. Everyone is encouraged to play to their fullest potential, whatever that may be, but please recognize that while we do have a conductor, her role is not to provide one-on-one instruction during rehearsals.

NYLSO is a self-supporting collective; we do not receive any other funding. The cost is $80 for each six-week cycle. Payments are applied to the costs of rehearsal space, conductor's fees, and photocopying music.

Materials You Will Need At Rehearsals:

You will need an instrument, a portable music stand, and any other relevant accessories. You should bring a folder to keep your music together and a soft-lead pencil with an eraser for writing in changes. Sheet music is provided.

==== Read the text below and answer Questions 8-14. ====

The 7 best running watches

Kate Hilpern advises people on the best watches to use when they go running.

A Soleus FIT 1.0

Soleus claims this has everything you need and nothing you don't. Water- resistant to 30m and with a built-in rechargeable battery, it's accurate at measuring speed, pace, distance and calories burnt.

B Nike+ SportWatch GPS

You'll be hard pushed to find a running watch that finds a GPS signal quicker than this. It will keep you updated on current location, distance covered, number of laps and calories burnt.

C Garmin Forerunner

This watch, which is small enough to wear at the office, is touchscreen and is packed with impressive features, although the battery life is limited.

D Timex Run Trainer 2.0

The hi-res screen makes this a great watch for athletes at any level. The easy-to-use, upgraded menu system makes monitoring pace, speed and distance child's play. Alerts remind you when it's time to hydrate or top up the nutrition.

E Garmin Forerunner 10

This is a well-priced, entry-level watch that's light as well as waterproof and available in a range of colours. Don't expect added extras, but do expect good basic functionality.

F Nike Fuelband

Described by the Huffington Post as 'the sports watch you never knew you needed,' this soft-touch and lightweight watch has been lovingly designed to appear more like a piece of futuristic jewellery than a running watch. But it's hi-tech too and synchronises with your phone to show the results.

G Suunto Ambit2 S HR

This is better suited to off-roaders rather than urban runners and although it's quite big, it has a functional design and is compatible with the thousands of Suunto apps available.

PART 1 — QUESTIONS

Questions 1-7

In boxes on your answer sheet, write

TRUE if the statement agrees with the information

FALSE if the statement contradicts the information

NOT GIVEN if there is no information on this

1 The idea behind NYLSO was based on another orchestra.

- **A** ○ TRUE
- **B** ○ FALSE
- **C** ○ NOT GIVEN

2 An ability to read music is essential.

- **A** ○ TRUE
- **B** ○ FALSE
- **C** ○ NOT GIVEN

3 The NYLSO might be unsuitable for very advanced level musicians.

- **A** ○ TRUE
- **B** ○ FALSE
- **C** ○ NOT GIVEN

4 NYLSO concerts are free to members' families and friends.

- **A** ○ TRUE
- **B** ○ FALSE
- **C** ○ NOT GIVEN

5 Rehearsals always involve the full orchestra playing together.

A ○ TRUE

B ○ FALSE

C ○ NOT GIVEN

6 The conductor provides her services free to NYLSO.

A ○ TRUE

B ○ FALSE

C ○ NOT GIVEN

7 The NYLSO gives advice on what instrument to purchase.

A ○ TRUE

B ○ FALSE

C ○ NOT GIVEN

Questions 8-14

For which running watch are the following statements true?

Write the correct letter, A-G, in boxes on your answer sheet NB You may use any letter more than once.

	A	B	C	D	E	F	G
8 This would be a suitable and not too expensive first watch for a runner.	○	○	○	○	○	○	○
9 Care has been taken to make this watch very attractive to look at.	○	○	○	○	○	○	○
10 This watch can be programmed to let the runner know when it is time to get some refreshment.	○	○	○	○	○	○	○
11 This watch will need recharging at frequent intervals.	○	○	○	○	○	○	○

	A	B	C	D	E	F	G
12 Both experienced and inexperienced runners will find this watch useful.	○	○	○	○	○	○	○
13 Runners will find all the features on this watch are useful.	○	○	○	○	○	○	○
14 People who do most of their running in cities may find this watch is not appropriate for them.	○	○	○	○	○	○	○

PASSAGE 2

==== Read the text below and answer Questions 15-22. ====

Employees' health and safety responsibilities

As an employee you have rights and you have responsibilities for your own wellbeing and that of your colleagues. This article explains what these responsibilities are, and how you can meet them.

Your rights

Your rights as an employee to work in a safe and healthy environment are set down in law and generally can't be changed or removed by your employer. The most important of these rights are:

• as far as possible, to have any hazards to your health and safety properly controlled

• to be given any personal protective and safety equipment without being charged for it

• to stop work and leave your work area, without being disciplined, if you have reasonable concerns about your safety

• to tell your employer about any health and safety concerns you have

• not to be disciplined if you contact the Health and Safety Executive, or your local authority, if your employer won't listen to you

• to have breaks during the time you are at work

• to have time off from work during the working week

• to have annual paid holiday.

Your responsibilities

Your most important responsibilities as an employee are:

• to take reasonable care of your own health and safety

• to remove jewellery and avoid loose clothing when operating machinery

• if you have long hair, or wear a headscarf, make sure it's tucked out of the way as it could get caught in machinery

• to take reasonable care not to expose fellow employees and members of the public to risk by what you do or don't do in the course of your work

• to co-operate with your employer, making sure you complete the training that is provided and that you understand and follow the company's health and safety policies

• not to interfere with or misuse anything that's been provided for your health, safety or welfare

• to report any injuries you suffer as a result of doing your job – your employer may then need to change the way you work.

If you drive or operate machinery, you have a responsibility to tell your employer if you take medication that makes you feel sleepy. If you do, they should temporarily move you to another job if they have one for you to do.

==== Read the text below and answer Questions 23-27. ====

Our company notices

A Advance warning

Refurbishment of offices in the Perkins Building will start on Monday 22 May, and is expected to be completed by the end of June. Staff based in that building will be individually notified of where they'll work for that time. On the previous Friday, facilities staff will move everything that needs to go to your new office. Before then, please make a list of what should be moved, and another list of what can be stored.

B Information about financial systems

The review of the company's financial systems is now complete, and modifications will shortly be introduced. Jane Phillips from Finance will explain the changes and how they affect you, and answer any queries about them, between 12 and 1 pm on 15 March in Room 5.

C Purchasing Manager

As you probably know, Sadia Ahmed is leaving the company on 31 March, after ten years as Purchasing Manager. Her replacement, Jeff Bridges, will join us on the previous Monday. Jeff will be in Room 70 between 12 and 2 pm on 3 April: feel free to drop in and say hello to him during your lunch break.

D We're doing well!

We've received a large and urgent order from one of our major customers. As a result, we'll need to run the production line for an additional three hours each evening throughout the week beginning 13 March. Any production workers willing to do this shift in addition to their normal work should speak to the Production Manager asap.

E Quality control

Because of recent concerns about product quality, we're setting up a team to consider ways of raising quality and making recommendations for changes. As staff from any department might have useful ideas, anyone is welcome to join the team – ring Rodrigo Perez on 1012. It will involve fortnightly meetings and some research, over a six-month period.

F New opportunity

Dev Patel will cease to be part-time content editor of the company intranet at the end of April, as his new role in Marketing leaves him no time for it. We're looking for two people to take over. If you're interested, and can work an extra three or four hours a week (for extra pay, of course!), contact Maggie Campbell on 2146.

G And finally...

We hope to re-start the company tennis championship, which hasn't taken place for the last three years. If this is something for you, talk to Bill Sinclair on extension 2371. You don't need to be a star player!

PART 2 — QUESTIONS

Questions 15-22

Complete the notes below.

Choose **ONE WORD ONLY** from the text for each answer.

Write your answers in boxes on your answer sheet.

Health and Safety at Work

Employees' rights

• are established by **15** _____ and include the following:

employers should manage any potential dangers to their staff's health and safety

– any **16** _____ needed for employees to work safely should be free

– employees may inform management of any **17** _____ they have relating to health and safety

employees are entitled to some **18** _____ while they are working

Employees' responsibilities

to take off jewellery and dress appropriately for their particular work

– to avoid putting colleagues and others at **19** _____

– to do any **20** _____ that the employer offers

to inform the employer of any **21** _____ received while working

– to make sure the employer knows of any **22** _____ you are taking that might affect performance

Questions 23-27

For which company notice are the following statements true?

Write the correct letter, A-G, in boxes on your answer sheet

	A	B	C	D	E	F	G
23 Staff are needed to work on internal communications.	○	○	○	○	○	○	○
24 People are needed to help improve an internal system.	○	○	○	○	○	○	○
25 Staff are asked if they want to take part in an internal competition.	○	○	○	○	○	○	○
26 Volunteers are asked to work overtime for a limited period.	○	○	○	○	○	○	○
27 Staff will be told where to work temporarily.	○	○	○	○	○	○	○

PASSAGE 3

==== Read the text below and answer Questions 28-40. ====

Vanilla – the most wonderful flavor in the world

Vanilla is the most popular and widely used flavor in the world. And, yet, the vanilla orchid is only grown in a few countries. Below you'll discover why these countries are ideal and how the vanilla from each region differs.

Mexico

Vanilla ('Vanilla planifolia Andrews) originated in Mexico and for centuries was the exclusive secret of the native Totonac Indians, who were later conquered by the Aztecs. The Aztecs in turn were conquered by the Spanish forces led by Cortez in 1520. He brought vanilla pods home to Spain, thus introducing the flavorful pods to the rest of the world.

However, Mexico remained the sole grower of vanilla for another 300 years. The particular relationship between the vanilla orchid and an indigenous bee called the Melipone was crucial. It was responsible for pollinating the flowers, resulting in fruit production.

Vanilla pods should be picked when the tip begins to turn yellow. The curing process gives the pods their characteristic brown color as well as their flavor and aroma. In Mexico, farmers cure the pods by wrapping them in blankets and straw mats and then placing them in ovens for 24 to 48 hours. After that, the pods are spread outdoors to absorb heat during the day and then placed in wooden boxes overnight. Once properly cured, they are stored to further develop the flavor. The entire curing process takes three to six months, making it a very labor-intensive process. Vanilla from Mexico has a flavor that combines creamy tones with a deep, spicy character, making it a delicious complement to chocolate, cinnamon and other warm spices. It also works wonderfully in tomato sauces.

Madagascar

Around 1793, a vanilla plant was smuggled from Mexico to the Island of Reunion, east of Africa. For almost 50 years, the production of vanilla struggled. The vines grew successfully with beautiful blossoms but vanilla pods were infrequent. Without the Melipone bee, the flowers weren't being fertilized beyond occasional pollination by other insects. It wasn't until 1836 that Charles Morren, a Belgian botanist, discovered the pollination link between bee and plant. And then in 1841, Edmond Albius of Reunion developed an efficient method for fertilizing the flower by hand. Now, growers could choose the best flowers to pollinate, resulting in a healthier and higher quality vanilla pod.

Eventually, the plants arrived on the nearby island of Madagascar, where hand pollination proved its worth. Assisted by the climate and rich soil, hand pollination by the country's skilled farmers has enabled Madagascar to become the world's top vanilla producer in quantity and, many would argue, quality

The curing process is similar to that in Mexico with one difference. The farmers initiate the process by immersing the green vanilla pods in hot water for some time. They then store them in sweat boxes before beginning the routine of spreading them outdoors during the day and packing them away at night. The different curing method used contributes to the overall flavor of the vanilla.

The sweet, creamy and mellow flavor is the one most people identify with vanilla. This flavor and the pod's ability to hold that flavor in both hot and cold applications make it an exceptional 'all-purpose' vanilla which is many people's first choice for a wide range of sweet recipes – from cooking and baking to ice creams and buttercreams.

Tahiti

Like the other countries, Tahiti's tropical climate makes it ideal for growing vanilla. However, Tahiti differs in the species of vanilla that is most common: Vanilla tahitensis Moore. This is the hybrid of two vanilla species introduced in the 1800s. These two species were skilfully crossed in the next few decades, to create the plump Tahitian vanilla pods we know today.

The curing process also differs from other countries'. Mature pods are first stacked in a cool place until they are completely brown (five to ten days) and then rinsed briefly in clear water, a unique characteristic of the method used in Tahiti. For the next month, growers expose the pods to the gentle morning sunlight. In the afternoon, they bind the pods in cloths and store them in crates until the next morning, to promote transpiration. Little by little, the vanilla pods lose weight and shrink. Throughout this phase, the workers carefully smooth and even out the pods with their fingers. Then after a month, the final step is to leave the pods in a shaded and well-ventilated spot for 40 days to lower their moisture content.

This species of orchid combined with Tahiti's advantageous climate and soil results in a vanilla that has fruity and sweet tones. Tahitian vanilla is especially vulnerable to heat and is therefore best used in refrigerated and frozen desserts, fruit pies and smoothies.

Indonesia

Indonesia is the second largest producer of vanilla. However, Indonesian production methods focus on quantity over quality. Unlike other regions, where vanilla beans are picked only when ripe, Indonesian growers harvest all the beans at one time, a labor-saving adjustment.

The curing process also features production shortcuts such as the use of propane heaters to speed up drying. The use of such heat, which chemically alters the beans, essentially 'bums off flavor components while adding a smoky tone, resulting in a less complex taste and a sharper flavor. Indonesian vanilla works well when blended with vanillas from other regions and, because it's more economical, it makes the end product more affordable.

PART 3 — QUESTIONS

Questions 28-31

Look at the following statements and the list of countries below. Match each statement with the correct country, A, B, C or D.

Write the correct letter, A, B, C or D, in boxes on your answer sheet.

List of Countries

A Mexico

B Madagascar

C Tahiti

D Indonesia

	A	B	C	D
28 The vanilla that is grown here was created from more than one type of vanilla plant.	○	○	○	○
29 This vanilla is often mixed with other types of vanilla.	○	○	○	○
30 Some people claim that this country produces the finest vanilla.	○	○	○	○
31 This vanilla goes well with both sweet and savoury ingredients.	○	○	○	○

Questions 32-34

Choose the correct letter, A, B, C or D.

Write the correct letter in boxes on your answer sheet.

32 What prevented countries, apart from Mexico, from growing vanilla in the 17th and 18th centuries?

A ○ the Aztecs' refusal to let the pods be exported

B ○ the lack of the most suitable pollinating insect

C ○ the widespread ignorance of the existence of the plant

D ○ the poor condition of the vanilla pods that Cortez collected

33 What does the writer suggest was the main reason for the success of vanilla cultivation on Madagascar?

- **A** ○ the adoption of a particular agricultural technique
- **B** ○ the type of vanilla orchid that was selected
- **C** ○ the unique quality of the soil on the islan
- **D** ○ the rapidly increasing number of growers

34 The writer believes that Madagascan vanilla is so popular because

- **A** ○ it works well in a variety of main courses and puddings.
- **B** ○ its pod is less likely than others to break up when it is cooked.
- **C** ○ its taste is widely considered to be the standard taste of vanilla.
- **D** ○ it is the one that is used in a number of commercial frozen desserts.

Questions 35-40

Complete the summary below.

Choose **ONE WORD ONLY** from the text for each answer.

Write your answers in boxes on your answer sheet.

How vanilla pods are cured in Tahiti

Tahitian farmers start by leaving the pods to turn **35** _____ all over. They then wash them quickly before the main stage of the curing process begins. They place the pods in the **36** _____ during the early part of the day. Cloths are then wrapped round them and they are left in boxes overnight. This procedure encourages **37** _____ . Gradually, the **38** _____ of the individual pods starts to decrease. While this is happening, the farmers continue to work on the pods. They use their **39** _____ to flatten them out. For the last stage in the curing process, the pods are kept in a cool place which is open to the air, so that the amount of **40** _____ within them is reduced.

Answer Key

#	Answer	Explanation
1	**True**	grew out of a concept developed by The East London Late Starters Orchestra (ELLSO)
2	**True**	Participants should have basic music reading skills and a willingness to commit to the group
3	**True**	If you have ever been paid to play your instrument, recently graduated with a degree in performance, or have been playing continuously since elementary school, you may decide we are not the appropriate group for you
4	**Not given**	We work with the goal of producing one to three very informal 'friends-and-family' concerts per year
5	**False**	Everyone is encouraged to play to their fullest potential, whatever that may be, but please recognize that while we do have a conductor, her role is not to provide one-on-one instruction during rehearsals
6	**False**	NYLSO is a self-supporting collective; we do not receive any other funding. The cost is $80 for each six-week cycle. Payments are applied to the costs of rehearsal space, conductor's fees, and photocopying music
7	**Not given**	You will need an instrument, a portable music stand, and any other relevant accessories
8	**E**	This is a well-priced, entry-level watch that's light as well as waterproof and available in a range of colours
9	**F**	Described by the Huffington Post as 'the sports watch you never knew you needed,' this soft-touch and lightweight watch has been lovingly designed to appear more like a piece of futuristic jewellery than a running watch
10	**D**	Alerts remind you when it's time to hydrate or top up the nutrition
11	**C**	this watch, which is small enough to wear at the office, is touchscreen and is packed with impressive features, although the battery life is limited
12	**D**	The hi-res screen makes this a great watch for athletes at any level
13	**A**	Soleus claims this has everything you need and nothing you don't

#	Answer	Explanation
14	**G**	This is better suited to off-roaders rather than urban runners
15	**Law**	Your rights as an employee to work in a safe and healthy environment are set down in law and generally can't be changed or removed by your employer
16	**Equipment**	to be given any personal protective and safety equipment without being charged for it
17	**Concerns**	to tell your employer about any health and safety concerns you have
18	**Breaks**	to have breaks during the time you are at work
19	**Risk**	to take reasonable care not to expose fellow employees and members of the public to risk by what you do or don't do in the course of your work
20	**Training**	to co-operate with your employer, making sure you complete the training that is provided and that you understand and follow the company's health and safety policies
21	**Injuries**	to report any injuries you suffer as a result of doing your job
22	**Medication**	If you drive or operate machinery, you have a responsibility to tell your employer if you take medication that makes you feel sleepy
23	**F**	We're looking for two people to take over. If you're interested, and can work an extra three or four hours a week (for extra pay, of course!), contact Maggie Campbell on 2146
24	**E**	Because of recent concerns about product quality, we're setting up a team to consider ways of raising quality and making recommendations for changes
25	**G**	We hope to re-start the company tennis championship, which hasn't taken place for the last three years
26	**D**	As a result, we'll need to run the production line for an additional three hours each evening throughout the week beginning 13 March
27	**A**	Staff based in that building will be individually notified of where they'll work for that time
28	**C**	Tahiti differs in the species of vanilla that is most common: Vanilla tahitensis Moore. This is the hybrid of two vanilla species introduced in the 1800s
29	**D**	Indonesian vanilla works well when blended with vanillas from other regions

#	Answer	Explanation
30	**B**	Eventually, the plants arrived on the nearby island of Madagascar, where hand pollination proved its worth. Assisted by the climate and rich soil, hand pollination by the country's skilled farmers has enabled Madagascar to become the world's top vanilla producer in quantity and, many would argue, quality
31	**A**	Vanilla from Mexico has a flavor that combines creamy tones with a deep, spicy character, making it a delicious complement to chocolate, cinnamon and other warm spices. It also works wonderfully in tomato sauces
32	**B**	Without the Melipone bee, the flowers weren't being fertilized beyond occasional pollination by other insects
33	**A**	Assisted by the climate and rich soil, hand pollination by the country's skilled farmers has enabled Madagascar to become the world's top vanilla producer in quantity and, many would argue, quality
34	**C**	The sweet, creamy and mellow flavor is the one most people identify with vanilla
35	**Brown**	Mature pods are first stacked in a cool place until they are completely brown (five to ten days) and then rinsed briefly in clear water
36	**Sunlight**	For the next month, growers expose the pods to the gentle morning sunlight
37	**transpiration**	to promote transpiration
38	**weight**	Throughout this phase, the workers carefully smooth and even out the pods with their fingers. Then after a month, the final step is to leave the pods in a shaded and well-ventilated spot for 40 days to lower their moisture content
39	**fingers**	Throughout this phase, the workers carefully smooth and even out the pods with their fingers
40	**moisture**	the final step is to leave the pods in a shaded and well-ventilated spot for 40 days to lower their moisture content

Test 22

PASSAGE 1

==== Read the text below and answer questions 1-8. ====

The Guardian Newspaper's Travel

The photo competition is back, giving you another chance to win an incredible trip to Swedish Lapland.

Do you have a camera and love travelling? If so, our annual photography competition run by the Travel section of The Guardian is for you. It's an opportunity for you to capture the essence of the journeys you make, whether far afield or close to home, and for us to showcase your work online. The winner of each month's competition will also see their shot mounted and displayed in the end-of-year exhibition for the public at The Guardian's offices in London. Once the exhibition is finished, each monthly winner will receive a framed copy of their shot to place with pride on their own wall.

There will be a different theme for each month. Members of The Guardian travel writing team, and photographer Michael Ryan of Fotovue.com will judge the monthly entries and the overall winner.

To enter you must be living in the UK from the time you submit your entry into the competition to the time you are selected as a winner. The competition is open to all photographers (both amateur and professional).

The overall winner (chosen from the 12 monthly winners) will go on an amazing four-night trip to Swedish Lapland. The host for this specialist holiday is Fredrik Broman, who has been a nature photographer for 21 years. Fredrik will assist the winner and other participants in photographing a wide variety of winter subjects. Each day has a specific focus. The trip includes winter light photography workshops, an image editing workshop, a night photography course, and an action photography workshop.

Included in the prize: return flights from the UK, four nights' accommodation with full board, cold weather clothing for the duration of the trip – thermal overalls, winter boots, gloves, hats and woollen socks – fully qualified wilderness guides, and instructors.

The overall winner will be required to write a report of the trip, and take accompanying photographs, which will be printed in the Travel section of The Guardian at a later date. The Guardian reserves the right, however, to modify your report and photos as necessary. Your name will of course appear with the article and photos.

==== Read the text below and answer Questions 9-14. ====

Running Headphones

Listening to music on headphones makes running and even working out at the gym much more enjoyable. Here are some alternatives to choose from.

A Plantronics Backbeat Fit

These headphones are really tough so you don't need to worry about just throwing them into your bag before or after a workout. As well as providing reasonably clear sound they will also last a remarkable eight hours on a single charge.

B Sennheiser CX685 Sports

These headphones are impressively practical. Designed to fit firmly in your ear, however energetic you are, they're tight without being uncomfortable, and have a handy remote and a mic for phone calls. They will also resist some water being spilt on them.

C Nokia WH-510 Coloud Pop

These stylish headphones have fantastic bass, giving you a bit of extra oomph when you run. They also have a tangle-free cable which avoids any time-consuming messing about before you set off on your run.

D Sony NWZ-W273S

It's hard to imagine using any other headphones once you've tried these. As well as being wireless and waterproof at a depth of 2m, they even have a built-in MP3 player that can hold up to 1,000 songs. A charge provides up to an hour of playback.

E Betron B750S

If you're on a tight budget, it can always feel risky buying a bottom of the market pair of headphones, but with these you needn't worry. Not only do they provide fair sound quality, they also come with a pouch to keep them in.

F Happy Plugs

The sound quality on these is decent, although you're probably not going to be hugely impressed. They also come with a handy remote built into the cable to skip and pause songs with while you work out.

G Powerbeats 2

If money is not an issue, then these are definitely worth considering. They make everything sound so crisp and they're so light and comfortable that it's easy to forget that you're even wearing them.

PART 1 — QUESTIONS

Questions 1-8

Do the following statements agree with the information given in the text? In boxes on your answer sheet, write

TRUE if the statement agrees with the information

FALSE if the statement contradicts the information

NOT GIVEN if there is no information on this

1 This is the first year that The Guardian has run a travel photography competition.

- **A** ○ TRUE
- **B** ○ FALSE
- **C** ○ NOT GIVEN

2 Any photograph for the competition must have been taken on an overseas trip.

- **A** ○ TRUE
- **B** ○ FALSE
- **C** ○ NOT GIVEN

3 The end-of-year exhibition in London is free for the public to attend.

- **A** ○ TRUE
- **B** ○ FALSE
- **C** ○ NOT GIVEN

4 The judging panel is made up of a group of journalists and a professional photographer.

- **A** ○ TRUE
- **B** ○ FALSE
- **C** ○ NOT GIVEN

5 The trip to Swedish Lapland will only be offered to one winner.

A ○ TRUE

B ○ FALSE

C ○ NOT GIVEN

6 Every activity on the trip is focused on improving photography techniques.

A ○ TRUE

B ○ FALSE

C ○ NOT GIVEN

7 Anyone going on the trip may take some of the cold weather clothing home at the end of the trip.

A ○ TRUE

B ○ FALSE

C ○ NOT GIVEN

8 Articles written about the trip may be changed before being published.

A ○ TRUE

B ○ FALSE

C ○ NOT GIVEN

Questions 9-14

Look at the seven reviews of headphones, A-G. For which headphones are the following statements true? Write the correct letter, A-G, in boxes on your answer sheet. NB You may use any letter more than once.

	A	B	C	D	E	F	G
9 These headphones would suit someone who doesn't mind spending a lot to get good quality.	○	○	○	○	○	○	○
10 The battery on these headphones has a surprisingly long life.	○	○	○	○	○	○	○

	A	B	C	D	E	F	G
11 It is possible to keep in contact with other people while using these headphones.	○	○	○	○	○	○	○
12 Although these headphones are cheaper than most, music sounds quite good through them.	○	○	○	○	○	○	○
13 These headphones are very strong and do not require gentle handling.	○	○	○	○	○	○	○
14 These headphones allow users to move around their playlist of music easily while they are exercising.	○	○	○	○	○	○	○

PASSAGE 2

==== Read the text below and answer questions 15-21. ====

A case study of a risk assessment for general office cleaning

A commercial cleaning service took on a new contract to clean an office complex. Before sending cleaning staff to the offices, the manager of the cleaning service carried out a risk assessment using guidance provided by the Health and Safety Executive (HSE).

To identify the hazards, the cleaning service manager visited the office complex and walked through the areas where cleaning staff would be working, noting things that might pose potential risks. Following this, he consulted the health and safety representatives of the cleaning service about these risks, taking into account the needs of any particular staff members, such as whether they were pregnant or aged under 18.

In order to gather further information, he then had a meeting with the client company during which a number of issues were discussed. These included the client company's own standard of housekeeping, such as the immediate clearing up of spills and keeping walkways clear, as well as the action to be taken if a fire broke out. He also established what facilities and equipment would be available to the cleaners, including the amount of storage space available, as well as the availability of sinks and taps, etc. and agreed on a method of reporting near-miss accidents and risks discovered by cleaners (e.g. damaged floor tiles).

Following the meeting, the manager created a risk assessment document. He wrote down who could be harmed by each risk or hazard identified and in what way, and he then described what controls, if any, were in existence to manage these hazards. The manager then compared these to the good practice guidance set out on the HSE's website and identified any areas where improvement was needed.

The manager discussed the findings with the cleaning staff, making sure they understood the risks of the job and how these risks would be monitored. One cleaner, whose first language was not English, had difficulty understanding this, so the manager arranged for translation to be done by a bilingual cleaner from another team. Finally, to ensure that all the cleaning staff had access to a copy of the risk assessment, the manager pinned a copy in the cupboard where cleaning equipment was kept.

==== Read the text below and answer Questions 22-27. ====

Preparing for a virtual job interview

Businesses are always looking for new ways to increase efficiency and profits. For example, organisations often reduce costs by conducting virtual job interviews. The video or Skype interview benefits both interviewer and interviewee, especially when an applicant would otherwise need to travel far. Despite the convenience though, it poses unique challenges.

How a virtual interview is the same

The typical interview process usually entails multiple steps. First, there is screening, lasting about thirty minutes. Its purpose is to ensure candidates have the basic requirements. In the second interview, they're assessed for their technical skills and on whether they would fit the organisation. Virtual interviews follow the same steps so you'll need to focus on the same core topics. Identify what the critical topics are based on the job description and prepare to talk about them. If you can, gather inside information so you can impress interviewers with your knowledge.

How a virtual interview is different

Normally, you travel somewhere for an interview. One advantage of that is that you aren't responsible for the place, whereas in a virtual interview you must ensure you have an appropriate location and appropriate equipment. Modern technology is great when it works, but a pain when it doesn't. So, it's wise to check you can operate your webcam, especially if you don't use it often. Test the headset too and find out how intelligible your voice sounds. It's also wise to establish what software the interviewer is going to work with and give it a trial run.

Probably the biggest problem in a virtual interview is what the camera can see. You want the interviewer to see you as a professional. Having a messy or cluttered room behind you won't help you achieve this image – a clear white background is usually a safe bet.

The most important part of your preparation is to run through everything first as best you can. Have a friend conduct a rehearsal with you before the big day. This will help you know how to behave in front of the camera. All things considered, though, virtual interviews should be treated like any other type of interview. Being at home requires as much preparation as a traditional interview. If you follow the steps mentioned above, you have every chance of getting the job you want. Good luck!

PART 2 — QUESTIONS

Questions 15-21

Complete the flow-chart below. Choose **ONE WORD ONLY** from the text for each answer.

Stages followed by manager in carrying out risk assessment
He visited the offices to be cleaned and noted potential risks
He talked to health and safety **15** _____ about the risks
At a meeting, he talked to the client company about – the policy of the company regarding **16** _____ (e.g. clear walkways) – procedures to be followed in case of a **17** _____ – facilities available to cleaners (e.g. space available for **18** _____) – a way of **19** _____ risks and hazards
He created a risk assessment document identifying existing controls of risks and hazards
He compared there to information that the HSE provided on its **20** _____
He displayed a copy of the risk assessment inside a **21** _____ available to all cleaning staff

Questions 22-27

Complete the sentences below. Choose **ONE WORD ONLY** from the text for each answer. Write your answers in boxes on your answer sheet.

- Some companies prefer to interview job applicants digitally because of lower **22** _____
- As with the standard recruitment process, virtual recruitment opens with **23** _____
- Applicants should read any details about the advertised post carefully and pick out important **24** _____ which they can discuss if necessary.

- It is a good idea for applicants to check if they can be clearly understood when they use a **25** _____
- Applicants may not be familiar with the **26** _____ that the person conducting the interview will use, so they should try it out.
- It is very useful to go through a **27** _____ of the interview, with someone playing the part of the interviewer.

PASSAGE 3

==== Read the text below and answer Questions 28-40. ====

Tuning up your leadership skills

A Ever since management expert Peter Drucker compared the job of Chief Executive Officer to that of an orchestra conductor, the business world has been exploring comparisons and inspirations from the world of music. Now Warwick Business School Professors Deniz Ucbasaran and Andy Lockett are hitting all the right notes with their study of famous jazz musicians, Leading Entrepreneurial Teams: Insights From Jazz, providing some essential insights for entrepreneurial team leaders.

Ucbasaran and Lockett (together with Durham Business School Professor Michael Humphries) chose jazz for a number of reasons. For a start, jazz bands are synonymous with creativity, improvisation and innovation, all essential ingredients for entrepreneurship. Jazz groups and their members often operate in uncertain and dynamic environments, characterised by rapid change. Yet through collective endeavour many jazz bands find their own structure and harmony and become profitable enterprises – both creatively and commercially.

B The authors decided to focus on three of the best known names in jazz – Duke Ellington, Miles Davis and Art Blakey. American composer Duke Ellington was a pioneering jazz orchestra leader from the 1920s through to the 1970s. Trumpet player Miles Davis was instrumental in the development of a number of new jazz styles, including bebop and jazz fusion. Jazz drummer Arthur 'Art' Blakey became famous as the leader of his band the Jazz Messengers. The research focused on the way that these jazz greats created and ran their musical enterprises. In particular, Ucbasaran and Lockett focused on three specific areas of leadership activity: team formation, team coordination and team turnover.

There were strong similarities in the processes the band leaders used to assemble their diverse teams of talent. In particular, they looked for musicians with a different sound or way of playing, one that was unique to that band member and would improve the overall sound of the band. That feature was as much bound up with the personality of the individual musician as it was to do with their technical proficiency.

C But disparate teams, many different personalities, and high levels of creativity are a recipe for group conflict. And, sure enough, there was plenty of dysfunctional conflict and disruptive clashes of egos and personalities evident in the jazz ensembles. Traditional team leadership theory suggests that to get the best team performance the leader should foster conflict that is productive in its effects, while minimising destructive conflict. But this is difficult when the sources of productive and destructive conflict are the same; that is, differences in personality and thinking. So how do leaders deal with destructive conflict? It didn't seem to bother the likes of Ellington, Davis and Blakey. Their attitude was 'the music comes first'. The moments of musical genius when everything came together excused minor problems such as if individuals occasionally turned up late for practice, or stepped out of a performance for a quick snack.

D Teams must coordinate their behaviour and action to achieve an outcome. The team leader can assume a number of different roles when helping the team achieve its objectives. Some leaders are very directive, detailing what tasks they want team members to perform, and how they want them to go about those tasks. But that was not the approach Ellington, Davis and Blakey adopted. Instead, these leaders acted more as facilitators, empowering the musicians to collectively coordinate their behaviour and action to produce the desired outcome. As Ucbasaran and Lockett note, Miles Davis discouraged band members from rehearsing in case it led to musical cliches from over-practice. Similarly, he often asked his musicians to play a piece in an unusual key, so they did not rely on learned fingering patterns. The performers were not left entirely to their own devices though. All three leaders created a general framework within which team members could work, providing guidance but also the freedom to explore, express and make mistakes.

E The third aspect of leadership behaviour that Ucbasaran and her colleagues looked at was managing team turnover – people joining and leaving the team. In the jazz ensembles studied, musicians joined and left on a regular basis. Yet the high turnover of team members, despite the resulting loss of knowledge and skills, was seen in a positive light. That was partly because of the advantages of getting a fresh shot of knowledge, ideas and creativity when new members joined.

A common reason for the jazz musicians leaving was that they felt sufficiently qualified to go and run another band. The three band leaders were understanding about this, particularly as it was a process they had also been through. In some cases, in particular with Art Blakey, they actively encouraged and coached team members to become leaders. As the jazz icons Ellington, Davis and Blakey would no doubt agree, there is no magic score that if followed note by note will make you a great leader of creative talent. However, take an entrepreneur, a few cues from the aforementioned jazz trio, mix in a little improvisation, and you are more likely to hear the sweet sound of success. As Louis Armstrong once sang: ‘Now that’s jazz’.

PART 3 — QUESTIONS

Questions 28-33

The text has five sections, A-E. Which section contains the following? Write the correct letter, A-E, in boxes on your answer sheet. NB You may choose any letter more than once.

	A	B	C	D	E
28 a summary of the different aspects of leadership that are covered in the study	○	○	○	○	○
29 a description of how band leaders sometimes passed on their leadership skills to others	○	○	○	○	○
30 a summary of the backgrounds of the band leaders chosen for the study	○	○	○	○	○
31 examples of ways in which one band leader encouraged his musicians to be more creative	○	○	○	○	○
32 an overview of the main similarities between the work of business people and jazz musicians	○	○	○	○	○
33 a description of two contrasting ways of leading a team	○	○	○	○	○

Questions 34-36

Do the following statements agree with the information given in the text? In boxes on your answer sheet, write

TRUE if the statement agrees with the information

FALSE if the statement contradicts the information

NOT GIVEN if there is no information on this

34 The study by Ucbasaran and Lockett was the first to compare the worlds of music and business.

A ○ TRUE

B ○ FALSE

C ○ NOT GIVEN

35 One reason why jazz musicians were chosen for the research is because the setting in which they work is unpredictable.

A ○ TRUE

B ○ FALSE

C ○ NOT GIVEN

36 The researchers decided to cover only certain aspects of leadership.

A ○ TRUE

B ○ FALSE

C ○ NOT GIVEN

Questions 37-40

Choose the correct letter, A, B, C or D.

37 When assembling their teams, the band leaders all prioritised players

A ○ who had special technical skill.

B ○ who were used to working independently.

C ○ who had an individual style of their own.

D ○ who would get on well with other band members.

38 What obstacle might jazz leaders face in reducing destructive conflict among team members?

A ○ They may also reduce productive conflict in the process.

B ○ Their team members tend to have especially strong personalities.

C ○ They are unaware of the theory concerning different types of conflict.

D ○ Their team members may be unwilling to cooperate in reducing this.

39 What approach to group coordination was shared by Ellington, Davis and Blakey?

A ○ They allowed musicians to be creative within certain agreed limits.

B ○ They increased opportunities for success and reduced chances of failure.

C ○ They provided a structure within which musicians could express themselves.

D ○ They coordinated the work of their teams so each member contributed equally.

40 Ucbasaran and her colleagues found that the high turnover of members in jazz bands

A ○ was eventually reduced by the policies of the band leaders.

B ○ was welcomed by band leaders for the benefits it brought.

C ○ was due to a shortage of effective band leaders.

D ○ was a feature of the growing popularity of jazz.

Answer Key

#	Answer	Explanation
1	**False**	It’s an opportunity for you to capture the essence of the journeys you make, whether far afield or close to home, and for us to showcase your work online. The winner of each month’s competition will also see their shot mounted and displayed in the end-of-year exhibition
2	**False**	It’s an opportunity for you to capture the essence of the journeys you make, whether far afield or close to home
3	**Not given**	The winner of each month’s competition will also see their shot mounted and displayed in the end-of-year exhibition for the public at The Guardian’s offices in London
4	**True**	Members of The Guardian travel writing team, and photographer Michael Ryan of Fotovue.com will judge the monthly entries and the overall winner
5	**True**	The overall winner (chosen from the 12 monthly winners) will go on an amazing four-night trip to Swedish Lapland
6	**True**	The trip includes winter light photography workshops, an image editing workshop, a night photography course, and an action photography workshop
7	**False**	Included in the prize: return flights from the UK, four nights’ accommodation with full board, cold weather clothing for the duration of the trip
8	**True**	The Guardian reserves the right, however, to modify your report and photos as necessary
9	**G**	If money is not an issue, then these are definitely worth considering. They make everything sound so crisp and they’re so light and comfortable that it’s easy to forget that you’re even wearing them
10	**A**	These headphones are really tough so you don’t need to worry about just throwing them into your bag before or after a workout. As well as providing reasonably clear sound they will also last a remarkable eight hours on a single charge
11	**B**	they’re tight without being uncomfortable, and have a handy remote and a mic for phone calls
12	**E**	If you’re on a tight budget, it can always feel risky buying a bottom of the market pair of headphones, but with these you

#	Answer	Explanation
		needn’t worry. Not only do they provide fair sound quality
13	**A**	These headphones are really tough so you don’t need to worry about just throwing them into your bag before or after a workout
14	**F**	They also come with a handy remote built into the cable to skip and pause songs with while you work out
15	**Representatives**	he consulted the health and safety representatives of the cleaning service about these risks
16	**Housekeeping**	These included the client company’s own standard of housekeeping, such as the immediate clearing up of spills and keeping walkways clear
17	**Fire**	as well as the action to be taken if a fire broke out
18	**Storage**	He also established what facilities and equipment would be available to the cleaners, including the amount of storage space available
19	**Reporting**	agreed on a method of reporting near-miss accidents and risks discovered by cleaners
20	**Website**	The manager then compared these to the good practice guidance set out on the HSE’s website and identified any areas where improvement was needed
21	**Cupboard**	the manager pinned a copy in the cupboard where cleaning equipment was kept
22	**Costs**	For example, organisations often reduce costs by conducting virtual job interviews
23	**Screening**	First, there is screening, lasting about thirty minutes. Its purpose is to ensure candidates have the basic requirements
24	**Topics**	Identify what the critical topics are based on the job description and prepare to talk about them
25	**Headset**	Test the headset too and find out how intelligible your voice sounds
26	**Software**	It’s also wise to establish what software the interviewer is going to work with and give it a trial run
27	**Rehearsal**	The most important part of your preparation is to run through everything first as best you can. Have a friend conduct a rehearsal with you before the big day
28	**B**	The research focused on the way that these jazz greats created and ran their musical enterprises. In particular, Ucbasaran and

#	Answer	Explanation
		Lockett focused on three specific areas of leadership activity: team formation, team coordination and team turnover
29	**E**	In some cases, in particular with Art Blakey, they actively encouraged and coached team members to become leaders
30	**B**	The authors decided to focus on three of the best known names in jazz – Duke Ellington, Miles Davis and Art Blakey. American composer Duke Ellington was a pioneering jazz orchestra leader from the 1920s through to the 1970s. Trumpet player Miles Davis was instrumental in the development of a number of new jazz styles, including bebop and jazz fusion. Jazz drummer Arthur 'Art' Blakey became famous as the leader of his band the Jazz Messengers
31	**D**	Miles Davis discouraged band members from rehearsing in case it led to musical cliches from over-practice. Similarly, he often asked his musicians to play a piece in an unusual key, so they did not rely on learned fingering patterns
32	**A**	Now Warwick Business School Professors Deniz Ucbasaran and Andy Lockett are hitting all the right notes with their study of famous jazz musicians, Leading Entrepreneurial Teams: Insights From Jazz, providing some essential insights for entrepreneurial team leaders
33	**D**	Some leaders are very directive, detailing what tasks they want team members to perform, and how they want them to go about those tasks. But that was not the approach Ellington, Davis and Blakey adopted. Instead, these leaders acted more as facilitators, empowering the musicians to collectively coordinate their behaviour and action to produce the desired outcome
34	**False**	Ever since management expert Peter Drucker compared the job of Chief Executive Officer to that of an orchestra conductor, the business world has been exploring comparisons and inspirations from the world of music
35	**True**	jazz groups and their members often operate in uncertain and dynamic environments, characterised by rapid change
36	**True**	the research focused on the way that these jazz greats created and ran their musical enterprises. In particular, Ucbasaran and Lockett focused on three specific areas of leadership activity: team formation, team coordination and team turnover
37	**C**	In particular, they looked for musicians with a different sound or way of playing, one that was unique to that band member and would improve the overall sound of the band

#	Answer	Explanation
38	**A**	Traditional team leadership theory suggests that to get the best team performance the leader should foster conflict that is productive in its effects, while minimising destructive conflict. But this is difficult when the sources of productive and destructive conflict are the same; that is, differences in personality and thinking
39	**C**	All three leaders created a general framework within which team members could work, providing guidance but also the freedom to explore, express and make mistakes
40	**B**	Yet the high turnover of team members, despite the resulting loss of knowledge and skills, was seen in a positive light. That was partly because of the advantages of getting a fresh shot of knowledge, ideas and creativity when new members joined

Test 23

PASSAGE 1

==== Read the text below and answer Questions 1-6. ====

TRANSITION CAKE FOR THE ELOEHLY

What is transition care?

Transition care is for older people who have been receiving medical treatment, but need more help to recover, and time to make a decision about the best place for them to live in the longer term. You can only access transition care directly from hospital.

Transition care is focused on individual goals and therapies and is given for a limited time only. It offers access to a package of services that may include:

• low-intensity therapy such as physiotherapy (exercise, mobility, strength and balance) and podiatry (foot care)

• access to a social worker

• nursing support for clinical care such as wound care

• personal care

Who provides transition care services?

Transition care is often provided by non-government organisations and is subsidised by the government. If your circumstances allow, it is expected you'll contribute to the cost of your care.

Daily care fees are set by the organisation that provides your transition care services (your service provider). They should explain these fees to you, and the amount charged should form part of the agreement between you and the service provider. The fee is calculated on a daily basis.

Where do I receive transition care?

Transition care is provided in your own home or in a 'live-in' setting. This setting can be part of an existing aged-care home or health facility such as a separate wing of a hospital.

What if I'm already receiving services through a different programme?

If you're already receiving subsidised residential care in an aged-care home, but you need to go somewhere else for transition care, your place in the aged-care home will be held until you return.

==== Read the text below and answer Questions 7-14. ====

CABIN BAGS FOR AIR TRAVEL

If you want a small bag with wheels that you can take onto the plane with you, there's a wide choice. Here are some of the best.

A The Flyer B3 is an ultra-lightweight cabin bag which can withstand some pretty harsh treatment, its nylon and polyester sides won't rip or burst open if it's dropped or thrown whilst in transit. However, the trolley handle feels quite thin and flimsy. The top carrying handle is hard and flat, and the side handle isn't easy to grip.

B The Lightglide has two external pockets, both of which are zipped and lockable, but the inside pocket does not zip. In tests, we found the contents remain dry when given a good soaking, even around the zips. The trolley handle has a choice of two heights and the plastic hand grip doesn't have any sharp ridges that'll make your hands sore. For carrying there are fabric handles at the top and side.

C The Foxton is easy to control across most surfaces. However, the zips don't always run smoothly especially around the corners, so you may have to give them a good tug, especially if the case is very full. This is definitely one to avoid if you're going somewhere rainy as it lets loads of water in, and documents in the pockets will also get pretty wet unless they're in plastic folders.

D The Skybag has a single external zipped pocket and another located inside the lid. Your clothes are kept in place by two adjustable straps. The zips, are easy to grip and they run smoothly around the case. However, this cabin bag felt a little heavy to pull on all but smooth floors, and it was hard to steer compared with some of the other suitcases.

E The Travelsure 35 is available in a huge range of fabric designs including leopard print or lipstick kisses. The retractable trolley handle is comfortable but can't be adjusted to suit users of different heights. There's no internal divider, but there are two handy zipped pockets in the lid. We test each bag by letting it fall onto a hard floor – and our results show that you'll have to treat this bag with great care if you want it to last. The fabric tore so badly at one of the corners that it was unusable.

PART 1 — QUESTIONS

Questions 1-6

Do the following statements agree with the information given in the text?

In boxes on your answer sheet, write

TRUE if the statement agrees with the information

FALSE if the statement contradicts the information

NOT GIVEN if there is no information on this

1 Only hospital patients can go on to have transition care.

- **A** ○ TRUE
- **B** ○ FALSE
- **C** ○ NOT GIVEN

2 Transition care may be long term or short term.

- **A** ○ TRUE
- **B** ○ FALSE
- **C** ○ NOT GIVEN

3 Everyone receiving transition care must contribute to the cost.

- **A** ○ TRUE
- **B** ○ FALSE
- **C** ○ NOT GIVEN

4 Transition care at home is only available for patients who live alone.

- **A** ○ TRUE
- **B** ○ FALSE
- **C** ○ NOT GIVEN

5 Transition care may be given on a hospital site.

- **A** ○ TRUE
- **B** ○ FALSE
- **C** ○ NOT GIVEN

6 You may lose your place in a care home if you have to leave it to receive transition care.

- **A** ○ TRUE
- **B** ○ FALSE
- **C** ○ NOT GIVEN

Questions 7-14

The text above has five paragraphs, A-E.

Which paragraph mentions the following?

Write the correct letter, A-E, in boxes on your answer sheet. NB You may use any letter more than once.

	A	B	C	D	E
7 The zips on this cabin bag may be difficult to use.	○	○	○	○	○
8 This cabin bag may be badly damaged if it is dropped.	○	○	○	○	○
9 The handles of this cabin bag have a number of different problems.	○	○	○	○	○
10 This cabin bag is very resistant to water.	○	○	○	○	○
11 There's a good choice of patterns for the fabric of this cabin bag.	○	○	○	○	○
12 This cabin bag isn't very easy to move around.	○	○	○	○	○
13 This cabin bag has just one internal zipped pocket.	○	○	○	○	○

	A	B	C	D	E
14 The trolley handle of this cabin bag is adjustable.	○	○	○	○	○

PASSAGE 2

==== Read the text below and answer Questions 15-20 ====

College car parking policy – staff

Parking permits and tickets

Staff permits are required to park a motor vehicle (other than a motorcycle parked in the cycle bays) on campus between 8.30 am and 4.30 pm, Monday to Friday, during term time. Annual permits can be purchased from the Hospitality Department. Application forms can be downloaded from the College website. All permits/tickets must be clearly displayed in the windscreen of vehicles during the dates of term time, as published in the academic calendar. Please inform the Services Administrator of any changes to registration details on telephone ext. 406. Annual car parking permits can be purchased from 20th September and are valid for one academic year from 1st October to 30th June. The annual charges for car parking are displayed on the application form.

Enforcement

The nominated contractor will issue fixed Penalty Charge Notices (see below) on vehicles that fail to display a valid permit and/or parking ticket, or vehicles that are parked on yellow lines or in disabled parking bays without displaying a blue disabled-parking permit. Reductions of parking space availability may arise in order to accommodate College recruitment activities and/or estate development/maintenance projects. Vehicles that are in breach of the policy will be issued with a Penalty Charge Notice.

Penalty Charge Notice (PCM)

The PCN is £30, increasing to £60 seven days after issue. The nominated contractor is responsible for the collection of unpaid PCNs and may use legal action where necessary to recover unpaid PCNs. If issued with a PCN, appeals must be taken up directly with the parking enforcement company (details included on the notice) not the college.

Disabled parking

The college has designated car parking spaces for disabled car drivers. The college will make all reasonable efforts to ensure these parking spaces are used only by drivers who display their blue disabled-parking permits, and a valid pay-and-display or annual permit, as appropriate.

If issues arise concerning the availability of the parking spaces, those concerned should raise the matter with the Domestic Services Department in order to effect a temporary solution.

Visitors

The College welcomes visitors and provides parking arrangements through pre-arranged permits, which must be displayed in the vehicle. Please contact the Hospitality Department for

further information, On Open Days, sections of car parking on campus may be reserved for visitors.

Short-term drop-off/pick-up provision

There will be two short-term drop-off/pick-up spaces for users of the nursery, with a maximum of ten minutes' waiting time allowed. These are located outside Concorde Building. The nursery staff bays may not be used under any circumstances.

==== Read the text below and answer Questions 21-27. ====

Maternity benefits

If you are expecting a baby, there are a number of benefit schemes that could help you financially. However, eligibility differs for each individual scheme.

Statutory Maternity Pay (SSVSP)

You may be entitled to Statutory Maternity Pay (SMP) from your employer. This is a weekly payment, to help make it easier for you to take time off, both before and after the birth of your baby. SMP can be paid for up to 39 weeks.

You are entitled to SMP if you have been employed by the same company for at least 26 weeks by the end of the 15th week before your baby is due. You must also be earning an average of at least £87 per week (before tax). The amount you get depends on how much you earn. For 6 weeks, you will receive 90% of your average weekly earnings. Then you will receive £112.75 per week for the remaining 33 weeks.

Maternity Allowance (MA)

Maternity Allowance (MA) is available to those who are employed or self-employed but not eligible for Statutory Maternity Pay (SMP). You may be entitled to Maternity Allowance if you have been employed or self-employed for at least 26 weeks in the 66 weeks before you are due to give birth. You don't have to work for the same employer for those 26 weeks. You also don't have to work full weeks (as a part week counts as a full week) during the same period. Maternity Allowance can be paid for up to 39 weeks, and is either paid at the same standard rate as SMP or 90% of your average weekly earnings. You'll receive whichever amount is the lower. You can find Maternity Allowance forms at antenatal clinics throughout the country.

Child Tax Credit

If you're on a low income, over 16, and are responsible for at least one child, you may also be entitled to Child Tax Credit. The amount you get will depend on your personal circumstances and income. When your income is being assessed, any child benefit, maintenance payments or Maternity Allowance payments will not be classed as income. This means that it will not be taken into account when calculating your Child Tax Credit.

Sure Start Maternity Payments

If you get benefits or Child Tax Credit because you're on a low income, then you may be entitled to Sure Start Maternity Payments. These are individual grants to help towards the cost of a new baby.

PART 2 — QUESTIONS

Questions 15-20

Choose **NO MORE THAN THREE WORDS AND/OR A NUMBER** from the text for each answer.

Write your answers in boxes on your answer sheet

15 Where can you buy parking permits at the college? _____

16 Which document shows the dates of term time? _____

17 What is the start date of annual parking permits? _____

18 Who is responsible for giving out parking fines if you park in the wrong place? _____

19 What do visitors need to show when parking? _____

20 Where can the nursery pick-up point be found? _____

Questions 21-27

Choose **NO MORE THAN TWO WORDS AND/OR A NUMBER** from the text for each answer.

Write your answers in boxes on your answer sheet.

21 What is the minimum period you must have worked for an employer in order to be eligible for SMP? _____

22 For how long is SMP payable every week as a percentage of your average weekly earnings? _____

23 What sum is payable every week as the second part of SMP entitlement? _____

24 What is the maximum length of time MA is payable? _____

25 Where can MA forms be obtained? _____

26 Apart from income, what else is considered when assessing how much Child Tax Credit is paid? _____

27 What are Sure Start Maternity Payments? _____

PASSAGE 3

PAPYRUS

Used by the ancient Egyptians to make paper, the papyrus plant has

helped to shape the world we live in

28

A Libraries and archives are cultural crossroads of knowledge exchange, where the past transmits information to the present, and where the present has the opportunity to inform the future. Bureaucracies have become the backbone of civilizations, as governments try to keep track of populations, business transactions and taxes. At a personal level, our lives are governed by the documents we possess; we are certified on paper literally from birth to death. And written documentation carries enormous cultural importance: consider the consequences of signing the Foundation Document of the United Nations or the Convention on Biological Diversity.

Documentation requires a writing tool and a surface upon which to record the information permanently. About 5,000 years ago, the Sumerians started to use reeds or sticks to make marks on mud blocks which were then baked, but despite being fireproof, these were difficult to store. Other cultures used more flexible but less permanent surfaces, including animal skins and wood strips. In western culture, the adoption of papyrus was to have a great impact. Sheets of papyrus not only provide an invaluable record of people's daily lives, they can also be dated using carbon-dating techniques, giving precise information about the age of the text written on them.

29

B Papyrus is strongly associated with Egyptian culture, although all the ancient civilizations around the Mediterranean used it. The papyrus sedge is a tall grass-like plant. It was harvested from shallow water and swamplands on the banks of the River Nile. Manufacturing sheets of papyrus from papyrus sedge was a complex, messy process. Pith from inside the plant's stem was cut into long strips that were laid side by side. These were then covered with a second layer of strips which were laid at right angles to the first, then soaked in water and hammered together. The sheet was then crushed to extract the water, dried and then polished to produce a high-quality writing surface, individual sheets could be glued together and rolled up to make scrolls or folded and bound to form books.

30

C In moist climates the cellulose-rich sheets of papyrus would readily decay, becoming covered by mould or full of holes from attacks by insects. But in dry climates, such as the Middle East,

papyrus is a stable, rot-resistant writing surface. The earliest known roll of papyrus scroll was found in the tomb of an official called Hemeka near Memphis, which was then the capital city of Egypt, and is around five thousand years old. in 79CE, nearly 2,000 papyrus scrolls in the library of Julius Caesar's father-in-law were protected at Herculaneum by ash from the catastrophic eruption of Mount Vesuvius. However, the most famous discoveries of papyrus have come from the rubbish dumps of the ancient town of Oxyrhynchus, some 160km south-west of Cairo, in the desert to the west of the Nile. Oxyrhynchus was a regional administrative capital and for a thousand years generated vast amounts of administrative documentation, including accounts, tax returns and correspondence, which was periodically discarded to make room for more. Over time, a thick layer of sand covered these dumps, andthey were forgotten. But the documents were protected by the sand, creating a time capsule that allowed astonishing glimpses into the lives of the town's inhabitants over hundreds of years.

Collections of documents that record information and ideas have frequently been viewed as potentially dangerous. For thousands of years, governments, despots and conquerors have resorted to burning libraries and books to rid themselves of inconvenient evidence or obliterate cultures and ideas that they found politically, morally or religiously unacceptable. One such calamity, the burning of the Great Library of Alexandria, and the papyrus scrolls and books it contained, has been mythologized and has come to symbolize the global loss of cultural knowledge.

31

D Besides their use in record-keeping, papyrus stems were used in many other aspects of Mediterranean life, such as for boat construction and making ropes, sails and baskets, as well as being a source of food. In 1969 the adventurer Thor Heyerdahl attempted to cross the Atlantic from Morocco in the boat Ra, to show that it was possible for mariners in ancient times to cross the Atlantic Ocean. Ra was made from bundles of papyrus stems and modelled on ancient Egyptian craft. As a marshland plant, papyrus sedge stabilizes soils and reduces erosion, while some investigations show that it has potential for water purification and sewage treatment.

32

E True paper was probably invented in China in the first century CE. Like papyrus, it was constructed from a meshwork of plant fibres, but the Chinese used fibres from the white mulberry tree, which yielded a tough, flexible material that could be folded, stretched, and compressed. The adoption of this paper by western cultures soon rendered papyrus obsolete.

Despite dreams of paper-free societies, western cultures still use enormous quantities of paper, often in ways that it would be inconceivable to use papyrus for. As a paper substitute, the role of the papyrus sedge in western cultures has been superseded; papyrus is little more than a niche product for the tourist market. What makes papyrus noteworthy for western societies nowadays is its use as the surface upon which our ancient ancestors recorded their lives, their

art and their science. In the words of the ancient Roman philosopher Pliny the Elder, it is ‘the material on which the immortality of human beings depends’.

PART 3 — QUESTIONS

Questions 28-32

The text below has five sections, A-E.

Choose the correct heading for each section from the list of headings below.

Write the correct number i-viii in boxes on your answer sheet.

List of Headings

i. **in boxes on your answer sheet.**

ii. **The importance of written records and different ways of recording them**

iii. **The use of papyrus for a range of purposes**

iv. **Suggestions for future possibilities for papyrus**

v. **How papyrus was cultivated and different manufacturing methods**

vi. **The decline of papyrus use**

vii. **The preservation and destruction of papyrus documents**

viii. **The process of papyrus production**

Questions 33-37

Choose the correct letter, A, B, C or D.

Write the correct letter in boxes on your answer sheet.

33 What was the problem with using animal skins and wood strips for writing on?

A ○ They did not last for a long time.

B ○ They were not easy to store.

C ○ They were insufficiently flexible.

D ○ They could be destroyed by fire.

34 Why did papyrus manufacturers hammer the papyrus?

A ○ to remove water from the pith strips

B ○ to join the layers of pith strips together

C ○ to allow the pith strips to be easily cut

D ○ to position the layers of pith strips at the correct angle

35 When referring to burning libraries and books, the writer is suggesting that

A ○ information can be used for harm as well as for good.

B ○ new ways must be found to ensure information is not lost.

C ○ cultural knowledge depends on more than written texts.

D ○ those in power may Wish to keep others in ignorance.

36 The writer refers to Thor Heyerdahl to illustrate the point that

A ○ papyrus could be used as a food on long sea voyages.

B ○ the ancient Egyptians already had advanced navigation skills.

C ○ papyrus could be used to build boats for long sea journeys.

D ○ the ancient Egyptians knew of the environmental benefits of papyrus

37 What does the writer conclude about papyrus today?

A ○ It is better for the environment than using paper.

B ○ Its significance is restricted to its role in the past.

C ○ It is still the best writing surface for some purposes.

D ○ More efforts need to be made to ensure it stays in use.

Questions 38-40

Complete the summary below.

Choose **ONE WORD ONLY** from the text for each answer.

Write your answers in boxes on your answer sheet.

How papyrus documents have survived

Papyrus is rich in cellulose and in some conditions will be destroyed by fungal growths or be consumed by **38** _____.However, it can survive for long periods in an

environment that is dry. It has been found in a 5,000-year-old **39** _____ in Egypt, and in Herculaneum many papyrus documents were preserved following a huge **40** _____ in 79 CE. in the town of Oxyrhynchus, unwanted administrative documents were left on rubbish dumps which were covered with sand, preserving them for many years.

Answer Key

#	Answer	Explanation
1	**True**	You can only access transition care directly from hospital
2	**False**	Transition care is focused on individual goals and therapies and is given for a limited time only
3	**False**	it is expected you'll contribute to the cost of your care
4	**Not given**	Transition care is provided in your own home or in a 'live-in' setting
5	**True**	Transition care is provided in your own home or in a 'live-in' setting. This setting can be part of an existing aged-care home or health facility such as a separate wing of a hospital
6	**False**	If you're already receiving subsidised residential care in an aged-care home, but you need to go somewhere else for transition care, your place in the aged-care home will be held until you return
7	**C**	However, the zips don't always run smoothly especially around the corners, so you may have to give them a good tug, especially if the case is very full
8	**E**	We test each bag by letting it fall onto a hard floor – and our results show that you'll have to treat this bag with great care if you want it to last. The fabric tore so badly at one of the corners that it was unusable
9	**A**	However, the trolley handle feels quite thin and flimsy. The top carrying handle is hard and flat, and the side handle isn't easy to grip
10	**B**	In tests, we found the contents remain dry when given a good soaking, even around the zips
11	**E**	The Travelsure 35 is available in a huge range of fabric designs including leopard print or lipstick kisses
12	**D**	However, this cabin bag felt a little heavy to pull on all but smooth floors, and it was hard to steer compared with some of the other suitcases
13	**D**	The Skybag has a single external zipped pocket and another located inside the lid
14	**B**	The trolley handle has a choice of two heights

#	Answer	Explanation
15	**(The) Hospitality Department**	Annual permits can be purchased from the Hospitality Department
16	**(The) Academic Calendar**	All permits/tickets must be clearly displayed in the windscreen of vehicles during the dates of term time, as published in the academic calendar
17	**1st October**	Annual car parking permits can be purchased from 20th September and are valid for one academic year from 1st October to 30th June
18	**Nominated Contractor**	The nominated contractor will issue fixed Penalty Charge Notices (see below) on vehicles that fail to display a valid permit
19	**(Pre-arranged) Permits**	The College welcomes visitors and provides parking arrangements through pre-arranged permits, which must be displayed in the vehicle
20	**Concorde building**	There will be two short-term drop-off/pick-up spaces for users of the nursery, with a maximum of ten minutes' waiting time allowed. These are located outside Concorde Building
21	**26 weeks**	You are entitled to SMP if you have been employed by the same company for at least 26 weeks by the end of the 15th week before your baby is due
22	**6 weeks**	For 6 weeks, you will receive 90% of your average weekly earnings
23	**112.75 / £112.75**	Then you will receive £112.75 per week for the remaining 33 weeks
24	**39 weeks**	Maternity Allowance can be paid for up to 39 weeks
25	**(Antenatal) clinics**	You can find Maternity Allowance forms at antenatal clinics throughout the country
26	**Personal circumstances**	The amount you get will depend on your personal circumstances and income
27	**(Individual) Grants**	These are individual grants to help towards the cost of a new baby
28	**ii**	Libraries and archives are cultural crossroads of knowledge exchange, where the past transmits information to the present, and where the present has the opportunity to inform the future
29	**viii**	Manufacturing sheets of papyrus from papyrus sedge was a complex, messy process. Pith from inside the plant's stem was cut into long strips that were laid side by side. These were then covered with a second layer of strips which were laid at right angles to the first, then soaked in water and hammered together.

#	Answer	Explanation
		The sheet was then crushed to extract the water, dried and then polished to produce a high-quality writing surface
30	**vii**	Collections of documents that record information and ideas have frequently been viewed as potentially dangerous. For thousands of years, governments, despots and conquerors have resorted to burning libraries and books to rid themselves of inconvenient evidence or obliterate cultures and ideas that they found politically, morally or religiously unacceptable
31	**iii**	Besides their use in record-keeping, papyrus stems were used in many other aspects of Mediterranean life, such as for boat construction and making ropes, sails and baskets, as well as being a source of food
32	**vi**	the adoption of this paper by western cultures soon rendered papyrus obsolete
33	**A**	Other cultures used more flexible but less permanent surfaces, including animal skins and wood strips
34	**B**	These were then covered with a second layer of strips which were laid at right angles to the first, then soaked in water and hammered together
35	**D**	governments, despots and conquerors have resorted to burning libraries and books to rid themselves of inconvenient evidence or obliterate cultures and ideas that they found politically, morally or religiously unacceptable
36	**C**	In 1969 the adventurer Thor Heyerdahl attempted to cross the Atlantic from Morocco in the boat Ra, to show that it was possible for mariners in ancient times to cross the Atlantic Ocean. Ra was made from bundles of papyrus stems
37	**B**	papyrus is little more than a niche product for the tourist market
38	**Insects**	In moist climates the cellulose-rich sheets of papyrus would readily decay, becoming covered by mould or full of holes from attacks by insects
39	**Tomb**	the earliest known roll of papyrus scroll was found in the tomb of an official called Hemeka near Memphis, which was then the capital city of Egypt, and is around five thousand years old
40	**Eruption**	in 79CE, nearly 2,000 papyrus scrolls in the library of Julius Caesar’s father-in-law were protected at Herculaneum by ash from the catastrophic eruption of Mount Vesuvius

Test 24

PASSAGE 1

==== Read the text below and answer Questions 1-7. ====

Five reviews of the Wellington Hotel

A My husband and I first stayed at the Wellington a few years ago, and we've returned every year since then. When we arrive and check in, we're always treated like old friends by the staff, so we very much feel at home. Our one disappointment during our last visit was that our room overlooked the car park, but that didn't spoil our stay.

B The hotel hardly seems to have changed in the last hundred years, and we prefer that to many modern hotels, which tend to look the same as each other. The Wellington has character! Our room was very comfortable and quite spacious. We can strongly recommend the breakfast, though we had to wait for a table as the hotel was so full. That was a bit annoying, and there was also nowhere to sit in the lounge.

C We made our reservation by phone without problem, but when we arrived the receptionist couldn't see it on the computer system. Luckily there was a room available. It wasn't quite what we would have chosen, but it was a pleasure to sit in it with a cup of tea, and look out at the swimmers and surfers in the sea.

D We'd be happy to stay at the Wellington again. Although there's nothing special about the rooms, the view from the lounge is lovely, and the restaurant staff were friendly and efficient. Breakfast was a highlight – there was so much on offer we could hardly decide what to eat. We'd stay another time just for that!

E The staff all did their jobs efficiently, and were very helpful when we asked for information about the area. The only difficulty we had was making our reservation online – it wasn't clear whether payment for our deposit went through or not, and I had to call the hotel to find out. Still, once we'd arrived, everything went very smoothly, and we had a delicious dinner in the restaurant.

==== Read the text below and answer Questions 8-14. ====

Come and play walking football or walking netball

Walking football and netball have become increasingly popular in recent years, but do you know you can take part in this area? The names make it clear what they are – two of the country's favourite sports where, instead of running, the players walk. It's as simple as that.

Walking football was invented in the UK in 2011, but it was a 2014 TV commercial for a bank, showing it providing financial support to someone who wanted to set up a website for the game, that brought it to people's attention. Since then, tens of thousands of people — mostly, though not only, over the age of 50 — have started playing, and there are more than 800 walking

football clubs. Both men and women play walking football, but at the moment the netball teams consist only of women. However, men are beginning to show an interest in playing.

The two games are designed to help people to be active or get fit, whatever their age and level of fitness. In particular, they were invented to encourage older men and women to get more exercise, and to give them a chance to meet other people. Regular physical activity helps to maintain energy, strength and flexibility. You can start gently and do a little more each session. The benefits include lower heart rate and blood pressure, greater mobility, less fat and more muscle.

Many players have given up a sport – either through age or injury – and can now take it up again. They're great ways for people to enjoy a sport they used to play and love, and keep active at the same time, though people who have never played the standard game before are also very welcome.

The local councils Active Lifestyles Team runs sessions at all the council's leisure centres. Come alone or with a friend, and enjoy a friendly game on Monday or Saturday afternoons, or Tuesday or Thursday evenings. Each session costs £3 per person, and you don't have to come regularly or at the same time each week. Our aim is to set up netball and football clubs as soon as there are enough regular players.

PART 1 — QUESTIONS

Questions 1-7

Look at the five online reviews of the Wellington Hotel, A-E, above. Which review mentions the following?

Write the correct letter, A-E, in boxes on your answer sheet.

NB You may use any letter more than once.

	A	B	C	D	E
1 liking the view from the bedroom window	○	○	○	○	○
2 finding the receptionists welcoming	○	○	○	○	○
3 being pleased with the bedroom	○	○	○	○	○
4 becoming confused when booking a room	○	○	○	○	○
5 being impressed by the wide choice of food	○	○	○	○	○
6 staying in the hotel regularly	○	○	○	○	○
7 finding it inconvenient that the hotel was crowded	○	○	○	○	○

Questions 8-14

Do the following statements agree with the information given in the text?

In boxes on your answer sheet, write

TRUE if the statement agrees with the information

FALSE if the statement contradicts the information

NOT GIVEN if there is no information on this

8 Walking football became well-known when a club featured in a TV programme about the sport.

A ○ TRUE

B ○ FALSE

C ○ NOT GIVEN

9 The majority of walking netball players are men.

A ○ TRUE

B ○ FALSE

C ○ NOT GIVEN

10 Most clubs arrange social activities for their members

A ○ TRUE

B ○ FALSE

C ○ NOT GIVEN

11 Players are tested regularly to measure changes in their fitness.

A ○ TRUE

B ○ FALSE

C ○ NOT GIVEN

12 People who have never played football are encouraged to play walking football.

A ○ TRUE

B ○ FALSE

C ○ NOT GIVEN

13 People can take part in the Active Lifestyles Team's sessions whenever they wish

A ○ TRUE

B ○ FALSE

C ○ NOT GIVEN

14 The Active Lifestyles Team intends to start clubs in the future.

A ○ TRUE

B ○ FALSE

C ○ NOT GIVEN

PASSAGE 2

==== Read the text below and answer Questions 15-20. ====

Dress regulations at work

Your contract may state that you need to dress in a certain manner or wear a uniform. Your contract might also state that you need to dress 'smartly', rather than specifying any particular garments. As you might well have conflicting ideas of what counts as smart', you should ask your employer for clarification. Many employers that have a strict dress code choose to provide clothing or a discount on clothing. However, this is not necessarily compulsory for the employer and is a factor you need to consider when taking a job.

Protective clothing and equipment

Your employer can tell you to put on protective clothing and equipment (such as gloves, a visor, boots, etc.). If you don't, your employer is entitled to take disciplinary action, which can include excluding you from the workplace.

You are required to:

• co-operate with your employer on health and safety

• correctly use work items provided by your employer, including protective equipment, in accordance with instructions

• not interfere with or misuse anything provided for your health and safety or welfare.

Of course, any protective gear has to fit and be appropriate for the situation. It shouldn't cause you pain. If it does, you should negotiate alternative equipment or arrangements. Don't be put off. Sometimes employers can, out of caution, interpret health and safety rules unnecessarily rigidly. And of course you shouldn't be required to pay for any protective equipment or clothing that you need. However, if your employer buys the gear, they are entitled to keep it when you leave.

The obligation to maintain protective clothing lies with the employer. The employer is also required to provide an appropriate storage space to keep the protective equipment in when it is not being used. And finally, the employer must provide the equipment and service free of charge to the employee.

Jewellery

Banning employees from wearing jewellery and loose clothing may be justified to prevent a potential hygiene hazard if you work in areas of food production or areas which need to be kept sterile.

Likewise, your employer can judge that loose jewellery may constitute a snagging hazard if you operate machinery. If you think restrictions are not justified by health and safety concerns, talk

to your workplace union rep if you have one, as they may know of solutions to the problem which other employees have used before.

==== Read the text below and answer Questions 21-27. ====

How to achieve a better work—life balance

As more and more employees work from home full time and everyone has 24/7 access to email, balancing work and family may not seem like an easily attainable goal. So how can you juggle the demands of both worlds? Below are some tips to help you get started.

It's easy to get sucked into habits that, make us less efficient without realizing it — like keeping your social media page open at work so you don't miss something 'important'. Draw up a list with all the activities that don't enhance your life or career. Then minimize the time you spend on them.

It's hard to say no', especially to a supervisor or loved one, but sometimes that powerful little word is essential. Learn to use 'no' judiciously and it will become a powerful tool in balancing work and family.

Research shows that exercise helps you remain alert. Finding time to hit the gym may be hard, but it will ultimately help you get more things done because exercise really boosts energy and improves your ability to concentrate.

Study after study shows that significant sleep deprivation affects your health and well-being. Exposure to electronics can significantly negatively impact your sleep, so try to unplug an hour before you go to sleep.

What would you do if you had a whole day to yourself with no demands on your time? While most people don't have the luxury of a whole day dedicated to relaxation, constantly putting off that downtime and putting everyone's needs before yours will wear you down. Pick a time to do something just for you. Even just a few minutes of 'me time' a day will help to recharge your batteries.

Don't assume your family and manager are aware of your concerns. If you feel you have to adjust your schedule to discover a better work—life balance, then voice that requirement. If that means asking your boss for permission to leave a few minutes early once a week so you can hit that yoga class on the way home, do it.

All new habits require time to build, so if you find yourself sneaking your smartphone to bed, that's okay. Leave your phone downstairs tomorrow night. Tiny steps are the key to finding that balance, so start small, and go from there. Most of all, know your limitations and what works best for you; then decide what really matters, what advice you want to follow, and prioritize.

PART 2 — QUESTIONS

Questions 15-20

Complete the sentences below.

Choose **ONE WORD ONLY** from the text for each answer.

Write your answers in boxes on your answer sheet.

- If employees are unsure what their company wishes them to wear for work, they should request **15** _____
- Some companies offer their employees a **16** _____ when they buy items to wear for work.
- Employees who fail to wear protective clothing when required could be subject to **17** _____ procedures.
- Employees ought not to be in **18** _____ because of protective clothing or equipment.
- It is the company's responsibility to ensure that there is a suitable place for the **19** _____ of protective equipment.
- Employees who work with certain types of **20** _____ may have to remove jewellery to avoid potential injuries.

Questions 21-27

Complete the notes below.

Choose **ONE WORD ONLY** from the text for each answer. Write your answers in Boxes on your answer sheet.

Achieving a better work-life balance

How to begin

- Make a complete **21** _____ of things that are not helpful and reduce involvement in them
- Refuse some requests as this can be a useful **22** _____ in gaining a better work-life balance

Things that cars help

- Regular exercise

o can increase **23** _____ significantly

- Sleep

  o insufficient sleep can make people ill

  o avoid focusing on **24** _____ in the lead-up to bedtime

  Issues that require attention

- Those who see other people's **25** _____ as more important than their own will suffer
- If the working day is too long, get **26** _____ to shorten it occasionally
- People should learn to recognise their own **27** _____

PASSAGE 3

San Francisco's Golden Gale Bridge

A For several decades in the nineteenth century, there were calls to connect the rapidly growing metropolis of San Francisco to its neighbours across the mile-wide Golden Gate Strait, where San Francisco Bay opens onto the Pacific Ocean. Eventually, in 1919, officials asked the city engineer, Michael O'Shaughnessy, to explore the possibility of building a bridge. He began to consult engineers across the USA about the feasibility of doing so, and the cost. Most doubted whether a bridge could be built at all, or estimated that it would cost $100 million. However, a Chicago-based engineer named Joseph Strauss believed he could complete the project for a modest $25 to $30 million. After his proposal was accepted, Strauss set about convincing the communities on the northern end of the strait that the bridge would be to their benefit, as well as to that of San Francisco. With population centres growing fast, there was severe traffic congestion at the ferry docks, and motor vehicle travel by ferry was fast exceeding capacity.

B The bridge could not be constructed without the agreement of the US War Department, which owned the land on each side of the Strait and had the power to prevent any harbour construction that might affect shipping traffic. In 1924, San Francisco and Marin counties applied for a permit to build a bridge, and after hearing overwhelming arguments in favour of the project, the Secretary of War agreed. Despite the economic benefits promised by its supporters, the project met fierce resistance from a number of businesses – particularly ferry companies – and civic leaders. Not only would the bridge be an obstacle to shipping and spoil the bay's natural beauty, they argued, it wouldn't survive the sort of earthquake that had devastated the city in 1906. Eight years of legal actions followed as opponents tried to prevent it from being built.

C Meanwhile, Strauss's team scrapped their original plans in favour of a suspension span capable of moving more than two feet to each side: this would withstand strong wind far better than a rigid structure. They also planned the two towers, and decided on a paint colour they called 'international orange'.

D O'Shaughnessy, Strauss and the Secretary to the Mayor of San Francisco believed a special district needed to be created, with responsibility for planning, designing and financing construction. The formation of this district would enable all the counties affected by the bridge to have a say in the proceedings. This happened in 1928, when the California legislature passed an act to establish the Golden Gate Bridge and Highway District, consisting of six counties. In 1930, residents voted on the question of whether to put up their homes, their farms and their business properties as security for a $35 million bond issue to finance construction. The outcome was a large majority in favour.

However, the District struggled to find a financial backer amid the difficulties of the Great Depression, a problem made worse by years of expensive legal proceedings. Now desperate, Strauss personally sought help from the President of Bank of America, who provided a crucial boost by agreeing to buy $6 million in bonds in 1932.

E Construction began in January 1933, with the excavation of a vast amount of rock to establish the bridge's two anchorages – the structures in the ground that would take the tension from the suspension cables. The crew consisted of virtually anyone capable of withstanding the physical rigours of the job, as out-of-work cab drivers, farmers and clerks lined up for the chance to earn steady wages as ironworkers and cement mixers.

The attempt to build what would be the first bridge support in the open ocean proved an immense challenge. Working from a long framework built out from the San Francisco side, divers plunged to depths of 90 feet through strong currents to blast away rock and remove the debris. The framework was damaged when it was struck by a ship in August 1933 and again during a powerful storm later in the year, setting construction back five months.

F The two towers were completed in June 1935, and a New Jersey-based company was appointed to handle the on-site construction of the suspension cables. Its engineers had mastered a technique in which individual steel wires were banded together in spools and carried across the length of the bridge on spinning wheels. Given a year to complete the task, they instead finished in just over six months, having spun more than 25,000 individual wires into each massive cable.

The roadway was completed in April 1937, and the bridge officially opened to pedestrians the following month. The next day, President Roosevelt announced its opening via White House telegraph.

G The Golden Gate has endured as a marvel of modern engineering; its main span was the longest in the world for a suspension bridge until 1981, while its towers made it the tallest bridge of any type until 1993. It withstood a destructive earthquake in 1989 and was closed to traffic only three times in its first 75 years due to weather conditions. Believed to be the most, photographed bridge in the world, this landmark was named one of the seven civil engineering wonders of the United States by the American Society of Civil Engineers in 1994.

PART 3 — QUESTIONS

Questions 28-35

The text above has seven sections, A-G.

Which section mentions the following?

Write the correct letter, A-G, in boxes on your answer sheet. NB You may use any letter more than once.

	A	B	C	D	E	F	G
28 why it was easy to recruit workers to build the bridge	○	○	○	○	○	○	○
29 a change in the design of the bridge	○	○	○	○	○	○	○
30 opposition to building the bridge	○	○	○	○	○	○	○
31 why a bridge was desirable	○	○	○	○	○	○	○
32 problems with raising funding for the bridge	○	○	○	○	○	○	○
33 permission being given to build the bridge	○	○	○	○	○	○	○
34 which records the bridge broke	○	○	○	○	○	○	○
35 the idea that building a bridge might be impossible	○	○	○	○	○	○	○

Questions 36-40

Complete the sentences below.

Choose **ONE WORD ONLY** from the text for each answer.

Write your answers in boxes on your answer sheet.

- Building the bridge required a **36** _____ issued by the Secretary of War.
- One objection to building the bridge was that another **37** _____ would destroy it.

- Construction was delayed when the framework was damaged by a ship and again by a **38** _____
- The last part of the bridge to be constructed was the **39** _____
- The bridge was first used by **40** _____ in May 1937.

Answer Key

#	Answer	Explanation
1	**C**	It wasn't quite what we would have chosen, but it was a pleasure to sit in it with a cup of tea, and look out at the swimmers and surfers in the sea
2	**A**	we're always treated like old friends by the staff, so we very much feel at home
3	**B**	Our room was very comfortable and quite spacious
4	**E**	The only difficulty we had was making our reservation online – it wasn't clear whether payment for our deposit went through or not, and I had to call the hotel to find out
5	**D**	Breakfast was a highlight – there was so much on offer we could hardly decide what to eat
6	**A**	we've returned every year since then
7	**B**	though we had to wait for a table as the hotel was so full
8	**False**	Walking football was invented in the UK in 2011, but it was a 2014 TV commercial for a bank, showing it providing financial support to someone who wanted to set up a website for the game, that brought it to people's attention
9	**False**	Both men and women play walking football, but at the moment the netball teams consist only of women
10	**Not given**	In particular, they were invented to encourage older men and women to get more exercise, and to give them a chance to meet other people.
11	**Not given**	Regular physical activity helps to maintain energy, strength and flexibility
12	**True**	though people who have never played the standard game before are also very welcome
13	**True**	you don't have to come regularly or at the same time each week
14	**True**	Our aim is to set up netball and football clubs as soon as there are enough regular players
15	**Clarification**	As you might well have conflicting ideas of what counts as smart', you should ask your employer for clarification

#	Answer	Explanation
16	**Discount**	Many employers that have a strict dress code choose to provide clothing or a discount on clothing
17	**Disciplinary**	If you don’t, your employer is entitled to take disciplinary action, which can include excluding you from the workplace
18	**Pain**	Of course, any protective gear has to fit and be appropriate for the situation. It shouldn’t cause you pain
19	**Storage**	the employer is also required to provide an appropriate storage space to keep the protective equipment in when it is not being used
20	**Machinery**	your employer can judge that loose jewellery may constitute a snagging hazard if you operate machinery
21	**List**	Draw up a list with all the activities that don’t enhance your life or career
22	**Tool**	Learn to use ‘no’ judiciously and it will become a powerful tool in balancing work and family
23	**Energy**	Research shows that exercise helps you remain alert. Finding time to hit the gym may be hard, but it will ultimately help you get more things done because exercise really boosts energy and improves your ability to concentrate.
24	**Electronics**	Exposure to electronics can significantly negatively impact your sleep
25	**Needs**	Most of all, know your limitations and what works best for you; then decide what really matters, what advice you want to follow, and prioritize
26	**Permission**	If you feel you have to adjust your schedule to discover a better work—life balance, then voice that requirement
27	**Limitations**	Most of all, know your limitations and what works best for you
28	**E**	The crew consisted of virtually anyone capable of withstanding the physical rigours of the job, as out-of-work cab drivers, farmers and clerks lined up for the chance to earn steady wages as ironworkers and cement mixers
29	**C**	Meanwhile, Strauss’s team scrapped their original plans in favour of a suspension span capable of moving more than two feet to each side: this would withstand strong wind far better than a rigid structure
30	**B**	Despite the economic benefits promised by its supporters, the project met fierce resistance from a number of businesses – particularly ferry companies – and civic leaders

#	Answer	Explanation
31	**A**	With population centres growing fast, there was severe traffic congestion at the ferry docks, and motor vehicle travel by ferry was fast exceeding capacity
32	**D**	The District struggled to find a financial backer amid the difficulties of the Great Depression, a problem made worse by years of expensive legal proceedings
33	**B**	In 1924, San Francisco and Marin counties applied for a permit to build a bridge, and after hearing overwhelming arguments in favour of the project, the Secretary of War agreed
34	**G**	The Golden Gate has endured as a marvel of modern engineering; its main span was the longest in the world for a suspension bridge until 1981, while its towers made it the tallest bridge of any type until 1993
35	**A**	Most doubted whether a bridge could be built at all, or estimated that it would cost $100 million
36	**Permit**	In 1924, San Francisco and Marin counties applied for a permit to build a bridge
37	**Earthquakes**	Not only would the bridge be an obstacle to shipping and spoil the bay’s natural beauty, they argued, it wouldn’t survive the sort of earthquake that had devastated the city in 1906
38	**Storm**	The framework was damaged when it was struck by a ship in August 1933 and again during a powerful storm later in the year, setting construction back five months
39	**Roadway**	The roadway was completed in April 1937, and the bridge officially opened to pedestrians the following month
40	**Pedestrians**	The roadway was completed in April 1937, and the bridge officially opened to pedestrians the following month

Test 25

PASSAGE 1

==== Read the text below and answer Questions 1-7. ====

Your Guide to Entertainment in Westhaven

A. TRAX INDOOR KARTING CENTRE	**B. WESTHAVEN LIFEBOAT MUSEUM**
Experience the fun and thrills of indoor racing driving in our mini open-topped karts. No experience necessary. Individuals and groups welcome. Refreshments available in new burger bar. Spectators welcome. All drivers must meet the minimum height requirement of 5 feet (1.52 m) and participate at their own risk. **Open:** all year daily 10 am to 6 pm (later times by appointment) except Christmas Eve, Christmas Day, Boxing Day and New Year's Day **Charges**: from £ 11 per person	The Westhaven Lifeboat Museum is an exciting display illustrating over 150 years of courage – photos with texts of epic rescues, models of lifeboats and video displays. Try our hands-on-simulator – take charge of a daring rescue on a stormy sea. Ideal for school groups. A must for all ages. Souvenir shop. No charge for admission but donations welcome. **Open:** 25th March to 26th October, 10 am to 5 pm 27th October to 2nd January, 10 am to 4 pm

C. STAR LEISURE CENTRE Exciting leisure complex with four pools, wave machine, two thrilling flumes, bubble pool, fitness suite, special programme for under-fives, organized holiday activities and much, much more! **Open:** all year daily **Charges:** check our website at **starleisure** for current rates	**D. LLOYD'S LANES** 20 fully computerized ten-pin bowling lanes, amusement area, fast food area, large screen Sky TV – Lloyd's Lanes is ideal for a whole fun day out. **Open:** ten-pin bowling daily, 10 am till late – 7 days a week **Charges:** Monday to Friday 10 am to 6 pm, non-members £ 3.50, members £ 2.50 **Other times:** non-members £ 4.50, members £ 3.75, appropriate footgear essential to protect bowling surfaces shoe hire £ 1.00 at all times
E. WESTHAVEN GOLF CLUB Beautiful lakeside course, a pleasant, manageable walk through nine challenging holes 24-bay driving range, suitable in rain, wind or sun, three golf professionals can give affordable coaching. Restaurant good food served all day. Visitors welcome. **Open:** all year from 7.30 am to 10 pm **Charges:** 9 holes £ 10; 18 holes £ 15	

==== Read the text below and answer Questions 8-14. ====

Do you have a music project in mind that might benefit from funding?

Music is wonderfully therapeutic! This is recognised by The Dosoco Foundation, which supports local projects that use music for social good.

The next round of Dosoco grant funding will shortly be open for applications. Grants are available from £700 to £1,000 (for organisations) and up to £300 (for individuals) in the areas of music education (e.g. working with a talented music student with either physical, social or learning disabilities), music access (e.g. a music club for groups that might struggle to start something on their own), music innovation (e.g. using an electronic device such as Raspberry Pi

to help disabled people make music) and music therapy (e.g. an idea for using music to support positive mental health).

Case study

Dosoco recently awarded a grant to Alexia Sioame, a young composer with sight loss, to enable her to attend the sound-and-music summer-school composition course at the Purcell School. Alexia has since gained a place as a composer with the National Youth Orchestra of Great Britain – the first blind composer to be appointed – and has also been awarded the title of Young Composer of the Year. She was the first female composer ever to receive this honour in its ten-year history.

Organisations, families and individuals can apply by completing a simple form. Dosoco can contribute up to 50% towards project costs. Projects must be locally based and must be new ideas for using music to make a positive impact on people's lives where help is really needed.

For more information please visit **thedosocofoundation**

PART 1 — QUESTIONS

Questions 1-7

The text on pages above has five advertisements labelled A-E. Which advertisement contains the following information?

Write the correct letter A-E in boxes on your answer sheet.

NB You may use any letter more than once.

	A	B	C	D	E
1 Payment at this venue is optional.	○	○	○	○	○
2 Expert instructors are available for lessons.	○	○	○	○	○
3 There is a restriction on what you can wear.	○	○	○	○	○
4 Some basic information is published in another place.	○	○	○	○	○
5 This has particular provision for very young children.	○	○	○	○	○
6 It has a feature especially recommended for educational parties.	○	○	○	○	○
7 They will open at unscheduled times if you make an arrangement.	○	○	○	○	○

Questions 8-14

Do the following statements agree with the information given in the text ?

In boxes on your answer sheet, write

TRUE if the statement agrees with the information

FALSE if the statement contradicts the information

NOT GIVEN if there is no information on this

8 You can apply to Dosoco now for grant funding.

A ○ TRUE

B ○ FALSE

C ○ NOT GIVEN

9 You can apply for a grant that will help to educate a musician.

A ○ TRUE

B ○ FALSE

C ○ NOT GIVEN

10 Alexia Sloane lost her sight after attending a summer-school composition course

A ○ TRUE

B ○ FALSE

C ○ NOT GIVEN

11 Alexia now plays several instruments with the National Youth Orchestra of Great Britain.

A ○ TRUE

B ○ FALSE

C ○ NOT GIVEN

12 Alexia has received an award for her work in music.

A ○ TRUE

B ○ FALSE

C ○ NOT GIVEN

13 Applications can be made by filling in an online form.

A ○ TRUE

B ○ FALSE

C ○ NOT GIVEN

14 In some cases Dosoco will cover the full cost of the project.

A ○ TRUE

B ○ FALSE

C ○ NOT GIVEN

PASSAGE 2

==== Read the text below and answer Questions 15-21 ====

Guide To Employees On Workplace Monitoring

What is workplace monitoring?

Employers have the right to monitor your activities in many situations at work. For example, your activities may be recorded on CCTV cameras, and your letters may be opened and read. In addition, your employer may use an automated software programme to check the emails you receive at work. Phone calls may be listened to and recorded, and the log of websites you use may be checked.

All of these forms of monitoring are covered by data protection law. Data protection law doesn't prevent monitoring in the workplace. However, it does set down rules about the circumstances and the way in which monitoring should be carried out.

Before deciding whether to introduce monitoring, your employer should identify any negative effects the monitoring may have on staff. This is called impact assessment.

Monitoring electronic communications at work

Your employer can legally monitor your use of electronic communications in the workplace if the monitoring relates to the business and the equipment being monitored is provided partly or wholly for work.

Except in extremely limited circumstances, employers must take reasonable steps to let staff know that monitoring is happening, what is being monitored and why it is necessary.

As long as your employer sticks to these rules, they don't need to get your consent before they monitor your electronic communications, but only if the monitoring is for specific reasons. These may be to establish facts which are relevant to the business or to check standards, for example, listening in to phone calls to assess the quality of your work. Monitoring is also allowed if its purpose is to prevent or detect crime. It may be necessary to make sure electronic systems are operating effectively, for example, to prevent computer viruses entering the system. Your employer is also allowed to listen in to any calls you make to confidential helplines, but in this case he or she is not allowed to record these calls.

==== Read the text below and answer Questions 22-27. ====

International Experience Canada: Application Process

If you want to travel and work temporarily in Canada as part of International Experience Canada (IEC), your first step is to become a candidate in one or more IEC pools. There are three categories of pool: International Co-op (Internship), Working Holiday and Young Professionals.

To apply, first use our questionnaire to see if you meet the criteria to get into the IEC pools. This should take you about ten minutes. You can find it at cometocanada.asp. After completing this, if you are eligible you will be sent a personal reference code, which you should use to create your online account. At the same time, you should fill in any remaining fields in your profile with the required information, including which IEC pools you want to be in. (Some parts will already have been completed for you.)

If you are sent an invitation to proceed with your application, you will have 10 days to decide whether to accept this or not. If you accept, click the 'Start Application' button. You then have 20 days to complete your application.

For International Co-op and Young Professionals categories, your employer in Canada must pay the compliance fee and inform you of your offer of employment number. (This does not apply to the Working Holiday pool.)

Once you have received this, you should then upload copies of police and medical certificates, if required. If you do not have these, you should upload proof that you have applied for them. You should then pay your participation fee of C$126 online by credit card. (There is an additional payment of C$100 if you are applying for the Working Holiday category.)

Your application will then be assessed. You can apply to withdraw at this stage and will be given a refund if you do this within 56 days. If your application is successful, you will receive a letter of introduction which you can show to Immigration when you enter Canada.

PART 2 — QUESTIONS

Questions 15-21

Complete the notes below. Choose **NO MORE THAN TWO WORDS** from the text for each answer.

Write your answers in boxes on your answer sheet.

Guide to employees on workplace monitoring

Your employer may monitor you at work by checking

- recordings of your activities
- your letters and **15** _____
- your phone calls and which websites you have visited

Rules for monitoring are established by data protection law. This states that employers must carry out a procedure that is known as **16** _____ before introducing monitoring,

In general, monitoring is legal if

- it relates to the business
- you are using **17** _____ intended for work
- the worker has been informed

Monitoring may be used

- to evaluate the **18** _____ of your work
- to stop of find out about **19** _____
- to stop the possibility of **20** _____ affecting systems
- to check calls to **21** _____ (these cannot be recorded)

Questions 22-27

Complete the flow-chart below. Choose **ONE WORD AND/OR A NUMBER ONLY** from the text for each answer. Write your answers in boxes on your answer sheet.

Applying To International Experience Canada

Fill in the online **22** _____ to get a personal reference code

Create your **23** _____ and provide the necessary information for the profile in your application
If sent an invitation, you must accept this within **24** _____ you then have a limited time to **25** _____ the application
Your **26** _____ is required to send you an offer of employment number
Upload copies of any necessary certificates or proof of application
Make the payment for participation online. You may receive a **27** _____ later if you change your mind
If successful you will receive a letter of introduction to be shown at immigration

PASSAGE 3

Research on improving agricultural yields in Africa

Three programmes are investigating ways of improving agricultural productivity in Africa.

More than, half of the global population growth between now and 2050 is expected to occur in Africa, and more people means a requirement for more food.

Ethiopia, for example, has the largest livestock population in Africa but with a growing population even its 53 million cattle are not enough. And now efforts to develop fanning there are bringing a significant health concern. Professor James Wood from the University of Cambridge explains that new breeds that are being introduced are more vulnerable to bovine TB (tuberculosis) than the zebu cattle which were previously reared there. 'This may have health implications for those who work with and live alongside infected cattle, and also raises concerns about transmission to areas which previously had low levels of TB,' he warns.

Wood leads a research programme which is looking at the feasibility of control strategies, including cattle vaccination. The programme brings together veterinary scientists, epidemiologists, geneticists, immunologists and social scientists in eight Ethiopian and UK institutions. 'We need this mix because we are not only asking how effective strategies will be, but also whether farmers will accept them, and what the consequences are for prosperity and wellbeing,' says Wood.

The impact that increasing productivity can have on farmers' livelihoods is not lost on an insect expert at the University of Ghana, Dr Ken Fening, who is working on another food-related research project. Cabbages are not indigenous to Africa but have become a major cash crop for Ghanaian farmers and an important source of income for traders from markets and hotels. 'A good crop can bring in money to buy fertilisers and farm equipment, and also help to pay for healthcare and education for the family,' he says. Recently, however, fields of stunted, yellowing cabbages, their leaves curled and dotted with mould, have become a familiar and devastating sight for the farmers of Ghana.

From his field station base in Kpong, Ghana, Fening works closely with smallholder farmers on pest-control strategies. Two years ago they started reporting that a new disease was attacking their crops. 'It seemed to be associated with massive infestations of pink and green aphids,' says Fening, 'and from my studies of the way insects interact with many different vegetables, I'm familial* with the types of damage they can cause.'

But farmers were typically seeing the total loss of their crops, and he realised that the devastation couldn't just be caused by sap-sucking insects. Despite no previous reports of viral diseases affecting cabbage crops in Ghana, the symptoms suggested a viral pathogen.

Together with Cambridge plant biologist Dr John Carr, Fening collected samples of cabbage plants in Ghana showing signs of disease, and also aphids on the diseased plants. Back in Cambridge, Fening used screening techniques including a type of DNA 'fingerprinting' to

identify the aphid species, and sophisticated molecular biology methods to try to identify the offending virus.

‘Aphids are a common carrier of plant-infecting viruses,’ explains Carr. ‘The “usual suspects” are turnip mosaic virus and cauliflower mosaic virus, which affect cabbages in Europe and the US.’

‘We found that two different species of aphids, pink and green, were generally found on the diseased cabbages,’ says Fening. ‘It turned out this was the first record of the green aphid species ever being seen in Ghana.’ The pink aphid was identified as Myzus persicae (Sulzer).

What’s more, the virus was not what they expected, and work is now ongoing to identify the culprit. The sooner it can be characterised, the sooner sustainable crop protection strategies can be developed to prevent further spread of the disease not only in Ghana, but also in other countries in the region. Another researcher who hopes that eradication strategies will be the outcome of her research project is Dr Theresa Manful. Like Fening, she is a researcher at the University of Ghana. She has been working with Cambridge biochemist Professor Mark Carrington on a disease known as trypanosomiasis.

‘This is a major constraint to cattle fearing in Africa,’ she explains. ‘Although trypanosomiasis is also a disease of humans, the number of cases is low, and the more serious concerns about the disease relate to the economic impact on agricultural production.’

The parasite that causes the disease is carried by the tsetse fly, which colonises vast swathes of sub-Saharan Africa. Carrington says that a lot is now known about the parasite’s molecular mechanisms, in particular the way it evades the immune system of the animal acting as its host by altering the proteins in its coat so as to remain ‘invisible’. ‘But then when you look at the effect on large animals, you realise that there is almost nothing known about the dynamics of an infection, and even whether an infection acquired at an early age persists for its lifetime,’ he says. So Manful and Carrington set about testing cattle in Ghana. They discovered that nearly all were infected most of the time.

For Manful, one of the important gains has been the ability to expand the research in Ghana: ‘I now have a fully functional lab and can do DNA extraction and analysis in Ghana - I don’t have to bring samples to Cambridge. We are teaching students from five Ghanaian institutions the diagnostic methods.’

‘Agriculture faces increasing challenges,’ adds Carr. ‘Bioscience is playing a crucial part in developing ways to mitigate pest impact and reduce the spread of parasites. We want to ensure not only that every harvest is successful, but also that it’s maximally successful.’

PART 3 — QUESTIONS

Questions 28-32

Choose the correct letter, A, B, C or D.

28 What is the main problem faced by cattle farmers in Ethiopia, according to Professor Wood?

- **A** ○ TB is being transmitted from people to cattle.
- **B** ○ New breeds of cattle have led to an increase in TB.
- **C** ○ The traditional breeds of cattle are being affected by TB.
- **D** ○ TB has spread into places where it was previously unknown.

29 When discussing the cultivation of cabbages in Ghana, the writer says that this crop

- **A** ○ was introduced from outside Africa.
- **B** ○ is not eaten much by local people.
- **C** ○ is not grown correctly by many farmers.
- **D** ○ requires the use of fertiliser and special equipment.

30 Fening believed that the new disease destroying cabbages was

- **A** ○ caused by overuse of pesticides.
- **B** ○ also affecting other locally grown vegetables.
- **C** ○ linked to insect attacks on these vegetables.
- **D** ○ connected with the development of new insect breeds.

31 Fening first suspected that the cabbage disease was caused by a virus because

- **A** ○ evidence of viral disease could be seen on the cabbage leaves.
- **B** ○ pink and green aphids did not commonly attack cabbages.
- **C** ○ viral diseases affecting vegetables had occurred elsewhere in Africa.

D ○ aphids would not have caused so much damage to the crops.

32 When doing further research in Cambridge, Fening and Carr discovered that

A ○ the virus was unfamiliar to them.

B ○ two different viruses were present.

C ○ the aphids' DNA was more complex than expected.

D ○ one aphid was more harmful than the other.

Questions 33-36

Look at the following statements and the list of researchers below. Match each statement with the correct researcher, A-E.

Write the correct letter, A-E, in boxes on your answer sheet.

NB You may use any letter more than once.

List of Researchers

A James Wood

B Ken Fening

C John Carr

D Theresa Manful

E Mark Carrington

	A	B	C	D	E
33 A particular crop may make an important contribution to the local economy in one African country.	○	○	○	○	○
34 Tests will be carried out by local people in the country where the research is focused.	○	○	○	○	○
35 Different specialists must work together to ensure the success of a programme.	○	○	○	○	○
36 One type of insect attacking plants in Ghana was previously unknown there.	○	○	○	○	○

Questions 37-40

Complete the summary below. Choose **NO MORE THAN TWO WORDS** from the text for each answer.

Write your answers in boxes on your answer sheet.

Trypanosomiasis

Trypanosomiasis is a disease caused by a parasite which is spread by an insect called the **37** _____.The parasite can remain unaffected by the host's **38** _____ because it is able to change the **39** _____ on its outer covering. It is uncommon among humans but has been found to affect most **40** _____ in Ghana.

Answer Key

#	Answer	Explanation
1	**B**	No charge for admission but donations welcome
2	**E**	three golf professionals can give affordable coaching
3	**D**	appropriate footgear essential to protect bowling surfaces
4	**C**	Charges: check our website at starleisure for current rates
5	**C**	special programme for under-fives
6	**B**	Ideal for school groups
7	**A**	Open: all year daily 10 am to 6 pm (later times by appointment)
8	**False**	The next round of Dosoco grant funding will shortly be open for applications
9	**True**	Grants are available from £700 to £1,000 (for organisations) and up to £300 (for individuals) in the areas of music education
10	**False**	Dosoco recently awarded a grant to Alexia Sioame, a young composer with sight loss, to enable her to attend the sound-and-music summer-school composition course at the Purcell School
11	**False**	Alexia has since gained a place as a composer with the National Youth Orchestra of Great Britain
12	**True**	Alexia has since gained a place as a composer with the National Youth Orchestra of Great Britain – the first blind composer to be appointed – and has also been awarded the title of Young Composer of the Year
13	**Not given**	Organisations, families and individuals can apply by completing a simple form
14	**False**	Dosoco can contribute up to 50% towards project costs
15	**Emails**	your employer may use an automated software programme to check the emails you receive at work
16	**Impact assessment**	Before deciding whether to introduce monitoring, your employer should identify any negative effects the monitoring may have on staff. This is called impact assessment
17	**Equipment**	Your employer can legally monitor your use of electronic communications in the workplace if the monitoring relates to the

#	Answer	Explanation
		business and the equipment being monitored is provided partly or wholly for work
18	**Quality**	listening in to phone calls to assess the quality of your work
19	**Crime**	Monitoring is also allowed if its purpose is to prevent or detect crime
20	**viruses / computer viruses**	Monitoring is also allowed if its purpose is to prevent or detect crime. It may be necessary to make sure electronic systems are operating effectively, for example, to prevent computer viruses entering the system
21	**helplines / confidential helplines**	Your employer is also allowed to listen in to any calls you make to confidential helplines, but in this case he or she is not allowed to record these calls
22	**Questionnaire**	To apply, first use our questionnaire to see if you meet the criteria to get into the IEC pools
23	**Account**	you should use to create your online account
24	**10 days**	If you are sent an invitation to proceed with your application, you will have 10 days to decide whether to accept this or not
25	**Complete**	At the same time, you should fill in any remaining fields in your profile with the required information, including which IEC pools you want to be in
26	**Employer**	For International Co-op and Young Professionals categories, your employer in Canada must pay the compliance fee and inform you of your offer of employment number
27	**Refund**	You can apply to withdraw at this stage and will be given a refund if you do this within 56 days
28	**B**	‘This may have health implications for those who work with and live alongside infected cattle, and also raises concerns about transmission to areas which previously had low levels of TB,’ he warns
29	**A**	Cabbages are not indigenous to Africa but have become a major cash crop for Ghanaian farmers
30	**C**	Despite no previous reports of viral diseases affecting cabbage crops in Ghana, the symptoms suggested a viral pathogen
31	**D**	But farmers were typically seeing the total loss of their crops, and he realised that the devastation couldn’t just be caused by sap-sucking insects

#	Answer	Explanation
32	**B**	The virus was not what they expected, and work is now ongoing to identify the culprit
33	**B**	A good crop can bring in money to buy fertilisers and farm equipment, and also help to pay for healthcare and education for the family
34	**D**	I now have a fully functional lab and can do DNA extraction and analysis in Ghana – I don't have to bring samples to Cambridge. We are teaching students from five Ghanaian institutions the diagnostic methods
35	**A**	We need this mix because we are not only asking how effective strategies will be, but also whether farmers will accept them, and what the consequences are for prosperity and wellbeing
36	**B**	It turned out this was the first record of the green aphid species ever being seen in Ghana
37	**Tsetse fly**	The parasite that causes the disease is carried by the tsetse fly, which colonises vast swathes of sub-Saharan Africa
38	**Immune system**	the way it evades the immune system of the animal acting as its host by altering the proteins in its coat so as to remain 'invisible'
39	**Proteins**	the way it evades the immune system of the animal acting as its host by altering the proteins in its coat so as to remain 'invisible'
40	**Cattle**	Although trypanosomiasis is also a disease of humans, the number of cases is low, and the more serious concerns about the disease relate to the economic impact on agricultural production

Test 26

PASSAGE 1

==== Read the text below and answer Questions 1-8. ====

The best travel wallets

Keep all your bank cards, documents, passports and ID in one of these convenient carriers, which have been selected by Becca Meier.

A Kipling Travel Doc Travel Document Holder

This zip-around wallet comes in five different patterns and is made of nylon. It also has a space where users can put a pen, pockets for cards, an ID window and a pocket for change.

B Lifeventure Mini Travel Document Wallet

This is a waterproof wallet, which uses anti-RFID (radio frequency identification) material so your financial details will be safe. It is black with smart sky-blue finishing touches and has a small internal compartment, a smartphone pocket and an external pocket, It can fit two passports.

C Cath Kidston Breton Stripe

A wallet so slim it could easily pass for a small notebook. The inside compartment labels identifying each separate section all have silver lettering on them. The wallet has a special coating which makes it easy to wipe anything like sand off.

D Ted Baker Voyager's Travel Wallet

This wallet comes in smooth black leather, and is no bigger than a passport, but roomy enough for any insurance documents or flight tickets. A small navy-blue pen is supplied inside.

E Radley Abbey Travel Wallet

This plain travel wallet opens up to reveal pockets in various colours labelled 'cards', 'passport' and 'tickets', as well as others left blank for extras. It comes in a handy drawstring bag.

F Gotravel Organiser

The black wallet features seven slip-in card compartments, two small interior zip pockets and a load of other slip-in compartments, it can fit at least four passports.

G Gotravel Glo Travel Wallet

This is a simple, very reasonably priced wallet. It is made of PVC plastic and will suit those who like a wallet that is easy to spot. It comes in a range of bright colours with a white holiday-

related design on the front. It has five compartments that can fit a passport with other cards/tickets.

==== Read the text below and answer Questions 9-14. ====

UK rail services – how do I claim for my delayed train?

Generally, if you have been delayed on a train journey, you may be able to claim compensation, but train companies all have different rules, so it can be confusing to work out what you're entitled to. The type of delay you can claim for depends on whether the train company runs a Delay Repay scheme or a less generous, older-style scheme.

Delay Repay is a train operator scheme to compensate passengers when trains are late, and the train company will pay out even if it was not responsible for the delay. The scheme varies between companies, but up to 2016 most paid 50 percent of the single ticket cost for 30 minutes' delay and 100 percent for an hour. On the London Underground, you get a full refund for 15-minute delays.

Companies that do not use Delay Repay and still use the older scheme will not usually pay compensation if the problem is considered to be out of their control. But it is still worth asking them for compensation, as some may pay out. You are unlikely to get compensation for a delay if any of the following occur:

• Accidents involving people getting onto the line illegally

• Gas leaks or fires in buildings next to the line which were not caused by a train company

• Line closures at the request of the emergency services

• Exceptionally severe weather conditions

• Strike action

National Rail Conditions of Travel state that you are entitled to compensation in the same form that you paid for the ticket. Some train companies are still paying using rail vouchers, which they are allowed to do if you do not ask for a cash refund.

Since 2016, rail passengers have acquired further rights for compensation through the Consumer Rights Act. This means that passengers could now be eligible for compensation due to: a severely overcrowded train with too few carriages available; a consistently late running service; and a service that is delayed for less than the time limit that applied under existing compensation schemes.

However, in order to exercise their rights beyond the existing compensation schemes, for instance Delay Repay, and where the train operating company refuses to compensate despite letters threatening court action, passengers may need to bring their claims to a court of law.

PART 1 — QUESTIONS

Questions 1-8

Look at the seven reviews of travel wallets, A-G.

For which travel wallet are the following statements true?

Write the correct letter, A-G, in boxes on your answer sheet.

NB You may use any letter more than once.

	A	B	C	D	E	F	G
1 This wallet will suit people who prefer natural materials.	○	○	○	○	○	○	○
2 Users of this wallet do not need to worry about taking it out in the rain.	○	○	○	○	○	○	○
3 Parts of the inside of this wallet have categories printed on them in one colour.	○	○	○	○	○	○	○
4 This wallet would suit someone who needs to keep several passports together.	○	○	○	○	○	○	○
5 Something is provided for writing.	○	○	○	○	○	○	○
6 This will suit people who want to be able to find their document wallet easily in their luggage.	○	○	○	○	○	○	○
7 Something to keep this wallet in is provided.	○	○	○	○	○	○	○
8 This wallet has been specially made to prevent people detecting the numbers on any bank cards, etc. inside it.	○	○	○	○	○	○	○

Questions 9-14

Do the following statements agree with the information given in the text?

In boxes on your answer sheet, write

TRUE if the statement agrees with the information

FALSE if the statement contradicts the information

NOT GIVEN if there is no information on this

9 The system for claiming compensation varies from one company to another.

- **A** ○ TRUE
- **B** ○ FALSE
- **C** ○ NOT GIVEN

10 Under Delay Repay, a train company will only provide compensation if it caused the delay.

- **A** ○ TRUE
- **B** ○ FALSE
- **C** ○ NOT GIVEN

11 Under Delay Repay, underground and other train companies give exactly the same amounts of money in compensation.

- **A** ○ TRUE
- **B** ○ FALSE
- **C** ○ NOT GIVEN

12 An increasing number of train companies are willing to pay compensation for problems they are not responsible for.

- **A** ○ TRUE
- **B** ○ FALSE
- **C** ○ NOT GIVEN

13 It is doubtful whether companies using the older scheme will provide compensation if a delay is caused by a strike.

- **A** ○ TRUE
- **B** ○ FALSE
- **C** ○ NOT GIVEN

14 Passengers may receive compensation in the form of a train voucher if they forget to request cash.

A ○ TRUE

B ○ FALSE

C ○ NOT GIVEN

PASSAGE 2

==== Read the text below and answer Questions 15-19 ====

Vacancy for food preparation assistant

Durrant House pic runs restaurants and cafes as concessions in airports, train stations and other busy environments around the country. We currently have a vacancy for a food preparation assistant in our restaurant at Locksley Stadium, serving football fans and concert-goers before, during and after events. In addition, we cater for private parties several times a week. If you have relevant experience and a passion for preparing food to a very high standard, we'll be delighted to hear from you. You must be able to multitask and to work in a fast-paced environment. It goes without saying that working as an effective and supportive member of a team is essential so you need to be happy in this type of work.

The role includes the usual responsibilities, such as treating hygiene as your number one priority, cleaning work areas, and doing whatever is required to provide food of excellent quality. The person appointed will carry out a range of tasks, including ensuring all raw food items are fresh, preparing vegetables to be cooked, making sure frozen food products are used in rotation, and throwing away any food products that are near or have passed their expiry date. He or she will be required to familiarise themselves with the storage system, so as to put food product supplies in the proper place and retrieve them in the right order. In particular; we are looking for someone with skill at baking, to play a large role in the production of pies and cakes.

Given the nature of the venue, working hours vary from week to week, depending on the events being held, and will often involve starting early in the morning or finishing late at night. You can expect to work an average of around 18 hours a week, although this cannot be guaranteed. You will also have the opportunity to work in another of our sites for one or two days a week, or for longer periods, and will be paid for ten days of holidays a year, Training will be provided in food safety.

If this sounds like the job for you, please contact Jo Simmons at simmons.j@durrant-house.com.

==== Read the text below and answer Questions 20-27 ====

Setting up a business partnership in the UK

Two or more people can go into business together by setting up either a limited company or a partnership. A partnership is the easier way to get started, and simply links two or more people together in a simple business structure. Unlike a limited company, a partnership doesn't have a separate legal status. The partners are usually self-employed individuals, although a limited company counts as a 'legal person' and can also be a partner.

In a partnership, you and your partner or partners personally share responsibility for your business. This means, among other things, that if your business cannot afford to pay its debts,

you must pay them yourselves. Again, this is not the case with a limited company. Partners share the business's profits, and each partner pays tax on their share.

When you set up a business partnership you need to choose a name. You can trade under your own names, for example, 'Smith and Jones', or you can choose another name for your business. You don't need to register your name. However, you should register your name as a trademark if you want to stop people from trading under your business name.

Business partnership names must not include 'limited', 'Ltd', 'limited liability partnership', 'LLP', 'public limited company' or 'pic', be offensive, or be the same as an existing trademark. Your name also can't suggest a connection with government or local authorities, unless you get permission. There is no central database of partnership names in the UK, so to avoid using the same name as another business, it is advisable to search on the internet for the name you are considering.

You must include all the partners' names and the business name (if you have one) on official paperwork, for example invoices. You must choose a 'nominated partner' who is responsible for registering your partnership with HM Revenue and Customs (HMRC), the government department responsible for the collection of taxes. This person is responsible for managing the partnership's tax returns and keeping business records. Alternatively, you can appoint an agent to deal with HMRC on your behalf.

All partners need to register with HMRC separately and send their own tax returns as individuals. You must register by 5 October in your business's second tax year, or you could be charged a penalty. You must also register for VAT if your VAT taxable turnover is more than £85,000. You can choose to register if it's below this, for example to reclaim VAT on business supplies.

PART 2 — QUESTIONS

Questions 15-19

Complete the notes below. Choose **ONE WORD ONLY** from the text for each answer.

Write your answers in boxes on your answer sheet,

Vacancy for food preparation assistant

Location of restaurant: in a **15** _____

Requirements:

- relevant experience
- ability to multitask
- must enjoy working in a **16** _____

Responsibilities include:

- maintaining high standards of **17** _____
- checking the freshness of raw food
- ensuring no food is used after its expiry date
- learning the procedure for the **18** _____
- doing a considerable amount of the baking

Conditions:

- working hours are not **19** _____
- payment is made for holidays

Questions 20-27

Complete the sentences below. Choose **ONE WORD ONLY** from the text for each answer.

Write your answers in boxes on your answer sheet.

- A partnership is different from a limited company in not having its own **20** _____ as a legal body.
- The partners are personally responsible for paying all the partnership's **21** _____
- The partnership's **22** _____ are divided between the partners.

- Registering the partnership's name prevents others from using that name when **23** _____
- The best way to find out if a name is already in use is to use the **24** _____
- The names of the partners and the partnership must appear on **25** _____ and other documents.
- You must have a nominated partner, or someone to act as your **26** _____ for all contact with HIVIRC.
- You will have to pay a **27** _____ if you miss the deadline for registering the partnership.

PASSAGE 3

THE ROLE OF THE SWISS POSTBUS

The Swiss PostBus Limited is the largest of the country's 78 coach companies. Administered by the Motor Services Department of the Post Office, it carries over 120 million passengers each year and is carefully integrated with other public transport services: trains, boats and mountain cableways. The Swiss transportation system resembles a tree, with the larger branches representing federal and private railways, the smaller branches being the coaches, and the twigs being the urban transit operators running trams, city buses, boats, chairlifts and so on. But the trunk that holds the tree together is the vast postbus network, without which the whole network would not function.

There isn't an inhabited place in Switzerland that cannot be reached by some sort of public transport. Federal law and the Swiss Constitution stipulate that every village with a population greater than 40 is entitled to regular bus services. The frequency of these services is directly related to population density. Timetables are put together four years in advance, and seldom change. If a new route is to be introduced, the population of the area affected is invited to vote in a referendum.

At times, postbuses are the main — sometimes the only — links between settlements. These coaches, often with a trailer in tow to increase their capacity, are a common sight in high-altitude regions, and their signature sound — part of Rossini's William Tell Overturn, played by the drivers on three-tone post horns with electrical compressors at every road turn — is one of the most familiar Swiss sounds.

The three-tone horns can still be used to 'talk' to post offices (and each other) from a distance. By altering the combination of the tones, a driver can announce 'departure of post1, 'arrival of post', 'arrival of special post', and so on – so much more romantic and often more reliable than radio or mobile phones. This musical 'language' started in the mid-nineteenth century, when the coach drivers could also blow their horns a certain number of times on approaching the station to indicate the number of horses needing to be fed, giving the stationmaster time to prepare the fodder.

The postbus history goes back to 1849, when the Swiss postal service was made a monopoly. The role of today's modern yellow buses was, back then, played by horse-drawn carriages (or in winter by sleighs, in order to travel on snow), which were the same colour. By 1914, eight years after the first motor coaches were introduced, there were still 2,500 horses, 2,231 coaches (or carriages) and 1,059 sleighs in service.

After the First World War, Swiss Post bought a fleet of decommissioned military trucks which were converted into postbuses, but it was not until 1961 that the last horse-drawn coach was replaced with a motorised version.

Today, the Swiss Post Office boasts one of the worlds most advanced coach fleets, including fuel-cell models and the world's first driverless bus. This was launched in 2015 in the town of

Sion, the capital of the canton of Valais, one of the 26 cantons, or administrative regions, that make up the country.

Postbuses often go to places that other means of transport cannot reach. Most of the drivers therefore see themselves as educators and tour guides. Although it's not in their job description, they're likely to point out the sights — waterfalls, gorges, and so on — and are always ready to pull over for a photo opportunity.

Switzerland's longest postbus journey, and one of the highest, crosses four mountain passes – an eight-hour trip undertaken by a single postbus. The route goes through several cantons; two languages (German and Italian); all four seasons – from burning sunshine to showers and heavy snowfalls; and countless places of interest, One of the passes, the Gotthard, is often described as 'the People's Road', probably because it connects the German-speaking canton of Uri with Italian-speaking Ticino. Like Switzerland itself, postbuses 'speak' all four state languages: German, French, Italian and Romansh – and by law, their automated intercom announcements are given in the language of whichever canton the bus is currently passing through.

Irrespective of their previous driving experience, drivers undergo lots of training. During the first year, they have, to drive postbuses under the supervision of a more experienced driver. Only after two years of safe driving in the valleys can they be pronounced ready for a mountain bus.

Some routes are not at all busy, with the bus often carrying just two or three passengers at a time. But for most people living in small mountain villages, the postbus is of the utmost importance. It not only carries the villagers to town and back, it takes village children to and from school, delivers mail, transports milk from the village farms down to the valley, collects rubbish from the village (Swiss laws do not allow dumping anywhere in the mountains), and brings building materials to households. It takes elderly villagers to shops and carries their shopping up the hill to their homes. More a friend than just a means of transportation, for the dwellers of mountain villages the postbus is an essential part of life.

PART 3 — QUESTIONS

Questions 28-32

Choose the correct letter, A, B, C or D.

Write the correct letter in boxes on your answer sheet.

28 When comparing the Swiss transportation system to a tree, the writer emphasises

- **A** ○ the size of the postbus system.
- **B** ○ how competitive the postbus system is.
- **C** ○ how important the postbus system is.
- **D** ○ the threat to the postbus system.

29 What is said about bus services in the second paragraph?

- **A** ○ Villages have the chance to request more buses every four years.
- **B** ○ New routes are often introduced to reflect an increase in population.
- **C** ○ Bus timetables tend to change every four years.
- **D** ○ The number of buses that call at a village depends on how many people live there,

30 According to the fourth paragraph, what were three-tone horns first used to indicate?

- **A** ○ how many coach horses required food
- **B** ○ how long the bus would stay at the station
- **C** ○ how many passengers wanted a meal
- **D** ○ how soon the bus would arrive at the station

31 What point does the writer make about the postbus drivers?

- **A** ○ Many choose to give passengers information about the surroundings.
- **B** ○ Most are proud of driving buses to places without other forms of transport.
- **C** ○ They are required to inform passengers about the sights seen from the bus.

D ○ They are not allowed to stop for passengers to take photographs.

32 What is said about the buses' automated announcements?

A ○ They are given in the language of the bus's starting point.

B ○ The language they are given in depends on where the bus is at the time.

C ○ They are always given in all the four languages of Switzerland.

D ○ The language they are given in depends on the bus's destination.

Questions 33-40

Do the following statements agree with the information given in the text?

in boxes on your answer sheet, write

TRUE if the statement agrees with the information

FALSE if the statement contradicts the information

NOT GIVEN if there is no information on this

33 Some postbuses after the First World War were originally army vehicles.

A ○ TRUE

B ○ FALSE

C ○ NOT GIVEN

34 The number of driverless buses has increased steadily since 2015.

A ○ TRUE

B ○ FALSE

C ○ NOT GIVEN

35 On the longest postbus route in Switzerland, passengers have to change buses.

A ○ TRUE

B ○ FALSE

C ○ NOT GIVEN

36 The weather on the longest postbus route is likely to include extreme weather conditions.

A ○ TRUE

B ○ FALSE

C ○ NOT GIVEN

37 There is a widely used nickname for part of the longest route used by postbuses.

A ○ TRUE

B ○ FALSE

C ○ NOT GIVEN

38 Bus drivers' training can be shortened if they have driven buses before joining Postbus.

A ○ TRUE

B ○ FALSE

C ○ NOT GIVEN

39 In some villages most passengers are school children.

A ○ TRUE

B ○ FALSE

C ○ NOT GIVEN

40 Buses carry only rubbish that can be recycled.

A ○ TRUE

B ○ FALSE

C ○ NOT GIVEN

Answer Key

#	Answer	Explanation
1	**D**	This wallet comes in smooth black leather
2	**B**	This is a waterproof wallet, which uses anti-RFID (radio frequency identification) material so your financial details will be safe
3	**C**	The inside compartment labels identifying each separate section all have silver lettering on them
4	**F**	the black wallet features seven slip-in card compartments, two small interior zip pockets and a load of other slip-in compartments, it can fit at least four passports
5	**D**	A small navy-blue pen is supplied inside
6	**G**	It is made of PVC plastic and will suit those who like a wallet that is easy to spot. It comes in a range of bright colours
7	**E**	It comes in a handy drawstring bag
8	**B**	This is a waterproof wallet, which uses anti-RFID (radio frequency identification) material so your financial details will be safe
9	**True**	but train companies all have different rules, so it can be confusing to work out what you're entitled to
10	**False**	Delay Repay is a train operator scheme to compensate passengers when trains are late, and the train company will pay out even if it was not responsible for the delay
11	**False**	The scheme varies between companies, but up to 2016 most paid 50 percent of the single ticket cost for 30 minutes' delay and 100 percent for an hour. On the London Underground, you get a full refund for 15-minute delays
12	**Not given**	The type of delay you can claim for depends on whether the train company runs a Delay Repay scheme or a less generous, older-style scheme
13	**True**	Companies that do not use Delay Repay and still use the older scheme will not usually pay compensation if the problem is considered to be out of their control. But it is still worth asking them for compensation, as some may pay out. You are unlikely to get compensation for a delay if any of the following occur
14	**True**	Some train companies are still paying using rail vouchers, which they are allowed to do if you do not ask for a cash refund

#	Answer	Explanation
15	**Stadium**	we currently have a vacancy for a food preparation assistant in our restaurant at Locksley Stadium
16	**Team**	It goes without saying that working as an effective and supportive member of a team is essential so you need to be happy in this type of work
17	**Hygiene**	The role includes the usual responsibilities, such as treating hygiene as your number one priority
18	**Storage**	He or she will be required to familiarise themselves with the storage system, so as to put food product supplies in the proper place and retrieve them in the right order
19	**Guaranteed**	You can expect to work an average of around 18 hours a week, although this cannot be guaranteed
20	**Status**	Unlike a limited company, a partnership doesn't have a separate legal status
21	**Debts**	this means, among other things, that if your business cannot afford to pay its debts, you must pay them yourselves
22	**Profits**	Partners share the business's profits, and each partner pays tax on their share
23	**Trading**	You should register your name as a trademark if you want to stop people from trading under your business name
24	**Internet**	it is advisable to search on the internet for the name you are considering
25	**Invoices**	You must include all the partners' names and the business name (if you have one) on official paperwork, for example invoices
26	**Agent**	Alternatively, you can appoint an agent to deal with HMRC on your behalf
27	**Penalty**	you could be charged a penalty
28	**C**	the trunk that holds the tree together is the vast postbus network, without which the whole network would not function
29	**D**	The frequency of these services is directly related to population density
30	**A**	This musical 'language' started in the mid-nineteenth century, when the coach drivers could also blow their horns a certain number of times on approaching the station to indicate the number of horses needing to be fed, giving the stationmaster time to prepare the fodder

#	Answer	Explanation
31	**A**	Most of the drivers therefore see themselves as educators and tour guides. Although it’s not in their job description, they’re likely to point out the sights — waterfalls, gorges, and so on — and are always ready to pull over for a photo opportunity
32	**B**	their automated intercom announcements are given in the language of whichever canton the bus is currently passing through
33	**True**	After the First World War, Swiss Post bought a fleet of decommissioned military trucks which were converted into postbuses
34	**Not given**	Today, the Swiss Post Office boasts one of the worlds most advanced coach fleets, including fuel-cell models and the world’s first driverless bus. This was launched in 2015 in the town of Sion, the capital of the canton of Valais, one of the 26 cantons, or administrative regions, that make up the country
35	**False**	Switzerland’s longest postbus journey, and one of the highest, crosses four mountain passes – an eight-hour trip undertaken by a single postbus
36	**True**	The route goes through several cantons; two languages (German and Italian); all four seasons – from burning sunshine to showers and heavy snowfalls
37	**True**	One of the passes, the Gotthard, is often described as ‘the People’s Road’
38	**False**	Irrespective of their previous driving experience, drivers undergo lots of training
39	**Not given**	It not only carries the villagers to town and back, it takes village children to and from school
40	**Not given**	It takes village children to and from school, delivers mail, transports milk from the village farms down to the valley, collects rubbish from the village (Swiss laws do not allow dumping anywhere in the mountains), and brings building materials to households

Test 27

PASSAGE 1

==== Read the text below and answer questions 1-6 ====

Consumer Advice

If something you've ordered hasn't arrived, you should contact the seller to find out where it is. It's their legal responsibility to make sure the item is delivered to you. They should chase the delivery company and let you know what's happened to your item. If your item wasn't delivered to the location you agreed (e.g. if it was left with your neighbour without your consent), it's the seller's legal responsibility to sort out the issue.

If the item doesn't turn up, you're legally entitled to a replacement or refund. You can ask for your money back if you don't receive the item within 30 days of buying it. If the seller refuses, you should put your complaint in writing. If that doesn't work, you could contact their trade association – look on their website for this information, or contact them to ask.

You might also be able to get your money back through your bank or payment provider – this depends on how you paid.

• If you paid by debit card, contact your bank and say you want to use the 'chargeback' scheme. If the bank agrees, they can ask the seller's bank to refund the money to your account. Many bank staff don't know about the scheme, so you might need to speak to a supervisor or manager. You should do this within 120 days of when you paid.

• If you paid by credit card and the item cost less than £100, you should contact your credit card company and say you want to use the 'chargeback' scheme. There's no time limit for when you need to do this. If the item cost more than £100 but less than £30,000, contact your credit card company and say that you want to make a 'section 75' claim.

• If you paid using PayPal, use PayPal's online resolution centre to report your dispute. You must do this within 180 days of paying.

==== Read the text below and answer questions 7-14. ====

Rice Cookers

A Ezy Rice Cooker

This has a 1.8 litre pot and a stainless steel exterior. It has a separate glass lid, and the handle on the lid stays cool. It produces perfectly cooked white rice, but tends to spit when cooking brown rice. There are slight dirt traps around the rim of the lid, and neither the pot nor the lid is dishwasher safe.

B Family Rice Cooker

This has a plastic exterior and a flip-top lid. The lid locks when closed and becomes a secure handle to carry the cooker. The aluminium interior pot is quite difficult to clean, and it can't be put in a dishwasher. It's programmed to adjust the temperature once the rice is done so that it stops cooking but doesn't get cold.

C Mini Rice Cooker

This has a flip-top lid and a 0.3 litre capacity. The interior pot is made of non-stick aluminium and is dishwasher safe. This rice cooker is ideal when cooking for one. However it does not have any handles at the side, and water sometimes overflows when cooking brown rice.

D VPN Rice Cooker

This has a painted steel exterior with a handle on each side and a steel inner pot. It has a lift-off lid and comes with a booklet including a range of ideas for rice dishes. However, the keep-warm setting must be manually selected and the handles are tricky to grip.

E S16 Rice cooker

This is simple to use, not spitting or boiling over even when cooking brown rice. The exterior stays cool when in use, so there's no danger of burning your hand. However, the lack of handles is a nuisance, and a recipe book would have been useful.

PART 1 — QUESTIONS

Questions 1-6

Do the following statements agree with the information given in the text? In boxes, write

TRUE if the statement agrees with the information

FALSE if the statement contradicts the information

NOT GIVEN if there is no information on this

1 You will receive a card telling you if an item has been left with a neighbour.

- **A** ○ TRUE
- **B** ○ FALSE
- **C** ○ NOT GIVEN

2 It may be quicker to get a refund than a replacement for a non-delivered item.

- **A** ○ TRUE
- **B** ○ FALSE
- **C** ○ NOT GIVEN

3 You are entitled to a refund if the item fails to arrive by a certain time.

- **A** ○ TRUE
- **B** ○ FALSE
- **C** ○ NOT GIVEN

4 There is a time limit when using the ‘chargeback’ scheme for a debit card payment.

- **A** ○ TRUE
- **B** ○ FALSE
- **C** ○ NOT GIVEN

5 You can use the ‘chargeback’ scheme for a credit card payment of more than £100.

A ○ TRUE

B ○ FALSE

C ○ NOT GIVEN

6 PayPal's online resolution centre has a good reputation for efficiency.

A ○ TRUE

B ○ FALSE

C ○ NOT GIVEN

Questions 7-14

Look at the five reviews of rice cookers, A-E. For which rice cooker are the following statements true? Write the correct letter; A-E, in boxes sheet. NB You may use any letter more than once.

	A	B	C	D	E
7 The handles at the side are hard to use.	○	○	○	○	○
8 It cooks brown rice without making a mess.	○	○	○	○	○
9 It automatically switches setting to keep the rice warm when cooked.	○	○	○	○	○
10 It's difficult to get the removable top really clean.	○	○	○	○	○
11 A selection of recipes is provided with the cooker.	○	○	○	○	○
12 It has a handle at the top for carrying the cooker safely.	○	○	○	○	○
13 The outside of the cooker doesn't get too hot.	○	○	○	○	○
14 You can put the pot in the dishwasher.	○	○	○	○	○

PASSAGE 2

==== Read the text below and answer questions 15-22. ====

Safety when working on roofs

A fall from height is the most serious hazard associated with roof work. Preventing falls from roofs is a priority for WorkSafe New Zealand. Investigations by WorkSafe into falls that occur while working at height show that more than 50 percent of falls are from under three metres, and most of these are from ladders and roofs. The cost of these falls is estimated to be $24 million a year – to say nothing of the human costs that result from these falls. More injuries happen on residential building sites than any other workplace in the construction sector.

In order to prevent such injuries, a hazard assessment should be carried out for all work on roofs to assess potential dangers. It is essential that the hazards are identified before the work starts, and that the necessary equipment, appropriate precautions and systems of work are provided and implemented. Hazard identification should be repeated periodically or when there is a change in conditions, for example, the weather or numbers of staff onsite.

The first thing to be considered is whether it is possible to eliminate this hazard completely, so that workers are not exposed to the danger of falling. This can sometimes be done at the design, construction planning, and tendering stage. If the possibility of a fail cannot be eliminated, some form of edge protection should be used to prevent workers from falling. It may be possible to use the existing scaffolding as edge protection. If this is not practicable, then temporary work platforms should be used. In cases where such protection is not possible, then steps should be taken to minimise the likelihood of any harm resulting. This means considering the use of safety nets and other similar systems to make it less likely that injury will be caused if a fall does occur.

Ladders should only be employed for short-duration maintenance work such as touching up paint. People using ladders should be trained and instructed in the selection and safe use of ladders. There should be inspection of all ladders on a regular basis to ensure they are safe to use.

==== Read the text below and answer questions 23-27. ====

Maternity allowance for working women

You can claim Maternity Allowance once you've been pregnant for 26 weeks. Payments start 11 weeks before the date on which your baby is due.

The amount you can get depends on your eligibility. You could get either:

• £140.98 a week or 90% of your average weekly earnings (whichever is less) for 39 weeks

• £27 a week for 14 weeks

Maternity Allowance for 39 weeks

You might get Maternity Allowance for 39 weeks if one of the following applies:

• you're employed

• you're self-employed and pay Class 2 National Insurance (including voluntary National Insurance)

• you've recently stopped working

You may still qualify even if you've recently stopped working. It doesn't matter if you had different jobs, or periods when you were unemployed.

Maternity Allowance for 14 weeks

You might get Maternity Allowance for 14 weeks if for at least 26 weeks in the 66 weeks before your baby is due:

• you were married or in a civil partnership

• you were not employed or self-employed

• you took part in the business of your self-employed spouse or civil partner

How to claim

You'll need an MA1 claim form, available online. You can print this and fill it in, or fill it in online. You also need to provide a payslip or a Certificate of Small Earnings Exemption as proof of your income, and proof of the baby's due date, such as a doctor's letter.

You should get a decision on your claim within 24 working days.

You should report any changes to your circumstances, for example, if you go back to work, to your local Jobcentre Plus as they can affect how much allowance you get.

PART 2 — QUESTIONS

Questions 15-22

Complete the notes below. Write **NO MORE THAN THREE WORDS AND/ OR A NUMBER** from the passage.

Safety when working on roofs

Investigations show that

- over half of falls are from less than **15** _____
- most falls are from ladders and roofs
- falls cost $24 million per year
- the majority of falls occur on **16** _____

Hazard identification should be carried out

- before the work starts
- when conditions such as the weather or worker numbers change

Controls

- **17** _____ the hazard at the planning stage before the work begins if possible
- prevent a fall by using edge protection e.g. scaffolding or **18** _____
- reduce the likelihood of injury, e.g. by using **19** _____.

Ladders

- these should only be used for **20** _____ which does not take a long time
- training should be provided in their **21** _____ and use
- regular **22** _____ of ladders is required

Questions 23-27

Complete the sentences below. Write **NO MORE THAN TWO WORDS AND/ OR A NUMBER** from the passage.

- The maximum amount of money a woman can get each weak is £**23** _____

- Being **24** _____ for a time does not necessarily mean that a woman will not be eligible for Maternity Allowance.
- In order to claim, a woman must send a **25** _____ or a Small Earnings Exemption Certificate as evidence of her income.
- In order to claim, a woman may need to provide a **26** _____ as evidence of the due date.
- Payment may be affected by differences in someone's **27** _____ such as a return to work, and the local Jobcenter Plus must be informed.

PASSAGE 3

The California Gold Rush of 1849

A On January 24, 1848, James Wilson Marshal!, a carpenter, found small flakes of gold in the American River near Coloma, California. At the time, Marshall was working to build a water-powered sawmill for businessman John Sutter. As it happens, just days after Marshall's discovery, the Treaty of Guadalupe Hidalgo was signed, ending the Mexican-American War and transferring California, with its mineral deposits, into the ownership of the United States. At the time, the population of the territory consisted of 6,500 Californios (people of Spanish or Mexican descent); 700 foreigners (primarily Americans); and 150,000 Native Americans.

B Though Marshall and Sutter tried to keep news of the discovery quiet, word got out, and by mid-March 1848 at least one newspaper was reporting that large quantities of gold were being found. Though the initial reaction in San Francisco was disbelief, storekeeper Sam Brannan set off a frenzy when he paraded through town displaying a small bottle containing gold from Sutter's Creek. By mid-June, some three-quarters of the male population of San Francisco had left town for the gold mines, and the number of miners in the area reached 4,000 by August.

C As news spread of the fortunes being made in California, the first migrants to arrive were those from lands accessible by boat, such as Oregon, the Sandwich Islands {now Hawaii), Mexico, Chile, Peru and even China. Only later would the news reach the East Coast, where press reports were initially skeptical. Throughout 1849, thousands of people around the United States (mostly men) borrowed money, mortgaged their property or spent their life savings to make the arduous journey to California. In pursuit of the kind of wealth they had never dreamed of, they left their families and local areas; in turn, their wives had no option but to shoulder different responsibilities such as running farms or businesses, and many made a real success of them.

By the end of the year, the non-native population of California was estimated at 100,000 (as compared with 20,000 at the end of 1848 and around 800 in March 1848). To accommodate the needs of the '49ers, as the gold miners were known, towns had sprung up all over the region, complete with shops and other businesses seeking to make their own Gold Rush fortune. The overcrowded chaos of the mining camps and towns grew ever more lawless. San Francisco, for its part, developed a bustling economy and became the central metropolis of the new frontier.

D How did all these would-be miners search for gold? Panning was the oldest way. The basic procedure was to place some gold-bearing materials, such as river gravel, into a shallow pan, add some water, and then carefully swirl the mixture around so the water and light material spilled over the side. If all went well, the heavier gold nuggets or gold dust would settle to the bottom of the pan. Gold panning was slow even for the most skillful miner. On a good day, one miner could wash about 50 pans in the usual 12-hour workday.

E Another way was to use what was called a 'rocker'. Isaac Humphrey is said to have introduced it to the California gold fields. It was simply a rectangular wooden box, set at a downward angle

and mounted on a rocking mechanism. The dirt and rock was dumped into the top, followed by a bucket of water. The box was rocked by hand to agitate the mixture. The big rocks were caught in a sieve at the top, the waste exited the lower end with the water, and the heavy gold fell to the bottom of the box.

The rocker had advantages and disadvantages. The advantages were that it was easily transportable; it did not require a constant source of water; and, most importantly, a miner could process more dirt and rock than with a pan. The primary disadvantage was that the rocker had difficulty in trapping the smallest particles of gold, commonly known as 'flour'. Some miners added small amounts of mercury to the bottom of the rocker. Due to its chemical composition, it had a facility to trap fine gold. Periodically, the miners would remove and heat it. As it vaporized, it would leave gold behind.

F After 1850, the surface gold in California had largely disappeared, even as miners continued to reach the gold fields. Mining had always been difficult and dangerous labor, and striking it rich required good luck as much as skill and hard work. Moreover, the average daily pay for an independent miner had by then dropped sharply from what it had been in 1848. As gold became more and more difficult to reach, the growing industrialization of mining drove more and more miners from independence into wage labor. The new technique of hydraulic mining, developed in 1853, brought enormous profits, but destroyed much of the region's landscape.

G Though gold mining continued throughout the 1850s, it had reached its peak by 1852, when gold worth some $81 million was pulled from the ground. After that year, the total take declined gradually, leveling off to around $45 million per year by 1857. Settlement in California continued, however, and by the end of the decade the state's population was 380,000.

PART 3 — QUESTIONS

Questions 28-31

Choose the correct letter A, B, C or D.

28 The writer suggests that Marshall's discovery came at a good time for the US because

- **A** ○ the Mexican-American War was ending so there were men needing work.
- **B** ○ his expertise in water power would be useful in gold mining.
- **C** ○ the population of California had already begun to increase rapidly.
- **D** ○ the region was about to come under the control of the US.

29 What was the reaction in 1848 to the news of the discovery of gold?

- **A** ○ The press played a large part in convincing the public of the riches available.
- **B** ○ Many men in San Francisco left immediately to check it out for themselves.
- **C** ○ People needed to see physical evidence before they took it seriously,
- **D** ○ Men in other mines in the US were among the first to respond to it.

30 What was the result of thousands of people moving to California?

- **A** ○ San Francisco could not cope with the influx of people from around the world.
- **B** ○ Many miners got more money than they could ever have earned at home.
- **C** ○ Some of those who stayed behind had to take on unexpected roles.
- **D** ○ New towns were established which became good places to live.

31 What does the writer say about using pans and rockers to find gold?

- **A** ○ Both methods required the addition of mercury.
- **B** ○ A rocker needed more than one miner to operate it.
- **C** ○ Pans were the best system for novice miners to use.
- **D** ○ Miners had to find a way round a design fault in one system.

Questions 32-36

The text has seven sections A-G. Which section contains the following information?

	A	B	C	D	E	F	G
32 a reference to ways of making money in California other than mining for gold	○	○	○	○	○	○	○
33 a suggestion that the gold that was found did not often compensate for the hard work undertaken	○	○	○	○	○	○	○
34 a mention of an individual who convinced many of the existence of gold in California	○	○	○	○	○	○	○
35 details of the pre-Gold Rush population of California	○	○	○	○	○	○	○
36 a contrast between shrinking revenue and increasing population	○	○	○	○	○	○	○

Questions 37-40

Complete the summary below. Write **NO MORE THAN ONE WORD** from the passage.

Basic techniques for extracting gold

The most basic method used by many miners began with digging some **37** _____ out of a river and hoping it might contain gold. Small amounts were put in a pan with water. The pan was spun round, causing the liquid and less heavy contents of the pan to come out. Gold dust, which weighed more, remained in the pan or, if the miners were very lucky, there might even be some **38** _____ too. It was, however, a very laborious method.

The rocker was also used. A miner would put some earth and rock into the higher end, together with some water. He would then shake the rocker. Larger stones stuck in the **39** _____ , while gold dropped to the bottom. Unfortunately, the rocker was not designed to catch what was called flour. However, a process was introduced involving **40** _____ to ensure no gold was washed out in the water.

Answer Key

#	Answer	Explanation
1	**Not given**	If your item wasn't delivered to the location you agreed (e.g. if it was left with your neighbour without your consent), it's the seller's legal responsibility to sort out the issue
2	**Not given**	If the item doesn't turn up, you're legally entitled to a replacement or refund
3	**True**	You can ask for your money back if you don't receive the item within 30 days of buying it
4	**True**	You should do this within 120 days of when you paid
5	**False**	If the item cost more than £100 but less than £30,000, contact your credit card company and say that you want to make a 'section 75' claim.
6	**Not given**	If you paid using PayPal, use PayPal's online resolution centre to report your dispute
7	**D**	the handles are tricky to grip
8	**E**	This is simple to use, not spitting or boiling over even when cooking brown rice
9	**B**	It's programmed to adjust the temperature once the rice is done so that it stops cooking but doesn't get cold
10	**A**	It produces perfectly cooked white rice, but tends to spit when cooking brown rice. There are slight dirt traps around the rim of the lid, and neither the pot nor the lid is dishwasher safe
11	**D**	it has a lift-off lid and comes with a booklet including a range of ideas for rice dishes
12	**B**	The lid locks when closed and becomes a secure handle to carry the cooker
13	**E**	The exterior stays cool when in use, so there's no danger of burning your hand
14	**C**	The interior pot is made of non-stick aluminium and is dishwasher safe
15	**3 / three meters / three metres**	more than 50 percent of falls are from under three metres

#	Answer	Explanation
16	**Residential building sites**	More injuries happen on residential building sites than any other workplace in the construction sector
17	**Eliminate**	The first thing to be considered is whether it is possible to eliminate this hazard completely, so that workers are not exposed to the danger of falling
18	**temporary work platforms / temporary platforms / work platforms / platforms**	If this is not practicable, then temporary work platforms should be used
19	**Safety nets**	If this is not practicable, then temporary work platforms should be used. In cases where such protection is not possible, then steps should be taken to minimise the likelihood of any harm resulting. This means considering the use of safety nets and other similar systems to make it less likely that injury will be caused if a fall does occur
20	**work / maintenance work**	Ladders should only be employed for short-duration maintenance work such as touching up paint
21	**Selection**	People using ladders should be trained and instructed in the selection and safe use of ladders
22	**Inspection**	There should be inspection of all ladders on a regular basis to ensure they are safe to use
23	**140.98**	£140.98 a week or 90% of your average weekly earnings (whichever is less) for 39 weeks
24	**Unemployed**	It doesn't matter if you had different jobs, or periods when you were unemployed
25	**Payslip**	You also need to provide a payslip or a Certificate of Small Earnings Exemption as proof of your income
26	**Doctor's letter**	proof of the baby's due date, such as a doctor's letter.
27	**Circumstances**	You should report any changes to your circumstances, for example, if you go back to work, to your local Jobcentre Plus as they can affect how much allowance you get
28	**D**	just days after Marshall's discovery, the Treaty of Guadalupe Hidalgo was signed, ending the Mexican-American War and transferring California, with its mineral deposits, into the ownership of the United States
29	**C**	Though the initial reaction in San Francisco was disbelief

#	Answer	Explanation
30	**C**	their wives had no option but to shoulder different responsibilities such as running farms or businesses, and many made a real success of them
31	**D**	The primary disadvantage was that the rocker had difficulty in trapping the smallest particles of gold, commonly known as ‘flour’
32	**C**	In pursuit of the kind of wealth they had never dreamed of, they left their families and local areas; in turn, their wives had no option but to shoulder different responsibilities such as running farms or businesses, and many made a real success of them
33	**F**	Mining had always been difficult and dangerous labor, and striking it rich required good luck as much as skill and hard work. Moreover, the average daily pay for an independent miner had by then dropped sharply from what it had been in 1848
34	**B**	storekeeper Sam Brannan set off a frenzy when he paraded through town displaying a small bottle containing gold from Sutter’s Creek
35	**A**	At the time, the population of the territory consisted of 6,500 Californios (people of Spanish or Mexican descent); 700 foreigners (primarily Americans); and 150,000 Native Americans
36	**G**	Though gold mining continued throughout the 1850s, it had reached its peak by 1852, when gold worth some $81 million was pulled from the ground. After that year, the total take declined gradually, leveling off to around $45 million per year by 1857. Settlement in California continued, however, and by the end of the decade the state’s population was 380,000
37	**Gravel**	The basic procedure was to place some gold-bearing materials, such as river gravel, into a shallow pan, add some water, and then carefully swirl the mixture around
38	**Nuggets**	If all went well, the heavier gold nuggets or gold dust would settle to the bottom of the pan
39	**Sieve**	The big rocks were caught in a sieve at the top, the waste exited the lower end with the water, and the heavy gold fell to the bottom of the box
40	**Mercury**	Some miners added small amounts of mercury to the bottom of the rocker. Due to its chemical composition, it had a facility to trap fine gold

Test 28

PASSAGE 1

==== Read the text below and answer questions 1-6 ====

Harvey's Storage

Harvey's Storage is a well-established independent company. We are centrally located in the city and provide excellent facilities for all your storage requirements.

We provide safe and secure units for both long- and short-term storage dependent on your needs. Our rates are competitive and tailored to your specific requirements and your choice of storage unit. Heavy-duty locks and keys are provided to all of our customers and included in the prices listed. You can hire the unit with the storage capacity you need, for the period of time that the storage is required, in a sound and secure environment, monitored by CCTV. With 24-hour access, customers can deliver and collect items when it is convenient to do so, unrestricted by business or office hours. Tarmac roadways allow customers to park cars and lorries immediately outside their units, minimising the effort required to collect or drop items off.

Household storage: Self-storage is ideal for families or individuals with either a short- or long-term need to store their belongings. Some of our clients are de-cluttering, or they may be getting their property decorated, or planning to go abroad for a time.

Student storage: You may be travelling or going home to see family and friends in the vacation, or need time to find a place to stay. You may want to store all your books and personal items, or just a few boxes or a musical instrument. We offer no-nonsense competitive pricing with flexible hire periods and with no hidden extras. We can provide you with short- or long-term affordable hire in a safe and secure environment. You are responsible for organising transport but we can also recommend local van and driver hire companies.

Business storage: Free up your expensive retail space with affordable self-storage. We have three different business storage centres to choose from so you can choose the location that is most convenient for you.

==== Read the text below and answer questions 7-14 ====

Local Museums

A Whittlesey Museum

The museum is located in the Old Town Hall, which was originally built to house horse-drawn fire engines. It has eight rooms, and the exhibits cover topics such as archive photographs, costume, domestic life and local celebrities.

B Octavia Hill's Birthplace House

Built in 1740, this is the birthplace of pioneer social reformer Octavia Hill, who was active in the late 19th and early 20th centuries in social housing and the arts, as well as in conservation issues. Visitors are taken on a guided tour and are then free to explore the gardens.

C Chatteris Museum

The old market town of Chatteris was largely rebuilt, after two serious fires in 1706 and 1864 destroyed many of the town's ancient buildings. The museum's exhibits illustrate traditional aspects of the life of local farmers as well as the railway boom of the 19th century. The museum has a touch-screen kiosk which contains over 9,000 historic photographs and texts, reproductions of which can be made on request.

D March and District Museum

Located in the middle of the market town of March, the museum is housed in a former school built in 1851. Its wide-ranging collections include reconstructions of an early 20th-century kitchen, sitting room and nursery. There is also an interesting display of historic cameras and radios, and a medal which was awarded to train driver Ben Gimbert for his bravery in preventing loss of life when a train full of explosives caught fire in 1944.

E Wisbech and Fenland Museum

This 19th-century gem holds collections from around the world including Ancient Egypt. Its library, which is open to the public on the first Saturday of each month, contains the manuscript of Great Expectations by the 19th-century novelist Charles Dickens, and the Research Room can be booked for researching local records.

PART 1 — QUESTIONS

Questions 1-6

Do the following statements agree with the information given in the text? In boxes, write

TRUE if the statement agrees with the information

FALSE if the statement contradicts the information

NOT GIVEN if there is no information on this

1 There is an extra charge for locks and keys.

- **A** ○ TRUE
- **B** ○ FALSE
- **C** ○ NOT GIVEN

2 It is possible to arrange to share a storage unit with someone else.

- **A** ○ TRUE
- **B** ○ FALSE
- **C** ○ NOT GIVEN

3 You can pick up your property from the storage unit during the night-time.

- **A** ○ TRUE
- **B** ○ FALSE
- **C** ○ NOT GIVEN

4 You can drive your vehicle right next to your storage unit.

- **A** ○ TRUE
- **B** ○ FALSE
- **C** ○ NOT GIVEN

5 Students' possessions can only be stored during vacation periods.

A ○ TRUE

B ○ FALSE

C ○ NOT GIVEN

6 The storage company will collect and deliver students' property.

A ○ TRUE

B ○ FALSE

C ○ NOT GIVEN

Questions 7-14

Look at the five descriptions of the museums A-E, in one area of England. For which museum are the following statements true? NB You may use any letter more than once.

	A	B	C	D	E
7 There are exhibits related to the history of agriculture in the region.	○	○	○	○	○
8 Equipment for putting out fires used to be kept in this building.	○	○	○	○	○
9 You can find information on the rise of one type of transport.	○	○	○	○	○
10 There are things to see both inside and outside.	○	○	○	○	○
11 It is possible to obtain copies of old pictures and documents.	○	○	○	○	○
12 On certain days you can see an original work by a writer of fiction.	○	○	○	○	○
13 Someone who was interested in environmental matters lived here for a time.	○	○	○	○	○
14 This museum has an exhibit related to a heroic achievement.	○	○	○	○	○

PASSAGE 2

==== Read the text below and answer Questions 15-20 ====

Workplace health and safety considerations for plumbers

Like many trades, plumbing can be a dangerous job. it is important to take all reasonably practicable measures to keep customers and yourself incident and injury free.

Biohazard waste

Plumbers regularly come into contact with biohazard waste. It's the nature of the job, but that doesn't mean you should be complacent about it. According to Safe Work Australia, communicable diseases from work-related exposures to biological hazards such as sewage have been estimated to cause 320,000 deaths across the globe each year. In addition to this, plumbers are regularly exposed to other biohazards such as mould, bacteria and algae. Don't risk it – make sure appropriate protective clothing and equipment is used.

Confined spaces

Plumbers may spend much of their time working in confined spaces, where they are at risk from contaminants, including airborne gases, vapours and dusts, that may cause injury from fire or explosion. They may also be exposed to high concentrations of airborne contaminants that may be harmful to health. For example, one plumber was fined $220,000 after an employee suffered from carbon-monoxide poisoning. Another potential hazard for plumbers in confined spaces is that of drowning, if water sources are not adequately cut off. The Safe Work Australia confined spaces code of practice outlines the necessary steps and precautions for avoiding illness and injury.

Electricity

The Master Plumbers' Association calls electricity 'plumbing's hidden killer'. Metal pipes are often conductive and so gloves which provide insulation should form part of a plumber's tool kit, as should a plumbing voltage monitor and a volt tester. Gloves should be checked prior to every use and replaced every 12 to 14 months. Electrical equipment like bridging conductors should be regularly checked, with appropriate tags on the equipment to verify its safety. The project should be stopped immediately if there is any sign of electricity, so that the power can be disconnected by a qualified electrician prior to continuing work.

==== Read the text below and answer Questions 21-27 ====

How to manage flexible working with your employees

There is no denying that flexible working has grown enormously in recent years. It does, however, require careful management.

When it comes to implementing flexible working one word is key: trust. All flexible workers should be trusted and given well-defined objectives from the start and their contribution should

be assessed according to their output, as opposed to the time they spend on the job. It can be a big step to implement such a change in your business, so if you are slightly cautious then I recommend perhaps setting up an end-of-the-day review to see how much progress has been made. As all parties find their feet with the new set-up, this contact can slowly be reduced.

In my eyes, it is also vital that there is shared calendar access for everyone so that people can see where their colleagues are each day. This way if they need to catch up with someone they can plan when to do so. Technology now exists to enable employees to stay in touch with other members of staff and external partners. iMeet, for example, is a tool which allows all forms of collaboration for remote working, from video conferencing, live chat and file sharing to screen sharing. The new breed of worker is therefore fully equipped to work productively away from the office, and can still feel like they are in the same room as others when necessary.

In my experience, employees are often more productive working at home as they can work the exact hours they want and do not have to cope with distraction caused by other employees. Being outside the confines of the office walls also appears to foster creativity. In addition, we find staff are more motivated as they have a better work-life balance. In terms of the business, we find this helps with top talent recruitment and staff retention, and a happy workforce is a more successful one.

PART 2 — QUESTIONS

Questions 15-20

Complete the table below. Choose **ONE WORD ONLY** from the passage.

Type of danger	Examples	Risks involved	Necessary action
Biohazard	**15** _____ , mould, bacteria, algae	can lead to disease and death	use protective clothing and equipment
Confined spaces	contaminants e.g. gases, vapors and dusts	injury from fire or explosion	follow safe work code of practice
Confined spaces	high concentrations of harmful airborne contaminants e.g. carbon monoxide	**16** _____	follow safe work code of practice
Confined spaces	water	**17** _____	cut off water sources
Electricity	metal pipes which are conductive	death from electrocution	– use insulated **18** _____ and appropriate equipment – ensure equipment has **19** _____ on to show it is safe – make sure electricity has been **20** _____

Questions 21-27

Complete the notes below. Choose **ONE WORD ONLY** from the passage.

Flexible working

How to organise flexible working

- trust your employees
- provide them with clear **21** _____
- base measurements of performance on their output
- initially, have a **22** _____ of progress each day
- make sure a **23** _____ is accessible to give details of colleague locations
- use a program such as iMeet to encourage different types of **24** _____ between workers

Benefits of flexibility

- greater productivity
- less **25** _____ from colleagues
- increase in **26** _____
- more motivated staff
- greater success for the company with staff recruitment and **27** _____

PASSAGE 3

Preventing the theft of turtle eggs

A Humans have been eating sea turtle eggs (and killing adult turtles for meat) for millennia. However, as human populations exploded and as sea turtles began to confront additional threats such as intensive fishing, beach development and climate change, sea turtle populations declined precipitously. Today, all but one of the world's seven species of sea turtles are considered threatened according to the IUCN* Red List. And the one that's not – the flatback turtle – is listed as data deficient, which means scientists simply don't know how it's doing.

B One major problem is that every year millions of sea turtle eggs are illegally taken by poachers for sale on the black market. The situation is particularly serious in Nicaragua, in Central America, which is home to four sea turtle species.

Kim Williams-Guillen, who works for conservation body Paso Pacifico, described the poaching of sea turtle nests on the beaches of Nicaragua as 'uncontrolled, unregulated, extensive and contested'. Even the best-protected beaches are plundered to some extent and it's not uncommon to see poachers digging up nests just meters from tourists watching sea turtles laying their clutch at night, she said. This poaching becomes particularly frenzied during the arribadas – mass laying events where thousands of turtles nest on the same beach for a single night in a biological strategy to overwhelm natural predators.

C 'Even with armed guards, the numbers of poachers overwhelm military personnel by ten or twenty to one,' Williams-Guillen said. 'Although many poachers are locals with limited resources, during these arribadas there are influxes of gangs of poachers from larger cities outside local communities. These are not just local poor people without other options.'

But to protect the country's sea turtles, Williams-Guillen said conservationists shouldn't just depend on catching low-level operators. 'If one poacher decides to stop, another one will just step into his place … we need to know more about the middlemen and people higher up in the distribution chain,' she said.

D Paso Pacifico's solution is the creation of high-tech sea turtle eggs: fake eggs convincingly crafted to look like the real thing, but which contain GPS tracking devices. These have the potential to reveal the destination markets for trafficked sea turtle eggs.

Making convincing sea turtle eggs is not easy, and Paso Pacifico is still working on perfecting a prototype. In particular, it's proving quite problematic to create the right texture, since sea turtle eggs are not covered in a hard shell like those of birds, but are quite flexible.

So Paso Pacifico brought in Lauren Wilde, a special effects artist in the US, to create a convincing outer shell. First, Wilde had to get her hands on the real thing. Since it's illegal to send sea turtle eggs over the border, Wilde is using land turtle eggs from California. 'It was really eye opening and important for me to feel these eggs and how the shell bends a little,' she said.

To get the GPS device inside the shell, Paso Pacifico is using 3D printers to make a plastic ball which will then have a GPS transmitter fitted inside. This will take the place of the embryo inside the shell. Lastly the fake shells will be sealed with silicone, waterproofing them.

E Sea turtles on average lay around 100 eggs in a nest, and once the fake eggs are finished they will be slipped in with the real ones. Williams-Guilien said it might even be possible to deliver fake eggs into nests while poachers are at work. Wary of tourists, poachers will often back off if strangers come near and then return when they have gone. 'It would be pretty easy to drop an egg in the dark into a nest they have been digging up,' she said.

Once the poacher picks up the fake egg along with the real ones, conservationists and law enforcement agents will be able to track them. Experts believe most of the stolen eggs eventually make their way out of Nicaragua, possibly to El Salvador or Guatemala. However, there is also growing concern that sea turtle eggs from Central America are actually heading to the USA, from where they are sold on to other countries around the world.

F To date, Paso Pacifico has yet to put a single fake egg in a nest. But Williams- Guilien said she isn't too concerned that publicity for their scheme will result in poachers looking for the eggs. The vast majority of the poaching is happening at night, so already it is hard to tell [the eggs] apart, and at this point, poachers and middlemen are not closely inspecting eggs, but rather shoving them into a sack as quickly as possible.'

Of course, poachers will eventually become aware of the prospect of fake eggs among the real ones – especially when customers try to bite into an egg and break their teeth on the GPS transmitter instead. So, Paso Pacifico plans to do a massive deployment of as many fakes as possible to gather a lot of data before poachers get wise.

Knowing where the eggs go will allow conservationists and law enforcement agents to focus their resources on the right places – whether it be through awareness-building campaigns or crackdowns on illegal sellers. And eventually Paso Pacifico hopes to share the technology with interested parties around the world.

PART 3 — QUESTIONS

Questions 28-33

The text has six sections, A-F. Choose the correct heading for each section from the list of headings below. Write the correct number, i-vii, in boxes.

List of Headings

i Developing an item that appears true to life

ii Extending the project to other endangered species

iii A short but intensive investigation with longer-term follow-up

iv Problems facing sea turtles at a global level

v Collection of eggs and their possible onward routes

vi Intensive and large-scale poaching in one location

vii Why catching the poachers may not solve the problem

	i	ii	iii	iv	v	vi	vii
28 Section A	○	○	○	○	○	○	○
29 Section B	○	○	○	○	○	○	○
30 Section C	○	○	○	○	○	○	○
31 Section D	○	○	○	○	○	○	○
32 Section E	○	○	○	○	○	○	○
33 Section F	○	○	○	○	○	○	○

Questions 34-37

Choose the correct letter A, B, C or D.

34 What does the writer suggest about the flatback turtle?

A ○ It could be as severely threatened as other turtles.

B ○ It has been neglected by scientists in the past.

C ○ It is in less danger than some other species.

D ○ It should be removed from the IUCN Red List.

35 Williams-Guillen says that the poaching of sea turtle eggs in Nicaragua

A ○ is mainly carried out by local people.

B ○ may be encouraged by the presence of tourists.

C ○ sometimes has a highly organised structure.

D ○ can only be controlled by the use of armed guards.

36 In Section E, Williams-Guillen says that one way to encourage poachers to take the fake eggs is to

A ○ make fake nests and put the eggs into them.

B ○ put them in nests with just a few real eggs.

C ○ distract the poachers after the fake eggs have been put in the nests.

D ○ put them in nests that the poachers have started to dig up.

37 It is planned to use a large number of fake eggs at the beginning because

A ○ some of the fake eggs may be missed by the poachers.

B ○ it may not be possible to continue the project indefinitely.

C ○ some eggs may be hidden in the sand.

D ○ it may not be feasible to fund long-term research.

Questions 38-40

Complete the summary below. Choose **ONE WORD ONLY** from the text for each answer. Write your answers in boxes.

Making convincing sea turtle eggs

One difficulty in creating a fake sea turtle egg is to get the appropriate texture for the shell. Unlike a bird's egg, a turtle's egg has a shell which is **38** _____ Lauren Wilde has studied eggs from Californian turtles that live on **39** _____ to create a realistic reproduction of the shell. A GPS device will then be placed inside a **40** _____ in the fake shell. Finally, silicone will be applied to the shell to make it waterproof.

Answer Key

#	Answer	Explanation
1	**False**	Heavy-duty locks and keys are provided to all of our customers and included in the prices listed
2	**Not given**	We provide safe and secure units for both long- and short-term storage dependent on your needs
3	**True**	With 24-hour access, customers can deliver and collect items when it is convenient to do so
4	**True**	Tarmac roadways allow customers to park cars and lorries immediately outside their units
5	**False**	You may be travelling or going home to see family and friends in the vacation, or need time to find a place to stay
6	**False**	You are responsible for organising transport but we can also recommend local van and driver hire companies
7	**C**	The museum's exhibits illustrate traditional aspects of the life of local farmers as well as the railway boom of the 19th century
8	**A**	The museum is located in the Old Town Hall, which was originally built to house horse-drawn fire engines
9	**C**	The museum's exhibits illustrate traditional aspects of the life of local farmers as well as the railway boom of the 19th century
10	**B**	Visitors are taken on a guided tour and are then free to explore the gardens
11	**C**	The museum has a touch-screen kiosk which contains over 9,000 historic photographs and texts, reproductions of which can be made on request
12	**E**	Its library, which is open to the public on the first Saturday of each month, contains the manuscript of Great Expectations by the 19th-century novelist Charles Dickens
13	**B**	Built in 1740, this is the birthplace of pioneer social reformer Octavia Hill, who was active in the late 19th and early 20th centuries in social housing and the arts, as well as in conservation issues.

#	Answer	Explanation
14	**D**	There is also an interesting display of historic cameras and radios, and a medal which was awarded to train driver Ben Gimbert for his bravery in preventing loss of life when a train full of explosives caught fire in 1944
15	**Sewage**	According to Safe Work Australia, communicable diseases from work-related exposures to biological hazards such as sewage have been estimated to cause 320,000 deaths across the globe each year
16	**Poisoning**	Another potential hazard for plumbers in confined spaces is that of drowning, if water sources are not adequately cut off
17	**Drowning**	Another potential hazard for plumbers in confined spaces is that of drowning, if water sources are not adequately cut off
18	**Gloves**	Gloves which provide insulation should form part of a plumber's tool kit
19	**Tags**	Electrical equipment like bridging conductors should be regularly checked, with appropriate tags on the equipment to verify its safety
20	**Disconnected**	The project should be stopped immediately if there is any sign of electricity, so that the power can be disconnected by a qualified electrician prior to continuing work
21	**Objectives**	All flexible workers should be trusted and given well-defined objectives from the start
22	**Review**	I recommend perhaps setting up an end-of-the-day review to see how much progress has been made
23	**Calendar**	it is also vital that there is shared calendar access for everyone so that people can see where their colleagues are each day
24	**Collaboration**	Technology now exists to enable employees to stay in touch with other members of staff and external partners. iMeet, for example, is a tool which allows all forms of collaboration for remote working, from video conferencing, live chat and file sharing to screen sharing
25	**Distraction**	In my experience, employees are often more productive working at home as they can work the exact hours they want and do not have to cope with distraction caused by other employees
26	**Creativity**	Being outside the confines of the office walls also appears to foster creativity

#	Answer	Explanation
27	**Retention**	In terms of the business, we find this helps with top talent recruitment and staff retention, and a happy workforce is a more successful one
28	**iv**	Today, all but one of the world's seven species of sea turtles are considered threatened according to the IUCN* Red List
29	**vi**	One major problem is that every year millions of sea turtle eggs are illegally taken by poachers for sale on the black market. The situation is particularly serious in Nicaragua, in Central America, which is home to four sea turtle species
30	**vii**	'If one poacher decides to stop, another one will just step into his place … we need to know more about the middlemen and people higher up in the distribution chain,' she said
31	**i**	Paso Pacifico's solution is the creation of high-tech sea turtle eggs: fake eggs convincingly crafted to look like the real thing, but which contain GPS tracking devices
32	**v**	Experts believe most of the stolen eggs eventually make their way out of Nicaragua, possibly to El Salvador or Guatemala
33	**iii**	Knowing where the eggs go will allow conservationists and law enforcement agents to focus their resources on the right places – whether it be through awareness-building campaigns or crackdowns on illegal sellers
34	**A**	the flatback turtle – is listed as data deficient, which means scientists simply don't know how it's doing
35	**C**	'Although many poachers are locals with limited resources, during these arribadas there are influxes of gangs of poachers from larger cities outside local communities
36	**D**	'It would be pretty easy to drop an egg in the dark into a nest they have been digging up,' she said
37	**B**	Knowing where the eggs go will allow conservationists and law enforcement agents to focus their resources on the right places
38	**Flexible**	In particular, it's proving quite problematic to create the right texture, since sea turtle eggs are not covered in a hard shell like those of birds, but are quite flexible
39	**Land**	Since it's illegal to send sea turtle eggs over the border, Wilde is using land turtle eggs from California
40	**Ball**	To get the GPS device inside the shell, Paso Pacifico is using 3D printers to make a plastic ball which will then have a GPS transmitter fitted inside

Test 29

PASSAGE 1

==== Read the text below and answer questions 1-7. ====

Young Fashion Designer UK competition

Young Fashion Designer UK is an exciting national competition which aims to showcase and promote the exceptional work achieved by students studying courses in textile design, product design and fashion throughout the UK.

The competition is designed for students to enter the coursework they are currently working on rather than specifically producing different pieces of work. If you would like to add to your coursework, that is for you and your teacher to decide.

You can apply independently or through your school/college. To enter please ensure you follow these steps:

1. Provide three A3 colour copies from your design folder.

You must include:

– initial ideas about the clothing

– a close-up photograph of the front and back view of the finished clothing.

2. Please label each sheet clearly with your name and school (on the back).

3. Print off a copy of your registration form and attach it to your work.

4. Post your entry to the Young Fashion Designer Centre.

Once the entry deadline has passed, the judges will select the shortlist of students who will be invited to the Finals. You will be notified if you are shortlisted. You will need to bring originals of the work that you entered. Each finalist will have their own stand consisting of a table and tabletop cardboard display panels. Feel free to add as much creativity to your stand as possible. Some students bring tablets/ laptops with slideshows or further images of work but it should be emphasised that these may not necessarily improve your chances of success.

The judges will assess your work and will ask various questions about it. They will look through any supporting information and the work you have on display before coming together as a judging panel to decide on the winners. You are welcome to ask the judges questions. In fact, you should make the most of having experts on hand!

There are 1st, 2nd and 3rd prize winners for each category. The judges can also decide to award special prizes if the work merits this. The 1st, 2nd and 3rd place winners will receive a glass trophy and prize from a kind donor.

==== Read the text below and answer questions 8-14 ====

Which keyboard should you buy?

It's worth remembering that a bad keyboard can significantly affect your entire computing experience. So make sure you pick the right keyboard for your needs.

A Logitech K120

Logitech's K120 offers a number of extra features, it's spill-resistant, draining small amounts of liquid if you have an accident. It isn't particularly eye-catching, but it feels very solid. For the price, it's a tempting choice.

B Cherry MX 3.0 Keyboard

The Cherry MX 3.0 looks simple and neat, thanks to its compact build. It's solid, durable and you don't need to push keys all the way down to activate them. It's also rather loud though, which can take some getting used to.

C Logitech K780

The K780 is a compact, pleasantly modern-looking keyboard. There's an integrated stand for smartphones and tablets too. It's quiet to type on, and the circular keys are easy to familiarise yourself with, well-spaced and large enough to hit accurately. For this price though, the lack of backlighting is disappointing.

D Microsoft Sculpt Ergonomic

The Sculpt's curved, strange-looking build serves a purpose, it provides wrist support and lifts your forearms into a relaxed position so you don't hurt yourself from typing for lengthy periods. It feels weird, but it seems to do the trick.

E Microsoft Universal Bluetooth Keyboard

Microsoft's Bluetooth keyboard has one very handy feature – you can fold it in half and carry it around in your jacket pocket or bag, and it feels rather like a large wallet. It has generously sized keys, though the two-piece spacebar takes some getting used to. Another useful feature is that you can get up to three months' use from a single charge.

F Corsair Strafe RGB Keyboard

Corsair's keyboard is expensive, flashy and extremely impressive. Ail of its keys are programmable, there's eye-catching backlighting and the buttons are textured for improved grip. All this is because it's designed for gamers. However, it's also silent, meaning it is suitable for everyday office work too.

PART 1 — QUESTIONS

Questions 1-7

Do the following statements agree with the information given in the text? In boxes, write

TRUE if the statement agrees with the information

FALSE if the statement contradicts the information

NOT GIVEN if there is no information on this

1 Participants are required to create a new item of clothing for the Young Fashion Designer UK competition.

- **A** ○ TRUE
- **B** ○ FALSE
- **C** ○ NOT GIVEN

2 Participants must send information about the thoughts that led to the item they are entering for the competition.

- **A** ○ TRUE
- **B** ○ FALSE
- **C** ○ NOT GIVEN

3 The shortlist will consist of a fixed number of finalists.

- **A** ○ TRUE
- **B** ○ FALSE
- **C** ○ NOT GIVEN

4 Finalists can choose how to present their work to the judges on their stand.

- **A** ○ TRUE
- **B** ○ FALSE
- **C** ○ NOT GIVEN

5 It is strongly recommended that finalists support their entry with additional photographs.

- **A** ○ TRUE
- **B** ○ FALSE
- **C** ○ NOT GIVEN

6 Questions that the students ask the judges may count towards the final decisions.

- **A** ○ TRUE
- **B** ○ FALSE
- **C** ○ NOT GIVEN

7 Extra prizes may be awarded depending on the standard of the entries submitted.

- **A** ○ TRUE
- **B** ○ FALSE
- **C** ○ NOT GIVEN

Questions 8-14

Look at the six reviews of computer keyboards A-F. For which keyboard are the following statements true?

	A	B	C	D	E	F
8 This keyboard may not suit users who prefer the keys to be almost silent.	○	○	○	○	○	○
9 This keyboard is easily portable because it can be made to fit into a small space.	○	○	○	○	○	○
10 This keyboard includes a special place to put small devices.	○	○	○	○	○	○
11 This keyboard is designed to prevent injury to those who spend a lot of time on the computer.	○	○	○	○	○	○

	A	B	C	D	E	F
12 This keyboard offers good value for money.	○	○	○	○	○	○
13 This keyboard is primarily aimed at people who use their computer for entertainment.	○	○	○	○	○	○
14 It should not take long for users to get used to the shape of the keys on this keyboard.	○	○	○	○	○	○

PASSAGE 2

==== Read the text below and answer questions 15-20. ====

Working for a small company may be better than you think

Recent research shows that many job-seekers believe their ideal position would be in a large company. However, working for a small or medium-sized business has many advantages that are too easily overlooked. Here are just a few of them.

Working in a small organisation with a small workforce means it's likely to be easy to become part of it. it won't be long before you're familiar with the staff and the departments that you need to deal with. This can provide a feeling of comfort that takes much longer to develop in a large company. Departments are likely to be small and have close connections with each other, which helps to make internal communication work well – everyone knows what's going on. You'll also gain a better understanding of how your own role fits into the company as a whole.

In a small business you're likely to have considerable variety in your workload, including opportunities to work in different areas of the company, which will allow you to identify abilities that you didn't know you had. An introduction to new activities could even lead to a change of career. This variety in your work will help to make it stimulating, so you have a good reason for getting out of bed in the morning.

There will be plenty of opportunities to show initiative, and you'll also learn to function well as part of a team. Because it's much harder to overlook someone within a small workforce than a large one, your efforts are more likely to attract the attention of those higher up. You'll have plenty of opportunity to show what you can do, and to have your potential noticed. The result is very likely to be that promotion comes to you faster.

Small businesses are usually flexible, something that is rarely true of large organisations. This means that if they're well managed, they can adapt to make the most of changes in the wider economy, which in turn can help you. Don't dismiss them as a place to work because of the myths about them. Small firms can be ideal places for developing your career.

==== Read the text below and answer questions 21-27. ====

Starting a new job

A Make sure you know when and where you are expected to report on your first day. If the route from home is unfamiliar to you, make a practice run first the normal first activity in a new job is a meeting with your boss, and it would be embarrassing to be late. Dress formally until you're sure of the dress code.

B You should expect to have an induction programme planned for you; a security pass; visits to whatever parts of the organisation you need to understand to do your job properly; meetings with anyone who could affect your success in the role; and someone to show you where

everything is and tell you all the real rules of the culture – the ones that are never written down but which everyone is meant to follow.

C It can be a shock to join a new organisation. When you are a newcomer, feeling uncertain and perhaps a little confused, there can be a strong temptation to talk about your old job and organisation as a way of reminding yourself and telling others that you really know what you are doing, because you did it in your previous role. Unfortunately, this will suggest that you have a high opinion of yourself, and that you think your old place was better. It has enormous power to annoy, so don't do it.

D All employers have a core product or service paid for by customers which justifies their existence. If you are not part of this core activity, remember that your role is to provide a service to the people who are part of it. Understanding their concerns and passions is essential for understanding why your own role exists, and for knowing how to work alongside these colleagues. This is why you must see this product or service in action.

E When I worked for a television company, all of us, whatever our job, were strongly encouraged to visit a studio and see how programmes were made. This was wise. Make sure you do the equivalent for whatever is the core activity of your new employer.

F Don't try to do the job too soon. This may seem strange because, after all, you have been appointed to get on and do the job. But in your first few weeks your task is to learn what the job really is, rather than immediately starting to do what you assume it is.

G Starting a new job is one of life's major transitions. Treat it with the attention it deserves and you will find that all your work in preparing and then going through the selection process has paid off magnificently.

PART 2 — QUESTIONS

Questions 15-20

Complete the sentences below. Choose **NO MORE THAN ONE WORD** from the passage.

- In a small business it is easy to become **15** _____ with colleagues and other departments.
- You may find you have **16** _____ you were not aware of.
- Finding that your work is **17** _____ will make you enjoy doing it.
- Other people are likely to realise that you have **18** _____
- Opportunities for **19** _____ will come sooner than in a larger business.
- You can benefit from a small company being more **20** _____ than a large one.

Questions 21-27

The text has seven paragraphs A-G. Which paragraph contains the following information?

	A	B	C	D	E	F	G
21 the emotions that new employees are likely to experience at first	○	○	○	○	○	○	○
22 a warning to be patient at first	○	○	○	○	○	○	○
23 how colleagues might react to certain behaviour	○	○	○	○	○	○	○
24 travelling to your new workplace before you start working there	○	○	○	○	○	○	○
25 an example of observing an activity carried out within an organisation	○	○	○	○	○	○	○
26 some things that the organisation should arrange for when you begin	○	○	○	○	○	○	○

	A	B	C	D	E	F	G
27 a division of jobs within an organisation into two categories	○	○	○	○	○	○	○

PASSAGE 3

How animals keep fit

No one would dream of running a marathon without first making a serious effort to train for it. But no matter how well they have stuck to their training regime, contestants will find that running non-stop for 42 kilometres is going to hurt.

Now consider the barnacle goose. Every year this bird carries out a 3000-kilometre migration. So how do the birds prepare for this? Do they spend months gradually building up fitness? That's not really the barnacle goose's style. Instead, says environmental physiologist Lewis Halsey, 'They just basically sit on the water and eat a lot.'

Until recently, nobody had really asked whether exercise is as tightly connected to fitness in the rest of the animal kingdom as it is for us. The question is tied up in a broader assumption: that animals maintain fitness because of the exercise they get finding food and escaping predators.

Halsey points out that this may not necessarily be the case. Take the house cat. Most domestic cats spend much of the day lounging around, apparently doing nothing, rather than hunting for food. But over short distances, even the laziest can move incredibly fast when they want to. Similarly, black and brown bears manage to come out of several months' hibernation with their muscle mass intact – without having to lift so much as a paw during this time.

Barnacle geese go one better. In the process of sitting around, they don't just maintain their fitness. They also develop stronger hearts and bigger flight muscles, enabling them to fly for thousands of kilometres in a migration that may last as little as two days.

So, if exercise isn't necessarily the key to physical strength, then what is? One clue comes from a broader view of the meaning of physical fitness. Biologically speaking, all it means is that the body has undergone changes that make it stronger and more efficient. In animals such as bears these changes appear to be triggered by cues such as falling temperatures or insufficient food. In the months of hibernation, these factors seem to prompt the release of muscle-protecting compounds which are then carried to the bears' muscles in their blood and prevent muscle loss.

Barnacle geese, Halsey suggests, may be responding to an environmental change such as temperature, which helps their bodies somehow 'know' that a big physical challenge is looming. In other bird species, that cue may be something different. Chris Guglielmo, a physiological ecologist, has studied the effect of subjecting migratory songbirds known as yellow-rumped warblers to changing hours of daylight. 'We don't need to take little songbirds and train them up to do a 6- or 10-hour flight,' he says. If they are subjected to the right daylight cycle, 'we can take them out of the cage and put them in the wind tunnel, and they fly for 10 hours.'

Unlike migratory birds, however, humans have no biological shortcut to getting fit. Instead, pressures in our evolutionary history made our bodies tie fitness to exercise.

Our ancestors' lives were unpredictable. They had to do a lot of running to catch food and escape danger, but they also needed to keep muscle mass to a minimum because muscle is biologically expensive. Each kilogram contributes about 10 to 15 kilocalories a day to our metabolism when resting — which doesn't sound like much until you realise that muscles account for about 40 percent of the average person's body mass. 'Most of us are spending 20 percent of our basic energy budget taking care of muscle mass,' says Daniel Lieberman, an evolutionary biologist and marathon runner.

So our physiology evolved to let our weight and fitness fluctuate depending on how much food was available. 'This makes us evolutionarily different from most other animals,' says Lieberman. In general, animals merely need to be capable of short bouts of intense activity, whether it's the cheetah chasing prey or the gazelle escaping. Cats are fast, but they don't need to run very far. Perhaps a few mad dashes around the house are all it takes to keep a domestic one fit enough for feline purposes. 'Humans, on the other hand, needed to adapt to run slower, but for longer,' says Lieberman.

He argues that long ago on the African savannah, natural selection made us into 'supremely adapted' endurance athletes, capable of running prey into the ground and ranging over long distances with unusual efficiency. But only, it appears, if we train. Otherwise we quickly degenerate into couch potatoes.

As for speed, even those animals that do cover impressive distances don't have to be the fastest they can possibly be. Barnacle geese needn't set world records when crossing the North Atlantic; they just need to be able to get to their destination. 'And,' says exercise physiologist Ross Tucker, 'humans may be the only animal that actually cares about reaching peak performance.' Other than racehorses and greyhounds, both of which we have bred to race, animals aren't directly competing against one another. 'I don't know that all animals are the same, performance-wise… and we don't know whether training would enhance their ability,' he says.

PART 3 — QUESTIONS

Questions 28-30

Choose the correct letter A, B, C or D.

28 The writer discusses marathon runners and barnacle geese to introduce the idea that

- **A** ○ marathon runners may be using inefficient training methods.
- **B** ○ the role of diet in achieving fitness has been underestimated.
- **C** ○ barnacle geese spend much longer preparing to face a challenge.
- **D** ○ serious training is not always necessary for physical achievement.

29 The writer says that human muscles

- **A** ○ use up a lot of energy even when resting.
- **B** ○ are heavier than other types of body tissue.
- **C** ○ were more efficiently used by our ancestors.
- **D** ○ have become weaker than they were in the past.

30 The writer says that in order to survive, early humans developed the ability to

- **A** ○ hide from their prey.
- **B** ○ run long distances.
- **C** ○ adapt their speeds to different situations.
- **D** ○ predict different types of animal movements.

Questions 31-35

Complete the summary below. Choose **ONE WORD ONLY** from the passage.

What is the key to physical fitness?

In biological terms, when an animal is physically fit, its body changes, becoming more powerful and **31** _____. For bears, this change may be initially caused by colder

weather or a lack of **32** _____, which during **33** _____ causes certain compounds to be released into their **34** _____ and to travel around the body. These compounds appear to prevent muscle loss. In the case of barnacle geese, the change may be due to a variation in **35** _____

Questions 36-40

Look at the following statements and the list of researchers below. Match each statement with the correct researcher, A, B, C or D. Write the correct letter, A, B, C or D, in boxes. NB You may use any letter more than once.

List of Researchers

A Lewis Halsey

B Chris Guglielmo

C Daniel Lieberman

D Ross Tucker

	A	B	C	D
36 One belief about how animals stay fit is possibly untrue.	○	○	○	○
37 It may not be possible to train all animals to improve their speed.	○	○	○	○
38 One type of bird has demonstrated fitness when exposed to a stimulus in experimental conditions.	○	○	○	○
39 Human energy use developed in a different way from that of animals.	○	○	○	○
40 One type of bird may develop more strength when the weather becomes warmer or cooler.	○	○	○	○

Answer Key

#	Answer	Explanation
1	**False**	The competition is designed for students to enter the coursework they are currently working on rather than specifically producing different pieces of work
2	**True**	initial ideas about the clothing
3	**Not given**	Once the entry deadline has passed, the judges will select the shortlist of students who will be invited to the Finals
4	**True**	Feel free to add as much creativity to your stand as possible
5	**False**	Some students bring tablets/ laptops with slideshows or further images of work but it should be emphasised that these may not necessarily improve your chances of success
6	**Not given**	You are welcome to ask the judges questions. In fact, you should make the most of having experts on hand
7	**True**	The judges can also decide to award special prizes if the work merits this
8	**B**	It’s also rather loud though, which can take some getting used to
9	**E**	Microsoft’s Bluetooth keyboard has one very handy feature – you can fold it in half and carry it around in your jacket pocket or bag
10	**C**	the K780 is a compact, pleasantly modern-looking keyboard. There’s an integrated stand for smartphones and tablets too
11	**D**	It provides wrist support and lifts your forearms into a relaxed position so you don’t hurt yourself from typing for lengthy periods
12	**A**	For the price, it’s a tempting choice
13	**F**	All this is because it’s designed for gamers
14	**C**	It’s quiet to type on, and the circular keys are easy to familiarise yourself with, well-spaced and large enough to hit accurately
15	**Familiar**	it won’t be long before you’re familiar with the staff and the departments that you need to deal with
16	**Abilities**	In a small business you’re likely to have considerable variety in your workload, including opportunities to work in different areas of the company, which will allow you to identify abilities that you didn’t know you had

#	Answer	Explanation
17	**Stimulating**	This variety in your work will help to make it stimulating, so you have a good reason for getting out of bed in the morning
18	**Potential**	your efforts are more likely to attract the attention of those higher up. You'll have plenty of opportunity to show what you can do, and to have your potential noticed
19	**Promotion**	The result is very likely to be that promotion comes to you faster
20	**Flexible**	Small businesses are usually flexible, something that is rarely true of large organisations
21	**C**	When you are a newcomer, feeling uncertain and perhaps a little confused
22	**F**	But in your first few weeks your task is to learn what the job really is, rather than immediately starting to do what you assume it is
23	**C**	Unfortunately, this will suggest that you have a high opinion of yourself, and that you think your old place was better. It has enormous power to annoy, so don't do it
24	**A**	Make sure you know when and where you are expected to report on your first day. If the route from home is unfamiliar to you, make a practice run first
25	**E**	When I worked for a television company, all of us, whatever our job, were strongly encouraged to visit a studio and see how programmes were made
26	**B**	You should expect to have an induction programme planned for you; a security pass; visits to whatever parts of the organisation you need to understand to do your job properly; meetings with anyone who could affect your success in the role; and someone to show you where everything is and tell you all the real rules of the culture – the ones that are never written down but which everyone is meant to follow
27	**D**	All employers have a core product or service paid for by customers which justifies their existence
28	**D**	Barnacle geese go one better. In the process of sitting around, they don't just maintain their fitness. They also develop stronger hearts and bigger flight muscles, enabling them to fly for thousands of kilometres in a migration that may last as little as two days
29	**A**	Each kilogram contributes about 10 to 15 kilocalories a day to our metabolism when resting — which doesn't sound like much until you realise that muscles account for about 40 percent of the average person's body mass

#	Answer	Explanation
30	**B**	He argues that long ago on the African savannah, natural selection made us into ‘supremely adapted’ endurance athletes, capable of running prey into the ground and ranging over long distances with unusual efficiency
31	**Efficient**	biologically speaking, all it means is that the body has undergone changes that make it stronger and more efficient
32	**Food**	these changes appear to be triggered by cues such as falling temperatures or insufficient food
33	**Hibernation**	In the months of hibernation, these factors seem to prompt the release of muscle-protecting compounds which are then carried to the bears’ muscles in their blood and prevent muscle loss
34	**Blood**	these factors seem to prompt the release of muscle-protecting compounds which are then carried to the bears’ muscles in their blood and prevent muscle loss
35	**Temperature**	Halsey suggests, may be responding to an environmental change such as temperature, which helps their bodies somehow ‘know’ that a big physical challenge is looming
36	**A**	Halsey points out that this may not necessarily be the case
37	**D**	‘I don’t know that all animals are the same, performance-wise… and we don’t know whether training would enhance their ability
38	**B**	Chris Guglielmo, a physiological ecologist, has studied the effect of subjecting migratory songbirds known as yellow-rumped warblers to changing hours of daylight
39	**C**	This makes us evolutionarily different from most other animals
40	**A**	Halsey suggests, may be responding to an environmental change such as temperature, which helps their bodies somehow ‘know’ that a big physical challenge is looming

Test 30

PASSAGE 1

==== Read the text below and answer questions 1-7 ====

New cycle path to Marshbrook Country Park

A A new dual-purpose cycle and pedestrian route has been built from Atherton bus station to the country park's main entrance at Marshbrook. It avoids the main road into Atherton on the south side, and keeps mainly to less busy roads. Once the path leaves the built-up area, it goes through countryside until it reaches Marshbrook.

B Funding for the cycle path has come largely from the county and town councils, while almost a third of it was raised through crowdfunding. Maintenance of the path is the responsibility of the county council. The cycle path was completed ahead of schedule – partly thanks to perfect weather for construction – and under budget.

C Annie Newcome is the chief executive of Cycle Atherton, the organisation that aims to get people cycling more often and more safely. Cycle Atherton proposed the 12-kilometre-long cycle path initially, and has been active in promoting it, Ms Newcome says she is delighted that all the hard work to achieve the funding proved successful.

D Marshbrook Country Park is a very popular recreational area, and the new path makes it much easier to reach from the town in an environmentally friendly way. At 2.5 metres wide, it is also suitable for users of wheelchairs, mobility scooters and buggies, who have not previously had access to the park without using motor vehicles.

E Although the path is now open, work is continuing to improve the signs along it, such as warnings when the path approaches a road. New hedges and trees will also be planted along stretches of the path, to provide some shelter from the wind and to benefit wildlife.

F Further information and a detailed map of the path including a proposed 5-kilometre extension are available online. The map can easily be downloaded and printed. Visit the county council website and follow the links to Atherton Cycle Path.

==== Read the text below and answer Questions 8-14 ====

Study dramatic arts at Thornley

If you are hoping for a career in the theatre., Thornley College of Dramatic Arts is the place to come. For fifty years we have been providing top-quality courses for actors, directors, producers, musicians and everyone else who wishes to work professionally in the theatre or related industries. We also have expertise in preparing students for the specialised requirements of TV, film and radio. We'll make sure you're thoroughly prepared for the reality of work in your chosen field.

Our college-based tutors all have extensive practical experience in the entertainment industry as well as academic qualifications, and we also collaborate with some of the country's best directors, writers and actors to create challenging, inspiring and exciting projects with our students.

We are well-known around the world, with our students coming from every continent. Every year, we receive two thousand applications for the one hundred places on our degree courses. Only the most talented get places, and we are proud that over ninety percent of our students gain professional work within a year of graduating – a figure few other drama colleges in the UK can match.

To mark our fiftieth anniversary this year, we are putting on a production of Theatre 500. Written by two staff members especially for this occasion, this multimedia show celebrates five hundred years of drama, and involves all our students in one way or another.

Another major development is that the college is about to move. Our new premises are now under construction in the heart of Thornley, next to the council building, which has won a prize for its architecture. For the last two years, we have been developing designs with Miller Furbank Architects for our new home, and one aim has been to ensure the buildings complement the council offices. Work started on the foundations of the buildings in March last year, and we plan to move to the new site this coming September.

We have also been talking to cultural organisations in the district, and considering how we can bring cost-free benefits to the local community, as well as to our students. As a result, part of the space in the new buildings has been designed to be adaptable, in order to accommodate classes, performances and workshops for different-sized groups of local people.

PART 1 — QUESTIONS

Questions 1-7

The text has six paragraphs, A-F. Which paragraph mentions the following? Write the correct letter, A-F, in boxes. NB You may use any letter more than once.

	A	B	C	D	E	F
1 what still needs to be done	○	○	○	○	○	○
2 the original suggestion for creating the path	○	○	○	○	○	○
3 a reason why the path opened early	○	○	○	○	○	○
4 people who no longer need to get to the park by car	○	○	○	○	○	○
5 the route of the path	○	○	○	○	○	○
6 the length of the path	○	○	○	○	○	○
7 who paid for the path	○	○	○	○	○	○

Questions 8-14

Do the following statements agree with the information given in the text? In boxes, write

TRUE if the statement agrees with the information

FALSE if the statement contradicts the information

NOT GIVEN if there is no information on this

8 The college has introduced new courses since it opened.

A ○ TRUE

B ○ FALSE

C ○ NOT GIVEN

9 The college provides training for work in the film industry.

A ○ TRUE

B ○ FALSE

C ○ NOT GIVEN

10 Students have the chance to work with relevant professionals.

A ○ TRUE

B ○ FALSE

C ○ NOT GIVEN

11 Many more people apply to study at the college than are accepted.

A ○ TRUE

B ○ FALSE

C ○ NOT GIVEN

12 Theatre 500 was created by students.

A ○ TRUE

B ○ FALSE

C ○ NOT GIVEN

13 The new building and the council building were designed by the same architects.

A ○ TRUE

B ○ FALSE

C ○ NOT GIVEN

14 Local groups will be charged for using college premises.

A ○ TRUE

B ○ FALSE

C ○ NOT GIVEN

PASSAGE 2

==== Read the text below and answer Questions 15-20 ====

How to make your working day more enjoyable

Research shows that work takes up approximately a third of our lives. Most of us get so bogged down with day-to-day tasks though, that we easily forget why we originally applied for the job and what we can get out of it. Here are a few ideas for how to make your working day better.

Physical changes to your work environment can make a massive difference to how you feel. Get some green plants or a family photo for your desk. File all those odd bits of paper or throw them away. All of these little touches can make your work environment feel like it's yours. Make sure any screens you have are at a suitable height so you're not straining your neck and shoulders.

Humans need a change of environment every now and then to improve productivity. Go out at lunchtime for a quick walk. If you have the option, it's a good idea to work from home occasionally. And if there's a conference coming up, ask if you can go along to it. Not only will you practise your networking skills, but you'll also have a day away from the office.

Use coffee time to get to know a colleague you don't usually speak to. There's no point in getting away from staring at one thing though, only to replace it with another; so leave your mobile alone! Another tip is to try and stay out of office gossip. In the long run it could get you in more trouble than you realise.

When you're trying to focus on something, hunger is the worst thing, if you can, keep some healthy snacks in your desk because if you have something you can nibble on, it will make you work more effectively and you'll enjoy it more. Also, if you're dehydrated, you won't be able to focus properly. So keep drinking water.

Finally, if you've been dreaming about starting up a big project for some time, do it! There are so many different things you can do to get you enjoying work more each day.

==== Read the text below and answer Questions 21-27 ====

How to get promoted

If you're sitting at your desk wondering whether this will be the year you finally get promoted, here are some tips.

It starts with you. You are perhaps the most important part in the 'promotion process', so you need to know what you want – and why you want it. Take an honest look at yourself – your achievements and also your skills, particularly those you could exploit to take on a different role.

Your boss is the gatekeeper. If you think your boss is likely to be on your side, ask for a meeting to discuss your serious commitment to the organisation and how this could translate into a more defined career plan. If you are less sure about your boss's view of your prospects and how

they may react, start softly with a more deliberate focus on increasing your boss's understanding of the work you do and the added value you deliver.

Think about how you are perceived at work. In order for you to get your promotion, who needs to know about you? Who would be on the interview panel and whose opinion and input would they seek? And once you've got a list of people to impress, ask yourself – do they know enough about you? And I mean really know – what you do day to day at your desk, your contribution to the team, and perhaps most importantly, your potential.

The chances are that those decision-makers won't know ail they should about you. Raising your profile in your organisation is critical so that when those in charge start looking at that empty office and considering how best to fill it, the first name that pops into their heads is yours. If your firm has a newsletter, volunteer to write a feature to include in it. If they arrange regular client events, get involved in the organisation of them. And so on.

If you think your experience needs enhancing, then look at ways you can continue to improve it. If you are confident in your professional expertise but lack the latest management theory, enrol on some relevant courses that fit around your day job.

So what are you waiting for?

PART 2 — QUESTIONS

Questions 15-20

Complete the sentences below. Choose **ONE WORD ONLY** from the text for each answer.

- Bringing a personal **15** _____ to work will make the place feel more homely.
- It is important to check the position of all **16** _____ before use to avoid pulling any muscles.
- Leaving the office in the middle of the day may help to raise **17** _____ later on.
- It is advisable to avoid checking a **18** _____ during breaks.
- Getting involved in **19** _____ at work may have negative results.
- Having a few **20** _____ available can help people concentrate better at work.

Questions 21-27

Complete the notes below. Choose **ONE WORD ONLY** from the text.

Steps to take to achieve a promotion

- First step: examine past successes and any **21** _____ that would help gain promotion
- Set up a meeting with your boss to talk about:

  o how best to use your high level of **22** _____ in future

  o or how much extra **23** _____ you already bring to the company

- Focus on the important people in the company:

  o find out which ones will be members of the **24** _____ who decide on the promotion

  o consider how much they are aware of your **25** _____ for the future

- Take steps to raise your profile by:

  o offering to create a feature for a company publication

- o participating in the **26** _____ of events for customers
- Work on self-development: take any **27** _____ that fill in gaps in knowledge

PASSAGE 3

Animals can tell right from wrong

Until recently, humans were thought to be the only species to experience complex emotions and have a sense of morality. But Professor Marc Bekoff, an ecologist at University of Colorado, Boulder, US, believes that morals are 'hard-wired' into the brains of all mammals and provide the social glue' that allows animals to live together in groups.

His conclusions will assist animal welfare groups pushing to have animals treated more humanely. Professor Bekoff, who presents his case in his book Wild Justice, said: 'Just as in humans, the moral nuances of a particular culture or group will be different from another, but they are certainly there. Moral codes are species specific, so they can be difficult to compare with each other or with humans.' Professor Bekoff believes morals developed in animals to help regulate behaviour in social groups. He claims that these help to limit fighting within the group and encourage co-operative behaviour.

His ideas have met with some controversy in the scientific community. Professor Frans de Waal, who examines the behaviour of primates, including chimpanzees, at Emory University, Atlanta, Georgia, US, said: 'I don't believe animals are moral in the sense we humans are – with a well-developed and reasoned sense of right and wrong – rather that human morality incorporates a set of psychological tendencies and capacities such as empathy, reciprocity, a desire for co-operation and harmony that are older than our species. Human morality was not formed from scratch, but grew out of our primate psychology. Primate psychology has ancient roots and I agree that other animals show many of the same tendencies and have an intense sociality.'

Wolves live in tight-knit social groups that are regulated by strict rules. Wolves also demonstrate fairness. During play, dominant wolves will appear to exchange roles with lower-ranking wolves. They pretend to be submissive and go so far as to allow biting by the lower-ranking wolves, provided it is not too hard. Prof Bekoff argues that without a moral code governing their actions, this kind of behaviour would not be possible. Astonishingly, if an animal becomes aggressive, it will perform a play bow' to ask forgiveness before play resumes.

In other members of the dog family, play is controlled in a similar way. Among coyotes, cubs which are too aggressive are ignored by the rest of the group and often end up having to leave entirely. Experiments with domestic dogs, where one animal was given some sweets and another wasn't, have shown that they possess a sense of fairness as they allowed their companion to eat some.

Elephants are intensely sociable and emotional animals. Research by Iain Douglas-Hamilton, from the department of zoology at Oxford University, suggests elephants experience compassion and has found evidence of elephants helping injured members of their herd. In 2003, a herd of 11 elephants rescued antelopes which were being held inside an enclosure in KwaZulu-Natal, South Africa. The top female elephant unfastened all of the metal latches holding the gates closed and swung them open, allowing the antelopes to escape. This is

thought to be a rare example of animals showing empathy for members of another species – a trait previously thought to be the exclusive preserve of humankind.

A laboratory experiment involved training Diana monkeys to insert a token into a slot to obtain food. A male who had become skilled at the task was found to be helping the oldest female, who had not learned how to do it. On three occasions the male monkey picked up tokens she dropped and inserted them into the slot and allowed her to have the food. As there was no benefit for the male monkey, Professor Bekoff argues that this is a clear example of an animal's actions being driven by some internal moral compass.

Since chimpanzees are known to be among the most cognitively advanced of the great apes and our closest cousins, it is perhaps not remarkable that scientists should suggest they live by moral codes. A chimpanzee known as Knuckles is the only known captive chimpanzee to suffer from cerebral palsy, which leaves him physically and mentally impaired. What is extraordinary is that scientists have observed other chimpanzees interacting with him differently and he is rarely subjected to intimidating displays of aggression from older males. Chimpanzees also demonstrate a sense of justice and those who deviate from the code of conduct of a group are set upon by other members as punishment.

Experiments with rats have shown that they will not take food if they know their actions will cause pain to another rat. In lab tests, rats were given food which then caused a second group of rats to receive an electric shock. The rats with the food stopped eating rather than see this happen.

Whales have been found to have spindle cells in their brains. These specialised cells were thought to be restricted to humans and great apes, and appear to play a role in empathy and understanding the emotions of others. Humpback whales, fin whales, killer whales and sperm whales have all been found to have spindle cells. They also have three times as many spindle cells as humans and are thought to be older in evolutionary terms. This finding suggests that emotional judgements such as empathy may have evolved considerably earlier in history than formerly thought and could be widespread in the animal kingdom.

PART 3 — QUESTIONS

Questions 28-32

Complete the summary below. Choose **ONE WORD ONLY** from the text for each answer.

Complex social behaviour in wolf packs

Wolves live in packs and it is clear that there are a number of **28** _____ concerning their behaviour. Some observers believe they exhibit a sense of **29** _____. The stronger, more senior wolves seem to adopt the roles of the junior wolves when they are playing together. They act as if they are **30** _____ to the juniors and even permit some gentle **31** _____. What is even more surprising is that when one of the juniors gets too forceful, it bends down begging for **32** _____. Only when that has been granted will the wolves continue playing.

Questions 33-37

Look at the following animals and the list of descriptions below. Match each animal with the correct description, A-G. Write the correct letter, A-G, in boxes.

List of Descriptions

A often attack peers who fail to follow the moral code

B appear to enjoy playing with members of a different species

C sometimes share treats with a peer

D may assist a peer who is failing to complete a task

E may be driven away by their peers if they do not obey the moral code

F seem unwilling to benefit from something that hurts their peers

G may help a different type of animal which is in difficulty

	A	B	C	D	E	F	G
33 coyotes	○	○	○	○	○	○	○
34 domestic dogs	○	○	○	○	○	○	○

	A	B	C	D	E	F	G
35 elephants	○	○	○	○	○	○	○
36 Diana monkeys	○	○	○	○	○	○	○
37 rats	○	○	○	○	○	○	○

Questions 38-40

Choose the correct letter, A, B, C or D.

38 What view is expressed by Professor de Waal?

- **A** ○ Apes have advanced ideas about the difference between good and evil.
- **B** ○ The social manners of some animals prove that they are highly moral.
- **C** ○ Some human moral beliefs developed from our animal ancestors.
- **D** ○ The desire to live in peace with others is a purely human quality.

39 Why does Professor Bekoff mention the experiment on Diana monkeys?

- **A** ○ it shows that this species of monkey is not very easy to train.
- **B** ○ It confirms his view on the value of research into certain monkeys.
- **C** ○ It proves that female monkeys are generally less intelligent than males.
- **D** ○ It illustrates a point he wants to make about monkeys and other creatures.

40 What does the writer find most surprising about chimpanzees?

- **A** ○ They can suffer from some of the same illnesses as humans.
- **B** ○ They appear to treat disabled peers with consideration.
- **C** ○ They have sets of social conventions that they follow.
- **D** ○ The males can be quite destructive at times.

Answer Key

#	Answer	Explanation
1	**E**	Although the path is now open, work is continuing to improve the signs along it, such as warnings when the path approaches a road
2	**C**	Cycle Atherton proposed the 12-kilometre-long cycle path initially
3	**B**	The cycle path was completed ahead of schedule – partly thanks to perfect weather for construction – and under budget
4	**D**	the new path makes it much easier to reach from the town in an environmentally friendly way. At 2.5 metres wide, it is also suitable for users of wheelchairs, mobility scooters and buggies, who have not previously had access to the park without using motor vehicles
5	**A**	A new dual-purpose cycle and pedestrian route has been built from Atherton bus station to the country park's main entrance at Marshbrook. It avoids the main road into Atherton on the south side, and keeps mainly to less busy roads. Once the path leaves the built-up area, it goes through countryside until it reaches Marshbrook
6	**C**	Cycle Atherton proposed the 12-kilometre-long cycle path initially
7	**B**	Funding for the cycle path has come largely from the county and town councils, while almost a third of it was raised through crowdfunding
8	**Not given**	For fifty years we have been providing top-quality courses for actors, directors, producers, musicians and everyone else who wishes to work professionally in the theatre or related industries
9	**True**	we also have expertise in preparing students for the specialised requirements of TV, film and radio
10	**True**	we also collaborate with some of the country's best directors, writers and actors
11	**True**	Every year, we receive two thousand applications for the one hundred places on our degree courses
12	**False**	To mark our fiftieth anniversary this year, we are putting on a production of Theatre 500. Written by two staff members especially for this occasion
13	**Not given**	For the last two years, we have been developing designs with Miller Furbank Architects for our new home, and one aim has

#	Answer	Explanation
		been to ensure the buildings complement the council offices
14	**False**	We have also been talking to cultural organisations in the district, and considering how we can bring cost-free benefits to the local community, as well as to our students.
15	**Photo**	Get some green plants or a family photo for your desk
16	**Screens**	Make sure any screens you have are at a suitable height so you're not straining your neck and shoulders
17	**Productivity**	Humans need a change of environment every now and then to improve productivity
18	**Mobile**	there's no point in getting away from staring at one thing though, only to replace it with another; so leave your mobile alone
19	**Gossip**	Another tip is to try and stay out of office gossip. In the long run it could get you in more trouble than you realise
20	**Snacks**	When you're trying to focus on something, hunger is the worst thing, if you can, keep some healthy snacks in your desk because if you have something you can nibble on, it will make you work more effectively and you'll enjoy it more
21	**Skills**	Take an honest look at yourself – your achievements and also your skills, particularly those you could exploit to take on a different role
22	**Commitment**	ask for a meeting to discuss your serious commitment to the organisation and how this could translate into a more defined career plan
23	**Value**	If you are less sure about your boss's view of your prospects and how they may react, start softly with a more deliberate focus on increasing your boss's understanding of the work you do and the added value you deliver
24	**Panel**	who would be on the interview panel and whose opinion and input would they seek
25	**Potential**	do they know enough about you? And I mean really know – what you do day to day at your desk, your contribution to the team, and perhaps most importantly, your potential
26	**Organization / organisation**	Raising your profile in your organisation is critical so that when those in charge start looking at that empty office and considering how best to fill it, the first name that pops into their heads is yours
27	**Courses**	If you are confident in your professional expertise but lack the latest management theory, enrol on some relevant courses that fit

#	Answer	Explanation
		around your day job.
28	**Rules**	Wolves live in tight-knit social groups that are regulated by strict rules
29	**Fairness**	Wolves also demonstrate fairness. During play, dominant wolves will appear to exchange roles with lower-ranking wolves
30	**Submissive**	During play, dominant wolves will appear to exchange roles with lower-ranking wolves. They pretend to be submissive
31	**Biting**	During play, dominant wolves will appear to exchange roles with lower-ranking wolves. They pretend to be submissive and go so far as to allow biting by the lower-ranking wolves, provided it is not too hard
32	**Forgiveness**	Astonishingly, if an animal becomes aggressive, it will perform a play bow' to ask forgiveness before play resumes
33	**E**	Among coyotes, cubs which are too aggressive are ignored by the rest of the group and often end up having to leave entirely
34	**C**	Experiments with domestic dogs, where one animal was given some sweets and another wasn't, have shown that they possess a sense of fairness as they allowed their companion to eat some
35	**G**	In 2003, a herd of 11 elephants rescued antelopes which were being held inside an enclosure in KwaZulu-Natal, South Africa
36	**D**	A laboratory experiment involved training Diana monkeys to insert a token into a slot to obtain food. A male who had become skilled at the task was found to be helping the oldest female, who had not learned how to do it
37	**F**	In lab tests, rats were given food which then caused a second group of rats to receive an electric shock. The rats with the food stopped eating rather than see this happen
38	**C**	Human morality was not formed from scratch, but grew out of our primate psychology
39	**D**	Professor Bekoff argues that this is a clear example of an animal's actions being driven by some internal moral compass
40	**B**	What is extraordinary is that scientists have observed other chimpanzees interacting with him differently and he is rarely subjected to intimidating displays of aggression from older males

Test 31

PASSAGE 1

==== Read the text below and answer questions 1-6 ====

Helping pupils to choose optional subjects when they're aged 14-15: what some pupils say

A Krishnan

I'm studying Spanish, because it's important to learn foreign languages – and I'm very pleased when I can watch a video in class and understand it. Mr Peckham really pushes us, and offers us extra assignments, to help us improve. That's good for me, because otherwise I'd be quite lazy.

B Lucy

History is my favourite subject, and it's fascinating to see how what we learn about the past is relevant to what's going on in the world now. It's made me understand much more about politics, for instance. My plan is to study history at university, and maybe go into the diplomatic service, so I can apply a knowledge of history.

C Mark

Thursdays are my favourite days, because that's when we have computing. It's the high spot of the week for me – I love learning how to program. I began when I was about eight, so when I started doing it at school, I didn't think I'd have any problem with it, but I was quite wrong! When I leave school, I'm going into my family retail business, so sadly I can't see myself becoming a programmer.

D Violeta

My parents both work in leisure and tourism, and they've always talked about their work a lot at home. I find it fascinating. I'm studying it at school, and the teacher is very knowledgeable, though I think we spend too much time listening to her: I'd like to meet more people working in the sector, and learn from their experience.

E Walid

I've always been keen on art, so I chose it as an optional subject, though I was afraid the lessons might be a bit dull. I needn't have worried, though – our teacher gets us to do lots of fun things, so there's no risk of getting bored. At the end of the year the class puts on an exhibition for the school, and I'm looking forward to showing some of my work to other people.

==== Read the text below and answer questions 7-14 ====

It's almost time for the next ripton festival!

As usual, the festival will be held in the last weekend of June, this year on Saturday to Monday, 27-29 June. Ever since last year's festival, the committee has been hard at work to make this year's the best ever! The theme is Ripton through the ages. Scenes will be acted out showing how the town has developed since it was first established. But there's also plenty that's up-to-date, from the latest music to local crafts.

The Craft Fair is a regular part of the festival. Come and meet professional artists, designers and craftsmen and women, who will display their jewellery, paintings, ceramics, and much more. They'll also take orders, so if you want one of them to make something especially for you, just ask! You'll get it within a month of the festival ending.

The Saturday barbecue will start at 2 pm and continue until 10 pm, with a bouncy castle for kids. The barbecue will be held in Palmer's Field, or in the town hall if there's rain. Book your tickets now, as they always sell out very quickly! Entry for under 16s is free all day; adults can come for free until 6 pm and pay £5 after that. There'll be live music throughout, with local amateur bands in the afternoon and professional musicians in the evening.

On Sunday we're delighted to introduce an afternoon of boat races, arranged by the Ripton Rowing Club. The spectator area by the bridge has plenty of room to stand and cheer the boats home, in addition to a number of benches. The winners of the races will be presented with trophies by the mayor of Ripton. All money raised by the festival will go to support the sports clubs in Ripton.

PART 1 — QUESTIONS

Questions 1-6

Look at the five comments about lessons, A-E. For which comments are the following statements true?

Write the correct letter, A-E, in boxes. NB You may use any letter more than once.

	A	B	C	D	E
1 This pupil is interested in the subject despite the way it is taught.	○	○	○	○	○
2 This pupil is hoping to have a career that makes use of the subject.	○	○	○	○	○
3 This pupil finds the subject harder than they expected.	○	○	○	○	○
4 This pupil finds the lessons very entertaining.	○	○	○	○	○
5 This pupil appreciates the benefit of doing challenging work.	○	○	○	○	○
6 This pupil has realised the connection between two things.	○	○	○	○	○

Questions 7-14

Do the following statements agree with the information given in the text? In boxes on your answer sheet, write

TRUE if the statement agrees with the information

FALSE if the statement contradicts the information

NOT GIVEN if there is no information on this

7 The festival is held every year.

A ○ TRUE

B ○ FALSE

C ○ NOT GIVEN

8 This year's festival focuses on the town's history.

A ○ TRUE

B ○ FALSE

C ○ NOT GIVEN

9 Goods displayed in the craft fair are unlike ones found in shops.

A ○ TRUE

B ○ FALSE

C ○ NOT GIVEN

10 The barbecue will be cancelled if it rains.

A ○ TRUE

B ○ FALSE

C ○ NOT GIVEN

11 Adults can attend the barbecue at any time without charge.

A ○ TRUE

B ○ FALSE

C ○ NOT GIVEN

12 Amateur musicians will perform during the whole of the barbecue.

A ○ TRUE

B ○ FALSE

C ○ NOT GIVEN

13 Seating is available for watching the boat races.

A ○ TRUE

B ○ FALSE

C ○ NOT GIVEN

14 People attending the festival will be asked to donate some money.

A ○ TRUE

B ○ FALSE

C ○ NOT GIVEN

PASSAGE 2

==== Read the text below and answer Questions 15-20 ====

Reducing injuries on the farm

Farms tend to be full of activity. There are always jobs to be done and some tasks require physical manual work. While it is good for people to be active, there are risk factors associated with this, and efforts need to be made to reduce them.

The first risk relates to the carrying of an excessive load or weight. This places undue demands on the spine and can cause permanent damage. Examples of tasks that involve this risk are moving 50-kilogramme fertiliser bags from one site to another or carrying heavy buckets of animal feed around fields. According to the UK Health and Safety Executive, activities such as these 'should be avoided at all times'. Their documentation states that other methods should be considered, such as breaking down the load into smaller containers prior to movement or transporting the materials using a tractor or other vehicle. The risk posed by excessive force is made worse if the person lifting is also bending over as this increases pressure on the discs in the back.

If a load is bulky or hard to grasp, such as a lively or agitated animal, it will be more difficult to hold while lifting and carrying. The holder may adopt an awkward posture, which is tiring and increases the risk of injury. Sometimes a load has to be held away from the body because there is a large obstacle in the area and the person lifting needs to be able to see where their feet are going. This results in increased stress on the back; holding a load at arm's length imposes about five times the stress of a close-to-the-body position. In such cases, handling aids should be purchased that can take the weight off the load and minimise the potential for injury.

Another risk that relates to awkward posture is repetitive bending when carrying out a task. An example might be repairing a gate that has collapsed onto the ground. This type of activity increases the stress on the lower back because the back muscles have to support the weight of the upper body. The farmer should think about whether the job can be performed on a workbench, reducing the need for prolonged awkward posture.

==== Read the text below and answer Questions 21-27 ====

Good customer service in retail

Without customers, your retail business would not exist. It stands to reason, therefore, that how you treat your customers has a direct impact on your profit margins. Some customers just want to browse and not be bothered by sales staff. Try to be sensitive to how much help a customer wants; be proactive in offering help without being annoying. Suggest a product that naturally accompanies what the customer is considering or point out products for which there are special offers, but don't pressure a customer into buying an item they don't want.

Build up a comprehensive knowledge of all the products in your shop, including the pros and cons of products that are alike but that have been produced under a range of brand names. If

you have run out of a particular item, make sure you know when the next orders are coming in. Negativity can put customers off instantly. If a customer asks a question to which the answer is no', do not just leave it at that – follow it with a positive, for example; 'we're expecting more of that product in on Tuesday'.

Meanwhile, if you see a product in the wrong place on a shelf, don't ignore it — put it back where it belongs. This attention to presentation keeps the shop tidy, giving the right impression to your customers. Likewise, if you notice a fault with a product, remove it and replace it with another.

When necessary, be discreet. For example, if the customer's credit card is declined at the till, keep your voice down and enquire about an alternative payment method quietly so that the customer doesn't feel humiliated. If they experience uncomfortable emotions in your shop, it's unlikely that they'll come back.

Finally, good manners are probably the most important aspect of dealing with customers. Treat each person with respect at all times, even when you are faced with rudeness. Being discourteous yourself will only add more fuel to the fire.

Build a reputation for polite, helpful staff and you'll find that customers not only keep giving you their custom, but also tell their friends about you.

PART 2 — QUESTIONS

Questions 15-20

Complete the table below. Choose **ONE WORD ONLY** from the text.

Risks And How To Avoid Them

Risk factor	Examples of farm activities	Risk reduction measures to consider
Heavy load	– lifting sacks of **15** _____ – carrying foods for animals	– divide into containers that weigh less – use a vehicle such as a tractor
Awkward posture	– lifting a restless **16** _____ – moving something around a big **17** _____	buy particular **18** _____ to help with support
A lot of **19** _____ while working	fixing a fallen **20** _____	use a workbench instead

Questions 21-27

Complete the sentences below. Choose **NO MORE THAN TWO WORDS** from the text for each answer.

- **21** _____ approach to selling is fine as long as you do not irritate the customer.
- Recommend additional products and **22** _____ without being too forceful.
- Know how to compare similar products which have different **23** _____
- Avoid **24** _____ by always saying more than 'no'.
- Keep an eye on the **25** _____ of goods on the shelves.

- If a customer has problems paying with their **26** _____ handle the problem with care.
- Any **27** _____ from a customer should not affect how you treat them.

PASSAGE 3

==== Read the text below and answer questions 28-40 ====

Plastic is no longer fantastic

28

A In 2017, Carlos Ferrando, a Spanish engineer-turned-entrepreneur, saw a piece of art in a museum that profoundly affected him, 'What Lies Under', a photographic composition by Indonesian digital artist Ferdi Rizkiyanto, shows a child crouching by the edge of the ocean and 'lifting up' a wave, to reveal a cluster of assorted plastic waste, from polyethylene bags to water bottles. The artwork, designed to raise public awareness, left Ferrando angry – and fuelled with entrepreneurial ideas.

29

B Ferrando runs a Spanish-based design company, Closca, that produces an ingenious foldable bicycle helmet. But he has now also designed a stylish glass water bottle with a stretchy silicone strap and magnetic closure mechanism that means it can be attached to almost anything, from a bike to a bag to a pushchair handle. The product comes with an app that tells people where they can fill their bottles with water for free.

30

C The intention is to persuade people to stop buying water in plastic bottles, thus saving consumers money and reducing the plastic waste piling up in our oceans. 'Bottled water is now a $100 billion business, and 81 per cent of the bottles are not recycled. It's a complete waste – water is only 1.5 per cent of the price of the bottle!' Ferrando cries. Indeed, environmentalists estimate that by 2050 there will be more plastic in our oceans than fish and that's mainly down to such bottles. 'We are trying to create a sense that being environmentally sophisticated is a status symbol,' he adds. 'We want people to clip their bottles onto what they are wearing, to show that they are recycling – and to look cool.'

31

D Ferrando's story is fascinating because it seems like an indicator of something unexpected. Three decades ago, conspicuous consumption – the purchase of luxuries, such as handbags, shoes, cars, etc. on a lavish scale – heightened people's social status. Indeed, the closing decades of the 20th century were a time when it seemed that anything could be turned into a commodity. Hence the fact that water became a consumer item, sold in plastic bottles, instead of just emerging, for free, from a tap.

32

E Today, though, conspicuous extravagance no longer seems desirable among consumers. Now, recycling is fashionable – as is cycling rather than driving. Plastic water bottles have become so common that they do not command status; instead, what many millennials – young people born in the late 20th century – prefer to post on social media are 'real' (refillable) bottles or even the once widespread Thermos bottles, Some teenagers currently think that these stainless-steel vacuum-insulated water bottles that are coming back onto the market are ultra 'cool'; never mind the fact that they feel oddly out-of-date to anyone over the age of 40 or that teenagers in the 1970s would have avoided ever being seen with one.

33

F it is uncertain whether Closca will succeed in its goal. Although its foldable bike helmet is available in some outlets in New York, including the Museum of Modern Art, it can be very hard for any design entrepreneur to really take off in the global mass market, though not as hard as it might have been in the past. If an entrepreneur had wanted to fund a smart invention a few decades ago, he or she would have had to either raise a bank loan, borrow money from a family member or use a credit card. Things have moved on slightly since then.

34

G Entrepreneurs are still using the last two options, but some are also tapping into the ever-growing pot of money that is becoming available in the management world for 'corporate social responsibility' (CSR) investments. And then there are other options for those who wish to raise money straight away. Ferrando posted details about his water-bottle venture on a large, recognised platform for funding creative projects. He appealed for people to donate $30,000 of seed money – the money he needed to get his project going – and promised to give a bottle to anyone who provided more than $39 in 'donations'. If he received the funds, he stated that the company would produce bottles in grey and white; if $60,000 was raised, a multicoloured one would be made. Using this approach, none of the donors has a stake in his idea, nor does he have any debt. Instead, it is almost a pre-sale of the product, in a manner that tests demand in advance and creates a potential crowd of enthusiasts. This old-fashioned community funding with a digital twist is supporting a growing array of projects ranging from films to card games, videos, watches and so on. And, at last count, Closca had raised some $52,838 from 803 backers. Maybe, 20 years from now, it will be the plastic bottle that seems peculiarly old-fashioned.

PART 3 — QUESTIONS

Questions 28-34

The text has seven paragraphs, A-G. Choose the correct heading for each paragraph from the list of headings below. Write the correct number, i-viii, in boxes on your answer sheet.

List of Headings

i. **A time when opportunities were limited**

ii. **The reasons why Ferrando's product is needed**

iii. **A no-risk solution**

iv. **Two inventions and some physical details**

v. **The contrasting views of different generations**

vi. **A disturbing experience**

vii. **The problems with replacing a consumer item**

viii. **Looking back at why water was bottled**

Questions 35-37

Choose the correct letter, A, B, C or D.

35 What does Ferrando say about his glass water bottle?

A ○ it matches his bicycle helmet,

B ○ it is cheaper than a plastic bottle.

C ○ He has designed it to suit all ages.

D ○ He wants people to be proud to show it.

36 What does the writer find fascinating about Ferrando's story?

A ○ the youthfulness of his ideas

B ○ the old-fashioned nature of his products

C ○ the choice it is creating for consumers

D ○ the change it is revealing in people's attitudes

37 What does the writer suggest about Closca's bike helmet?

- **A** ○ It has both functional and artistic value.
- **B** ○ Its main appeal is to older people.
- **C** ○ It has had extraordinary success worldwide.
- **D** ○ It is a more exciting invention than the glass bottle.

Questions 38-40

Complete the summary below. Choose **ONE WORD ONLY** from the text for each answer.

Funding a smart invention

Thirty years ago, the methods used by creators to fund their projects involved getting money from the bank or from someone in the **38** _____. Banks today are still a useful source of finance, but investments may also be sought from 'corporate social responsibility' projects. In order to get immediate funding, the method Ferrando took was to use a well-known **39** _____ to advertise his product and request financial support. People who gave a certain figure or over were offered a free gift. In addition, Ferrando advised his donors that his company would create bottles in two colours, followed by a **40** _____ bottle once they had received a more significant amount. In this way, Ferrando avoided debt and found out how many people might want his products before manufacturing them.

Answer Key

#	Answer	Explanation
1	**D**	I find it fascinating. I'm studying it at school, and the teacher is very knowledgeable, though I think we spend too much time listening to her
2	**B**	It's made me understand much more about politics, for instance. My plan is to study history at university, and maybe go into the diplomatic service, so I can apply a knowledge of history
3	**C**	I began when I was about eight, so when I started doing it at school, I didn't think I'd have any problem with it, but I was quite wrong
4	**E**	I needn't have worried, though – our teacher gets us to do lots of fun things, so there's no risk of getting bored
5	**A**	Mr Peckham really pushes us, and offers us extra assignments, to help us improve
6	**B**	It's fascinating to see how what we learn about the past is relevant to what's going on in the world now
7	**True**	As usual, the festival will be held in the last weekend of June
8	**True**	The theme is Ripton through the ages. Scenes will be acted out showing how the town has developed since it was first established
9	**Not given**	Come and meet professional artists, designers and craftsmen and women, who will display their jewellery, paintings, ceramics, and much more
10	**False**	The barbecue will be held in Palmer's Field, or in the town hall if there's rain
11	**False**	Entry for under 16s is free all day; adults can come for free until 6 pm and pay £5 after that
12	**False**	There'll be live music throughout, with local amateur bands in the afternoon and professional musicians in the evening
13	**True**	The spectator area by the bridge has plenty of room to stand and cheer the boats home, in addition to a number of benches
14	**Not given**	All money raised by the festival will go to support the sports clubs in Ripton

#	Answer	Explanation
15	**fertilizer / fertiliser**	Examples of tasks that involve this risk are moving 50-kilogramme fertiliser bags from one site to another
16	**Animal**	If a load is bulky or hard to grasp, such as a lively or agitated animal, it will be more difficult to hold while lifting and carrying
17	**Obstacle**	Sometimes a load has to be held away from the body because there is a large obstacle in the area and the person lifting needs to be able to see where their feet are going
18	**Aids**	In such cases, handling aids should be purchased that can take the weight off the load and minimise the potential for injury
19	**Bending**	Another risk that relates to awkward posture is repetitive bending when carrying out a task
20	**Gate**	An example might be repairing a gate that has collapsed onto the ground
21	**Proactive**	Try to be sensitive to how much help a customer wants; be proactive in offering help without being annoying
22	**Special offers**	Suggest a product that naturally accompanies what the customer is considering or point out products for which there are special offers, but don’t pressure a customer into buying an item they don’t want
23	**Brand names**	Build up a comprehensive knowledge of all the products in your shop, including the pros and cons of products that are alike but that have been produced under a range of brand names
24	**Negativity**	Negativity can put customers off instantly. If a customer asks a question to which the answer is no’, do not just leave it at that – follow it with a positive
25	**Presentation**	This attention to presentation keeps the shop tidy, giving the right impression to your customers
26	**Credit card**	For example, if the customer’s credit card is declined at the till, keep your voice down and enquire about an alternative payment method quietly so that the customer doesn’t feel humiliated
27	**Rudeness**	Treat each person with respect at all times, even when you are faced with rudeness
28	**vi**	The artwork, designed to raise public awareness, left Ferrando angry – and fuelled with entrepreneurial ideas
29	**iv**	Ferrando runs a Spanish-based design company, Closca, that produces an ingenious foldable bicycle helmet. But he has now also designed a stylish glass water bottle with a stretchy silicone

#	Answer	Explanation
		strap and magnetic closure mechanism that means it can be attached to almost anything
30	**ii**	The intention is to persuade people to stop buying water in plastic bottles, thus saving consumers money and reducing the plastic waste piling up in our oceans
31	**viii**	Hence the fact that water became a consumer item, sold in plastic bottles, instead of just emerging, for free, from a tap
32	**v**	Some teenagers currently think that these stainless-steel vacuum-insulated water bottles that are coming back onto the market are ultra 'cool'; never mind the fact that they feel oddly out-of-date to anyone over the age of 40
33	**i**	If an entrepreneur had wanted to fund a smart invention a few decades ago, he or she would have had to either raise a bank loan, borrow money from a family member or use a credit card
34	**iii**	Instead, it is almost a pre-sale of the product, in a manner that tests demand in advance and creates a potential crowd of enthusiasts
35	**D**	'We are trying to create a sense that being environmentally sophisticated is a status symbol,' he adds. 'We want people to clip their bottles onto what they are wearing, to show that they are recycling – and to look cool.'
36	**D**	Today, though, conspicuous extravagance no longer seems desirable among consumers
37	**A**	Ferrando runs a Spanish-based design company, Closca, that produces an ingenious foldable bicycle helmet
38	**Family**	If an entrepreneur had wanted to fund a smart invention a few decades ago, he or she would have had to either raise a bank loan, borrow money from a family member or use a credit card
39	**Platform**	Ferrando posted details about his water-bottle venture on a large, recognised platform for funding creative projects
40	**Multicolored / Multi-colored / multicoloured / multi-coloured**	if $60,000 was raised, a multicoloured one would be made

Test 32

PASSAGE 1

==== Read the text below and answer questions 1-7 ====

How to choose your builder

Building a new home is a significant investment, and it's essential to find the right builder for the job. Before you look for a builder, it's important to develop a comprehensive budget and have clear plans. Once you have a design in mind, it is time to start narrowing down your builder shortlist, and this starts with assessing how qualified each builder is. In Australia, this means checking that the builder holds a residential building licence. Most states have their own building authority who you can contact to check a builder's licence.

You can also check if the builder is a member of an industry association such as the Housing Industry Association (HIA), and whether they have won any industry awards. For instance, the HIA runs a state and national awards programme, with a category that recognises the level of customer service that a builder delivers.

Most experts agree that display homes {homes constructed by the builder that are open to the public) offer a great opportunity to study their work up close. Display homes are usually offered by major project builders who work on a large scale and can deliver good quality and value. You can also talk to the salesperson and find out about the home design and what is and isn't included in the sale price. And it may be possible to talk to other customers you meet there and ask their opinion of the workmanship in the display home.

Finally, avoid signing any business contract before you have read and understood it thoroughly. Ask your builder to use a standard building contract that has been designed to comply with the Domestic Building Contracts Act, and to be fair to both client and builder. You have five business days within which you may withdraw from the contract after signing it.

==== Read the text below and answer Questions 8-14 ====

Island adventure activities

A Rib riding

Conquer stormy seas on a high-speed ride in an RIB (Rigid Inflatable Boat). These powerful boats cut through choppy waters with ease. You'll need to hold on tight as the boat bounces across the wake of awesome cruise liners in one of the world's busiest shipping lanes.

B Horse riding

Experience the thrill of riding on horseback along peaceful country lanes and secluded bridleways with the help of expert guides. Even a novice can quickly take the reins and feel the thrill of riding one of nature's most magnificent beasts.

C Kayaking

Test your kayak nerves paddling around a deserted military fort built on a rocky outcrop out at sea, then explore the island's busy harbours before gliding back to dry land where a hot shower and a cup of tea await.

D Cycling

Test your endurance on the famous Round the Island Cycle Route. Grit your teeth and tackle the brutal hills in the south of the island, or for something less challenging, discover our car-free cycle tracks on former railway lines.

E Segway riding

Have you got what it takes to master a Segway? In theory, these quirky electric machines are simple to control, with users leaning forwards to go faster and back to slow down. In reality, you'll need some practice before you can master the skill and glide around the island.

F Tree climbing

A climb into the canopy of a 25-metre oak tree is an amazing experience. Supported by a rope and harness, you can stand on branches no bigger than your wrist, and swing out between the boughs, or simply take the opportunity to lie in a tree-top hammock and absorb the stunning bird's eye views.

G Coasteering

Tackle the spectacular coast in the north of the island. Scrabble over the rocks around cliff edges as the waves crash around you, dive through submerged caves and emerge onto a beach once used by smugglers. This is a thrilling experience, but not an adventure to attempt alone.

H Mountain boarding

First developed as an off-season alternative to winter sports and now a sport in its own right, mountain boarding has the speed of snowboarding but with a harder landing when you fall. After a bit of practice and a few bruises, you'll learn to control the ride and can join the few people who can call themselves mountain boarders.

PART 1 — QUESTIONS

Questions 1-7

Do the following statements agree with the information given in the text? In boxes on your answer sheet, write

TRUE if the statement agrees with the information

FALSE if the statement contradicts the information

NOT GIVEN if there is no information on this

1 After selecting a builder, you should decide on the design of your new house.

- **A** ○ TRUE
- **B** ○ FALSE
- **C** ○ NOT GIVEN

2 In Australia, you can make sure that a builder has the appropriate licence.

- **A** ○ TRUE
- **B** ○ FALSE
- **C** ○ NOT GIVEN

3 The best builders usually belong to the Housing Industry Association.

- **A** ○ TRUE
- **B** ○ FALSE
- **C** ○ NOT GIVEN

4 The HIA gives an award to builders whose standards of customer service are very high.

- **A** ○ TRUE
- **B** ○ FALSE
- **C** ○ NOT GIVEN

5 Builders who work on smaller projects are more likely to have display homes.

A ○ TRUE

B ○ FALSE

C ○ NOT GIVEN

6 It is advisable to have a contract which is in accordance with the Domestic Building Contracts Act.

A ○ TRUE

B ○ FALSE

C ○ NOT GIVEN

7 A contract is legally binding from the time it has been signed.

A ○ TRUE

B ○ FALSE

C ○ NOT GIVEN

Questions 8-14

Look at the eight advertisements for adventure sports on an island. For which adventure sport are the following statements true? Write the correct letter, A-H, in boxes on your answer sheet. NB You may use any letter more than once.

	A	B	C	D	E	F	G	H
8 You will be provided with safety equipment.	○	○	○	○	○	○	○	○
9 You may get some minor injuries doing this activity.	○	○	○	○	○	○	○	○
10 You can see a disused, isolated building.	○	○	○	○	○	○	○	○
11 You can relax and look down from above in an unusual location.	○	○	○	○	○	○	○	○

	A	B	C	D	E	F	G	H
12 You will take an exciting trip in rough water close to big ships.	○	○	○	○	○	○	○	○
13 You can choose easy options or more difficult ones.	○	○	○	○	○	○	○	○
14 You may find this more difficult than you expect.	○	○	○	○	○	○	○	○

PASSAGE 2

==== Read the text below and answer Questions 15-20 ====

Barrington Music Service: Business and Development Manager

Barrington Music Service organises a wide range of music activities for children and young people resident in and around Barrington. It provides singing and specialist instrumental lessons in schools, and it owns a collection of instruments for use in schools, some of which are available for hire by the parents of children having lessons. The Service also arranges a number of music-related events, including festivals bringing together choirs and soloists from schools in both Barrington and other areas. The Music Service provides administrative and financial support for the Barrington Youth Orchestra, which takes part in workshops with professional artists and gives performances.

Barrington Music Service is seeking to recruit a Business and Development Manager to manage the administrative function and build on the success of the Service. We are looking for an individual with a passion for delivering the best possible music provision for the benefit of our children and young people.

As the Business and Development Manager, you will be responsible for managing the administrative and financial systems of the Music Service, ensuring it does not exceed its budget, which is currently around £1m a year. You will take the lead on marketing the Service and ensuring the generation of new income. The Music Service is involved in several partnerships with schools and with music and community organisations in the district, and you will be expected to increase the number and scope of these, as well as take the lead in fundraising. The Service recently embarked on a programme to broaden what is taught in school music lessons, to include instruments and musical styles from around the world, and you will be required to further develop this emphasis on diversity. You will need to improve systems for ensuring that the records of the Service's activities are accurate, and maintain a database of all music teachers, students, and instruments belonging to the Service.

The person appointed will have experience of a supervisory role and the skills to motivate members of a team. You will have an understanding of accounting, at a non-specialist level, and of standard financial procedures. High-level IT skills and excellent verbal and written communication skills are essential. Although experience in music education is not crucial, good knowledge of the field, or of other areas of arts management, would be an advantage.

==== Read the text below and answer questions 21-27 ====

Health and safety in small businesses

The rate of accidents at work is almost 75% higher in small businesses than in larger companies. One possible reason is that many managers of small businesses have an inadequate knowledge of health and safety issues. Many managers of small businesses claim their situation is made worse by bureaucracy, arguing that the huge number of regulations - not

just on health and safety but also on tax, the minimum wage, and much, much more – makes their work difficult.

Many managers are simply not aware of their responsibilities. They are too busy running their companies to read manuals, employ consultants or go to seminars. Moreover, the average business person doesn't know where and how to get information. The Federation of Small Businesses argues that the special nature of small businesses should be recognised by health and safety inspectors, with an emphasis on education and how to comply with the law, rather than simply on enforcement. For instance, inspectors could make employers aware of what they really need to know, rather than swamping them with mountains of leaflets which may not be relevant.

Improvements are being made, however. The Health and Safety Executive has issued a free guide to the most important health and safety laws for employers. All employers must have their own health and safety policy statement and, for businesses with more than five employees, this must be in writing. It should be specific to the business and clear about the arrangements for and organisation of health and safety at work.

It should state a strategy, detail how it will be implemented and by whom, and say when it will be reviewed and updated. It is advisable to involve employees in this process, as they have direct experience. Assessing and identifying risks is the starting point. But to comply with the law, businesses must train their employees about health and safety, and provide information to others who need to know, such as the contractors working for them. These are often smaller companies that carry out most of the dangerous work. Helping them to get into good safety habits makes it easier for them to tender for work from big companies. Other advice from the Health and Safety Executive for small businesses tackles specific issues, such as helping small companies to deal with work-related stress.

PART 2 — QUESTIONS

Questions 15-20

Complete the notes below.

Barrington Music Service

Activities

- organises music lessons
- enables the hire of instruments
- events such as **15** _____ for local and visiting schools
- supports Barrington Youth Orchestra

Post of Business and Development Manager

Person appointed will

- manage the administration of the Service
- be responsible for keeping to the **16** _____.
- build **17** _____ with other organisations
- be proactive in fundraising
- increase the focus on **18** _____ in school music lessons (e.g., international styles)
- make sure records and a **19** _____ is kept up-to-date

Person appointed must have

- ability to supervise and motivate others
- basic knowledge of **20** _____
- other relevant skills

Questions 21-27

Complete the sentences below.

- One cause of health and safety problems in small businesses is that managers do not have enough relevant **21** _____
- Managers complain they have too many **22** _____ to deal with.
- Managers may not fully understand their **23** _____

- Businesses sometimes feel that inspectors give them far too many **24** _____
- Businesses above a certain size must produce a written **25** _____ of their health and safety policy.
- A company's health and safety policy is relevant to both its employees and its **26** _____
- The Health and Safety Executive can advise small businesses on problems of **27** _____ among their employees.

PASSAGE 3

==== Read the passage below and answer questions 28-40 ====

Jobs in ancient Egypt

In order to be engaged in the higher professions in ancient Egypt, a person had to be literate and so first had to become a scribe. The apprenticeship for this job lasted many years and was tough and challenging. It principally involved memorizing hieroglyphic symbols and practicing handwritten lettering. Scribes noted the everyday activities in ancient Egypt and wrote about everything from grain stocks to tax records. Therefore, most of our information on this rich culture comes from their records. Most scribes were men from privileged backgrounds. The occupation of scribe was among the most sought-after in ancient Egypt. Craftspeople endeavored to get their sons into the school for scribes, but they were rarely successful.

As in many civilizations, the lower classes provided the means for those above them to live comfortable lives. You needed to work if you wanted to eat, but there was no shortage of jobs at any time in Egypt's history. The commonplace items taken for granted today, such as a brush or bowl, had to be made by hand; laundry had to be washed by hand, clothing sewn, and sandals made from papyrus and palm leaves. In order to make these and have paper to write on, papyrus plants had to be harvested, processed, and distributed and all these jobs needed workers. There were rewards and sometimes difficulties. The reed cutter, for example, who harvested papyrus plants along the Nile, had to bear in mind that he worked in an area that was also home to wildlife that, at times, could prove fatal.

At the bottom rung of all these jobs were the people who served as the basis for the entire economy; the farmers. Farmers usually did not own the land they worked. They were given food, implements, and living quarters as payment for their labor. Although there were many more glamorous jobs than farming, farmers were the backbone of the Egyptian economy and sustained everyone else.

The details of lower-class jobs are known from medical reports on the treatment of injuries, letters, and documents written on various professions, literary works, tomb inscriptions, and artistic representations. This evidence presents a comprehensive view of daily work in ancient Egypt – how the jobs were done, and sometimes how people felt about the work. In general, the Egyptians seem to have felt pride in their work no matter what their occupation. Everyone had something to contribute to the community, and no skills seem to have been considered non-essential. The potter who produced cups and bowls was as important to the community as the scribe, and the amulet-maker as vital as the pharmacist.

Part of making a living, regardless of one's special skills, was taking part in the king's monumental building projects. Although it is commonly believed that the great monuments and temples of Egypt were achieved through slave labor, there is absolutely no evidence to support this. The pyramids and other monuments were built by Egyptian laborers who either donated their time as community service or were paid for their labor, and Egyptians from every occupation could be called on to do this.

Stone had to first be quarried and this required workers to split the blocks from the rock cliffs. It was done by inserting wooden wedges in the rock which would swell and cause the stone to break from the face. The often huge blocks were then pushed onto sleds, devices better suited than wheeled vehicles to moving weighty objects over shifting sand. They were then rolled to a different location where they could be cut and shaped. This job was done by skilled stonemasons working with copper chisels and wooden mallets. As the chisels could get blunt, a specialist in sharpening would take the tool, sharpen it, and bring it back. This would have been constant daily work as the masons could wear down their tools on a single block.

The blocks were then moved into position by unskilled laborers. These people were mostly farmers who could do nothing with their land during the months when the Nile River overflowed its banks. Egyptologists Bob Brier and Hoyt Hobbs explain: 'For two months annually, workmen gathered by the tens of thousands from all over the country to transport the blocks a permanent crew had quarried during the rest of the year. Overseers organized the men into teams to transport the stones on the sleds.' Once the pyramid was complete, the inner chambers needed to be decorated by scribes who painted elaborate images on the walls. Interior work on tombs and temples also required sculptors who could expertly cut away the stone around certain figures or scenes that had been painted.

While these artists were highly skilled, everyone – no matter what their job for the rest of the year – was expected to contribute to communal projects. This practice was in keeping with the value of ma'at (harmony and balance) which was central to Egyptian culture. One was expected to care for others as much as oneself and contributing to the common good was an expression of this. There is no doubt there were many people who did not love their job every day, but the Egyptian government was aware of how hard the people worked and so staged a number of festivals throughout the year to show gratitude and give them days off to relax.

PART 3 — QUESTIONS

Questions 28-32

Choose the correct letter, A, B, C or D.

28 What does the writer say about scribes in ancient Egypt?

- **A** ○ Their working days were very long.
- **B** ○ The topics they wrote about were very varied.
- **C** ○ Many of them were once ordinary working people.
- **D** ○ Few of them realised the true value of their occupation.

29 What is the writer doing in the second paragraph?

- **A** ○ explaining why jobs were plentiful in ancient Egypt
- **B** ○ pointing out how honest workers were in ancient Egypt
- **C** ○ comparing manual and professional work in ancient Egypt
- **D** ○ noting the range of duties an individual worker had in ancient Egypt

30 What is the writer doing in the fifth paragraph?

- **A** ○ explaining a problem
- **B** ○ describing a change
- **C** ○ rejecting a popular view
- **D** ○ criticising a past activity

31 The writer refers to the value of ma'at in order to explain

- **A** ○ how the work of artists reflected beliefs in ancient Egypt.
- **B** ○ how ancient Egyptians viewed their role in society.
- **C** ○ why the opinions of certain people were valued in ancient Egypt.
- **D** ○ why ancient Egyptians expressed their views so readily.

32 Which word best describes the attitude of the Egyptian government toward its workers?

- **A** ○ strict
- **B** ○ patient
- **C** ○ negligent
- **D** ○ appreciative

Questions 33-36

Look at the following statements and the list of jobs below. Match each statement with the correct job, A-G.

List of Jobs

A scribe

B reed cutter

C farmer

D potter

E stonemason

F overseer

G sculptor

	A	B	C	D	E	F	G
33 was unable to work at certain times	○	○	○	○	○	○	○
34 divided workers into groups	○	○	○	○	○	○	○
35 faced daily hazards	○	○	○	○	○	○	○
36 underwent a long period of training	○	○	○	○	○	○	○

Questions 37-40

Complete the summary below. Choose **NO MORE THAN TWO WORDS** from the text for each answer.

The king's building projects

Labourers who worked on the king's buildings were local people who chose to participate in **37** _____ or who received payment.

The work involved breaking up stone cliffs using wooden wedges. The large pieces of stone were then transported to another site on sleds, which moved easily over the **38** _____. Here, the blocks could be cut and shaped using tools made of **39** _____ and wood. Some of these had to be sharpened regularly.

Eventually, the stone was moved into place to create a building. The job of moving the stone was often done by **40** _____ or other unskilled workers.

Answer Key

#	Answer	Explanation
1	**False**	Once you have a design in mind, it is time to start narrowing down your builder shortlist
2	**True**	In Australia, this means checking that the builder holds a residential building licence
3	**Not given**	You can also check if the builder is a member of an industry association such as the Housing Industry Association (HIA), and whether they have won any industry awards
4	**True**	For instance, the HIA runs a state and national awards programme, with a category that recognises the level of customer service that a builder delivers
5	**False**	Display homes are usually offered by major project builders who work on a large scale and can deliver good quality and value
6	**True**	Ask your builder to use a standard building contract that has been designed to comply with the Domestic Building Contracts Act
7	**False**	You have five business days within which you may withdraw from the contract after signing it
8	**F**	A climb into the canopy of a 25-metre oak tree is an amazing experience. Supported by a rope and harness
9	**H**	First developed as an off-season alternative to winter sports and now a sport in its own right, mountain boarding has the speed of snowboarding but with a harder landing when you fall
10	**C**	Test your kayak nerves paddling around a deserted military fort built on a rocky outcrop out at sea
11	**F**	simply take the opportunity to lie in a tree-top hammock and absorb the stunning bird’s eye views
12	**A**	Conquer stormy seas on a high-speed ride in an RIB (Rigid Inflatable Boat). These powerful boats cut through choppy waters with ease. You’ll need to hold on tight as the boat bounces across the wake of awesome cruise liners in one of the world’s busiest shipping lanes
13	**D**	for something less challenging, discover our car-free cycle tracks on former railway lines
14	**E**	In theory, these quirky electric machines are simple to control, with users leaning forwards to go faster and back to slow down. In

#	Answer	Explanation
		reality, you'll need some practice before you can master the skill
15	**Festivals**	The Service also arranges a number of music-related events, including festivals bringing together choirs and soloists from schools in both Barrington and other areas
16	**Budget**	you will be responsible for managing the administrative and financial systems of the Music Service, ensuring it does not exceed its budget, which is currently around £1m a year
17	**Partnerships**	The Music Service is involved in several partnerships with schools and with music and community organisations in the district, and you will be expected to increase the number and scope of these
18	**Diversity**	The Service recently embarked on a programme to broaden what is taught in school music lessons, to include instruments and musical styles from around the world, and you will be required to further develop this emphasis on diversity
19	**Database**	you will need to improve systems for ensuring that the records of the Service's activities are accurate, and maintain a database of all music teachers, students, and instruments belonging to the Service
20	**Accounting**	You will have an understanding of accounting, at a non-specialist level, and of standard financial procedures
21	**Knowledge**	One possible reason is that many managers of small businesses have an inadequate knowledge of health and safety issues
22	**Regulations**	Many managers of small businesses claim their situation is made worse by bureaucracy, arguing that the huge number of regulations – not just on health and safety but also on tax, the minimum wage, and much, much more – makes their work difficult
23	**Responsibilities**	Many managers are simply not aware of their responsibilities
24	**Leaflets**	rather than swamping them with mountains of leaflets which may not be relevant
25	**Statement**	All employers must have their own health and safety policy statement and, for businesses with more than five employees, this must be in writing
26	**Contractors**	Businesses must train their employees about health and safety, and provide information to others who need to know, such as the contractors working for them
27	**Stress**	Other advice from the Health and Safety Executive for small businesses tackles specific issues, such as helping small companies to deal with work-related stress

#	Answer	Explanation
28	**B**	Scribes noted the everyday activities in ancient Egypt and wrote about everything from grain stocks to tax records
29	**A**	You needed to work if you wanted to eat, but there was no shortage of jobs at any time in Egypt’s history
30	**C**	Although it is commonly believed that the great monuments and temples of Egypt were achieved through slave labor, there is absolutely no evidence to support this
31	**B**	This practice was in keeping with the value of ma’at (harmony and balance) which was central to Egyptian culture. One was expected to care for others as much as oneself and contributing to the common good was an expression of this
32	**D**	The Egyptian government was aware of how hard the people worked and so staged a number of festivals throughout the year to show gratitude and give them days off to relax
33	**C**	These people were mostly farmers who could do nothing with their land during the months when the Nile River overflowed its banks
34	**F**	Overseers organized the men into teams to transport the stones on the sleds
35	**B**	The reed cutter, for example, who harvested papyrus plants along the Nile, had to bear in mind that he worked in an area that was also home to wildlife that, at times, could prove fatal
36	**A**	In order to be engaged in the higher professions in ancient Egypt, a person had to be literate and so first had to become a scribe. The apprenticeship for this job lasted many years and was tough and challenging
37	**Community service**	the pyramids and other monuments were built by Egyptian laborers who either donated their time as community service or were paid for their labor
38	**Shifting sand**	The often huge blocks were then pushed onto sleds, devices better suited than wheeled vehicles to moving weighty objects over shifting sand
39	**Copper**	This job was done by skilled stonemasons working with copper chisels and wooden mallets
40	**Farmers**	These people were mostly farmers who could do nothing with their land during the months when the Nile River overflowed its banks

Test 33

PASSAGE 1

==== Read the text below and answer questions 1-5 ====

Maps Showing Walks Starting From Bingham Town Hall

A The walk described in this leaflet takes you to one of the many places in the district where bricks were made for hundreds of years, until it was closed in the late 19th century. This brickworks is now the largest and best-known nature reserve in the area. Please note that the ground is very uneven, and under-sixes should not be taken on this walk.

B This walk will take you to the top of Burley Hill, along a nice easy path that people of all ages will be able to manage. From the summit you can see for a great distance to the north and west, across a landscape that includes half a dozen lakes and the entrance to Butter Caves. Bear in mind, though, that mist often comes in from the sea and covers the hilltop.

C This route leads you through the village of Cottesloe, which was created in the 1930s and is famous for its strange-looking houses and ceramics factory, which is still the largest employer in the area. An artificial lake was originally created beside the village, and has since been filled in and turned into an adventure playground. After you leave Cottesloe, you have a choice of routes to return to the starting point, so either continue via Thurley Park, or if it's raining, take the shorter direct route.

D This walk is ideal in fine weather, as it takes you to the shore of a lake, at a spot convenient for swimming. Children will want to enjoy themselves in the adventure playground nearby. From there you continue to Starling Cottage, which draws people from around the world to visit the home, from 1920 to 1927, of the poet Barbara Cottam.

E If you want an easy, undemanding walk over flat ground, this walk will suit you perfectly. It passes the entrance to the famous Butter Caves visitor attraction, so you can combine a visit there with the walk, or just take shelter if it starts raining! On the final stage of the walk you pass through Wimpole, the village where Richard Merton, the architect of a number of local buildings, lived for much of his life.

==== Read the text below and answer Questions 6-14 ====

The Maplehampton Scarecrow Competition – A Great Success!

There was once a time when farmers all over the country put scarecrows in fields of growing crops. A traditional scarecrow was a model – usually life-size – of a man or woman dressed in old clothes, and their purpose was to frighten the birds away; though how successful they were is a matter of opinion!

Maplehampton's scarecrow competition took place on September 12th. Local farmers supplied everything needed to make a scarecrow – like pieces of wood to form a frame, and straw to

stuff the scarecrow. The scarecrows were dressed in old clothes which the competitors brought with them.

The festival was held in the village hall, instead of outdoors as planned, due to the unusually high temperature. There were two classes, one for adults and one for children, all of them working in small teams. Over 20 teams took part, each creating one scarecrow. They were encouraged by an audience of around 50, and had ideas and guidance from local artist Tracey Sanzo.

The scarecrows were judged by a team of people from the village. The winning children's team made a scarecrow that looked like a giant bird – which would surely keep every real bird away! The winning adult team's scarecrow was dressed as an alien from another planet, and its face was painted to make it look very frightening – at least to human beings!

After the judging, many of the participants and the spectators had a picnic which they had brought. Some of the scarecrows then went home to their creators' gardens. Alice Cameron, a local farmer, liked one of the scarecrows so much, she bought it to stand on her balcony: she said she didn't need it to scare birds away from her crops, as only bird-scarers that made a noise were effective. She just wanted to be able to see it! The event raised over £300 for village funds.

PART 1 — QUESTIONS

Questions 1-5

The text has five paragraphs, A-E. Which paragraph mentions the following? Write the correct letter, A-E, in boxes on your answer sheet. NB You may use any letter more than once.

	A	B	C	D	E
1 the chance to go into caves	○	○	○	○	○
2 the chance to spend time beside a lake	○	○	○	○	○
3 some unusual architecture	○	○	○	○	○
4 unsuitability for young children	○	○	○	○	○
5 the length of the walk depending on the weather	○	○	○	○	○

Questions 6-14

Do the following statements agree with the information given in the text? In boxes on your answer sheet, write

TRUE if the statement agrees with the information

FALSE if the statement contradicts the information

NOT GIVEN if there is no information on this

6 Traditionally, most scarecrows were the same size as a human being.

- **A** ○ TRUE
- **B** ○ FALSE
- **C** ○ NOT GIVEN

7 The competition in September was the first one in Maplehampton.

- **A** ○ TRUE
- **B** ○ FALSE

C ○ NOT GIVEN

8 The farmers who provided materials could take part in the competition.

A ○ TRUE

B ○ FALSE

C ○ NOT GIVEN

9 Old clothes were supplied to the people who made the scarecrows.

A ○ TRUE

B ○ FALSE

C ○ NOT GIVEN

10 The venue for the competition was changed because of the weather.

A ○ TRUE

B ○ FALSE

C ○ NOT GIVEN

11 Competitors could get advice on making their scarecrows.

A ○ TRUE

B ○ FALSE

C ○ NOT GIVEN

12 In the judges' opinion, the scarecrow dressed as an alien was better than the giant bird.

A ○ TRUE

B ○ FALSE

C ○ NOT GIVEN

13 The competition organisers supplied a picnic for the competitors and spectators.

A ○ TRUE

B ○ FALSE

C ○ NOT GIVEN

14 Alice Cameron bought a scarecrow to frighten birds away from her crops.

A ○ TRUE

B ○ FALSE

C ○ NOT GIVEN

PASSAGE 2

==== Read the text below and answer Questions 15-22 ====

Qualities That Make A Great Barista

Truly great baristas take the time to develop the key skills that will enable them to deliver the highest possible quality of coffee-based beverage and service. As a barista, you must make a concerted effort to listen to your clientele and make sure the drinks you produce are correct in all respects. This is particularly important when you consider the sheer range and complexity of modern coffee drinks, which may start from a single (or double) shot of espresso but can include many additional elements. If you become distracted by the conversation that is going on nearby, you may ultimately miss the mark from a service perspective.

One thing that separates a great from a good barista is that the former is constantly busy and has a strong work ethic. You will often catch a great barista rinsing out the filter in their machines, for example, as this erodes the build-up of burnt coffee oil that can begin to impact on the quality and taste of each espresso shot. Similarly, do not be surprised to hear the sound of the coffee grinder at work. This highlights the keen attention to detail that distinguishes skilled baristas, as they have the desire and the awareness to make every drink with completely fresh ground coffee. This type of attentiveness helps baristas to get the most from the coffee that they use, as many of the delicate aromas found in espresso are lost when exposed to the open air.

Timing is everything when it comes to producing the perfect cup of coffee. A great barista knows precisely when to finish the extraction of espresso, at the point when the balance of flavour has reached its optimum levels. They also understand how important this is; those who act too soon are left with a drink without flavour while those who delay the finish risk burning the beverage and tainting it with a bitter after-taste.

When it comes to customer service, there is so much more to a coffee shop experience than drinking perfectly roasted blends. The atmosphere and the ambience also play a central role, and the interaction that the customer has with their barista sets the tone for an enjoyable experience. Great baristas ask their customers how their day is going or what they're going to do later; they read local newspapers and keep up with issues that really matter, all of which make a real difference in a competitive marketplace.

==== Read the text below and answer Questions 23-27 ====

Running A Meeting

Prior to the meeting, think about the seating and arrange it in an appropriate way. A circle can work well for informal meetings, but sometimes the furniture cannot be re-arranged or rows are more suitable. Consider the participants and decide what is best. Before people arrive, it's a good idea to designate someone to stand at the entrance and greet everyone.

If the meeting is small, start by requesting everyone to introduce themselves and to give a bit of relevant information in addition to their name. This may be what they do or why they are there. For all meetings, you need to introduce the chairperson, i.e., yourself, and any other outside speakers you have invited.

Next, make sure everyone can see the agenda or has a copy of it. Briefly run through the items then take one point at a time, and make sure the group doesn't stray from that point until it has been dealt with. Encourage participation at all times so that attendees can contribute but don't let everyone talk at the same time. Try to keep discussions positive, but don't ignore conflicts – find a solution for them and make sure they are resolved before they grow.

Summarise points regularly and make clear action points. Write these down and don't forget to note who's doing what, and by when. Encourage everyone to feel able to volunteer for tasks and roles. It can help if the more experienced members of the group offer to share skills and knowledge, but don't let the same people take on all the work as this can lead to tension within the group.

At the end, remember to thank everyone for turning up and contributing. It can be nice to follow the meeting with a social activity like sharing a meal or going to a cafe.

PART 2 — QUESTIONS

Questions 15-22

Complete the notes below. Choose **ONE WORD ONLY** from the text for each answer.

Notes on being a great barista

Serving the customer

- Be sure you make drinks that are **15** _____ for the customer
- Ignore any **16** _____ around you

Using the equipment

- Clean the machine **17** _____ regularly
- Grinding

  – always use ground coffee that is **18** _____

  – remember that air causes the smell to fade

Making the coffee

- Know when to stop making the espresso

  – too early reduces the **19** _____

  – too late makes the coffee **20** _____

Giving good customer service

- Talk to your customers

  – ask about the customers' **21** _____

  – know something about the important **22** _____ in the area

Questions 23-27

Complete the flow chart below. Choose **NO MORE THAN TWO WORDS** from the text on page 66 for each answer.

Tips for running a meeting
Arrange seats according to the type of meeting and participants
In small meetings, ask people for some **23** _____ as they introduce themselves
Make sure the **24** _____ is available to everyone
Involve people in the discussion and solve any **25** _____ quickly if they arise
Note action points and who is responsible for them
Avoid **26** _____ by involving a range of people in tasks
Thank people for coming, and possibly have some kind of **27** _____ afterwards

PASSAGE 3

==== Read the text below and answer questions 28-40 ====

Feathers As Decoration In European History

28

A Today, we do not generally associate feathers with the military in Europe, yet history shows that in fact feathers have played an intriguing role in European military clothing. The Bersaglieri of the Italian Army, for example, still wear a bunch of long black feathers in their hats hanging down to one side, while British fusiliers have a clipped feather plume whose colour varies according to their regiment. The Royalists in the English Civil War adorned their headgear with ostrich feathers. 'Historically, feathers were an incredibly expressive accessory for men,1 observes Cambridge historian, Professor Ulinka Rublack. 'Nobody has really looked at why this was the case. That's a story that! want to tell.'

Rublack is beginning to study the use of featherwork in early modern fashion as part of a joint project between the Universities of Cambridge, Basel and Bern. To the outsider, its preoccupations (her co-researchers are studying gold, glass and veils) might seem surprising. Yet such materials sustained significant economies and expertise.

29

B Rublack has spotted that something unusual started to happen with feathers during the 16th century. In 1500, they were barely worn at all in Europe; 100 years later they had become an indispensable accessory for the fashionable European man. In prosperous trading centres, the citizens started wearing hats bedecked with feathers from cranes and swallows. Headgear was specially manufactured so that feathers could be inserted more easily. By 1573, Plantin's Flemish-French dictionary was even obliged to offer words to describe people who chose not to wear them, recommending such terms as: 'the featherless' and 'unfeathered'.

Featherworking became big business. From Prague and Nuremberg to Paris and Madrid, people started to make a living from decorating feathers for clothing. Impressive efforts went into dyeing them. A 1548 recipe recommends using ashes, lead monoxide and river water to create a 'very beautiful' black, for example.

30

C Why this happened will become clearer as Rublack's project develops. One crucial driver, however, was exploration – the discovery of new lands, especially in South America. Compared with many of the other species that early European colonists encountered, exotic birds could be captured, transported and kept with relative ease. Europe experienced a sudden 'bird-craze', as exotic birds became a relatively common sight in the continent's largest markets.

Given the link with new territories and conquest, ruling elites wore feathers partly to express their power and reach. But there were also more complex reasons. In 1599, for example, Duke Frederick of Wurttemberg held a display at his court at which he personally appeared wearing a costume covered in exotic feathers and representing the Americas. This was not just a symbol of power, but of cultural connectedness, Rublack suggests: The message seems to be that he was embracing the global in a duchy that was quite insular and territorial.'

31

D Nor were feathers worn by the powerful alone. In 1530, a legislative assembly at Augsburg imposed restrictions on peasants and traders adopting what it clearly felt should be an elite fashion. The measure did not last, perhaps because health manuals of the era recommended feathers could keep the wearer safe from 'bad' air – cold, miasma, damp or excessive heat – all of which were regarded as hazardous. During the 1550s, Eleanor of Toledo had hats made from peacock feathers to keep her dry in the rain. Gradually, feathers came to indicate that the wearer was healthy and civilised. Artists and musicians took to wearing them as a mark of subtlety and style.

32

E As with most fads, this enthusiasm eventually wore off. By the mid-17th century, feathers were out of style, with one striking exception. Within the armies of Europe feathers remained an essential part of military costume. Rublack thinks that there may have been several reasons for this strange contradiction. 'It's associated with the notion of graceful warfaring,' she says. This was a period when there were no standing armies and it was hard to draft soldiers. One solution was to aestheticise the military, to make it seem graceful and powerful.' Feathers became associated with the idea of an art of warfare. They were also already a part of military garb among many native American peoples and in the Ottoman empire. Rublack believes that just as some of these cultures considered the feathers of certain birds to be highly significant, and sometimes sacred, European soldiers saw the feathers as imparting noble passions, bravery and courage.

33

F In time, her research may therefore reveal a tension about the ongoing use of feathers in this unlikely context. But, as she also notes, she is perhaps the first historian to have spotted the curious emotional resonance of feathers in military fashion at all. All this shows a sea-change in methodologies: historians now chart the ways in which our identities are shaped through deep connections with 'stuff' – the material objects that are parts of our lives.

PART 3 — QUESTIONS

Questions 28-33

The text on has six sections, A-F. Choose the correct heading for each section from the list of headings below.

Write the correct number, i-viii, in boxes on your answer sheet.

List of Headings

i. **The link between feathers and a wider international awareness**

ii. **An unsuitable decoration for military purposes**

iii. **A significant rise in the popularity of feathers**

iv. **Growing disapproval of the trapping of birds for their feathers**

v. **A new approach to researching the past**

vi. **Feathers as protection and as a symbol of sophistication**

vii. **An interesting relationship between the wearing of feathers and gender**

viii. **A reason for the continued use of feathers by soldiers**

Questions 34-36

Choose the correct letter, A, B, C or D.

34 In Section B, what information is given about the use of feathers in the 16th century?

- **A** ○ Some were not real feathers, but imitations.
- **B** ○ They were sometimes coloured artificially.
- **C** ○ Birds were specially bred for their feathers.
- **D** ○ There was some disapproval of their use for decoration.

35 Rublack suggests the feather costume worn by Duke Frederick in 1599 represented

- **A** ○ a lack of sensitivity to American traditions.
- **B** ○ a rejection of the beliefs held by those around him.
- **C** ○ a positive attitude towards the culture of the Americas.

D ○ a wish to follow a fashion of the time.

36 According to Rublack, one reason why feathers survived in European military costume was because

A ○ birds were seen as having religious significance.

B ○ feathers suggested certain qualities about military activities.

C ○ the power of feathers was feared by other cultures.

D ○ soldiers came to associate particular birds with warlike qualities.

Questions 37-40

Complete each sentence with the correct ending, A-G, below.

• Hats decorated with long black feathers **37** _____

• Feathers from cranes and swallows **38** _____

• Feathers from exotic birds **39** _____

• Peacock feathers **40** _____

A. **lost popularity in the 16th century.**

B. **were used as protection from bad weather.**

C. **are worn today by some soldiers.**

D. **could only be worn by men of noble birth.**

E. **were used to create an outfit worn by a person of high status.**

F. **were once awarded for military achievements.**

G. **became popular decorations for urban dwellers in the 16th century.**

Answer Key

#	Answer	Explanation
1	**E**	it passes the entrance to the famous Butter Caves visitor attraction
2	**D**	This walk is ideal in fine weather, as it takes you to the shore of a lake, at a spot convenient for swimming
3	**C**	This route leads you through the village of Cottesloe, which was created in the 1930s and is famous for its strange-looking houses and ceramics factory
4	**A**	the ground is very uneven, and under-sixes should not be taken on this walk
5	**C**	After you leave Cottesloe, you have a choice of routes to return to the starting point, so either continue via Thurley Park, or if it's raining, take the shorter direct route
6	**True**	A traditional scarecrow was a model – usually life-size – of a man or woman dressed in old clothes
7	**Not given**	Maplehampton's scarecrow competition took place on September 12th
8	**Not given**	Local farmers supplied everything needed to make a scarecrow – like pieces of wood to form a frame, and straw to stuff the scarecrow
9	**False**	The scarecrows were dressed in old clothes which the competitors brought with them
10	**True**	The festival was held in the village hall, instead of outdoors as planned, due to the unusually high temperature
11	**True**	They were encouraged by an audience of around 50, and had ideas and guidance from local artist Tracey Sanzo
12	**Not given**	The winning children's team made a scarecrow that looked like a giant bird – which would surely keep every real bird away!
13	**False**	After the judging, many of the participants and the spectators had a picnic which they had brought
14	**False**	she said she didn't need it to scare birds away from her crops, as only bird-scarers that made a noise were effective
15	**Correct**	As a barista, you must make a concerted effort to listen to your clientele and make sure the drinks you produce are correct in all

#	Answer	Explanation
		respects.
16	**Conversation**	If you become distracted by the conversation that is going on nearby, you may ultimately miss the mark from a service perspective
17	**Filter**	You will often catch a great barista rinsing out the filter in their machines, for example, as this erodes the build-up of burnt coffee oil that can begin to impact on the quality and taste of each espresso shot
18	**Fresh**	similarly, do not be surprised to hear the sound of the coffee grinder at work. This highlights the keen attention to detail that distinguishes skilled baristas, as they have the desire and the awareness to make every drink with completely fresh ground coffee
19	**Flavour / flavor**	those who act too soon are left with a drink without flavour while those who delay the finish risk burning the beverage and tainting it with a bitter after-taste
20	**Bitter**	they also understand how important this is; those who act too soon are left with a drink without flavour while those who delay the finish risk burning the beverage and tainting it with a bitter after-taste
21	**Day**	Great baristas ask their customers how their day is going
22	**Issues**	they read local newspapers and keep up with issues that really matter, all of which make a real difference in a competitive marketplace
23	**Information / relevant Information**	start by requesting everyone to introduce themselves and to give a bit of relevant information in addition to their name
24	**Agenda / meeting Agenda**	Next, make sure everyone can see the agenda or has a copy of it
25	**Conflicts**	try to keep discussions positive, but don't ignore conflicts – find a solution for them and make sure they are resolved before they grow
26	**Tension**	don't let the same people take on all the work as this can lead to tension within the group
27	**Social activity**	At the end, remember to thank everyone for turning up and contributing. It can be nice to follow the meeting with a social activity like sharing a meal or going to a cafe
28	**vii**	'Historically, feathers were an incredibly expressive accessory for men

#	Answer	Explanation
29	**iii**	In 1500, they were barely worn at all in Europe; 100 years later they had become an indispensable accessory for the fashionable European man
30	**i**	One crucial driver, however, was exploration – the discovery of new lands, especially in South America
31	**vi**	Gradually, feathers came to indicate that the wearer was healthy and civilised. Artists and musicians took to wearing them as a mark of subtlety and style.
32	**viii**	Within the armies of Europe feathers remained an essential part of military costume
33	**v**	All this shows a sea-change in methodologies: historians now chart the ways in which our identities are shaped through deep connections with 'stuff' – the material objects that are parts of our lives
34	**B**	Impressive efforts went into dyeing them
35	**C**	Duke Frederick of Wurttemberg held a display at his court at which he personally appeared wearing a costume covered in exotic feathers and representing the Americas. This was not just a symbol of power, but of cultural connectedness
36	**B**	Rublack believes that just as some of these cultures considered the feathers of certain birds to be highly significant, and sometimes sacred, European soldiers saw the feathers as imparting noble passions, bravery and courage
37	**C**	By the mid-17th century, feathers were out of style, with one striking exception. Within the armies of Europe feathers remained an essential part of military costume
38	**G**	In prosperous trading centres, the citizens started wearing hats bedecked with feathers from cranes and swallows
39	**E**	Given the link with new territories and conquest, ruling elites wore feathers partly to express their power and reach
40	**B**	During the 1550s, Eleanor of Toledo had hats made from peacock feathers to keep her dry in the rain

Test 34

PASSAGE 1

==== Read the text below and answer questions 1-8 ====

The best hiking boots

Whether you're climbing a mountain or walking in the country, be sure to buy the right boots, writes Sian Lewis

A Hanwag Tatra Boots

These boots are expensive but will give you a lifetime of wear. They are a wide fit and offer excellent ankle support. They passed our waterproof test when worn on long, rainy walks, although they are a bit heavy.

B Scarpa Peak Gore-tex Boots

These are good all-round boots that have kept our feet dry in heavy rain, snow and mud. They are warm and comfortable to wear straight out of the box and continue to be so even after many kilometres. A great choice for all seasons.

C Keen Terradora Ethos

These are meant for spring and summer walks and for putting in your backpack for treks in hot climates. They will never weigh you down. Their soles grip well and despite not being waterproof, they are quick-drying when they get wet.

D Danner Jag

Danner's retro boots are one of the heavier ones we reviewed. They take a week or two for your feet to get used to them, but we found them waterproof even in heavy rain. These are boots for the style conscious, but still suitable for demanding walks.

E Merrell Siren Sport Q2 Mid Boots

We've worn these boots in freezing cold conditions and our feet felt comfortable. Remember to pull the laces firmly when you put these boots on as they are rather wide around the ankles.

F Teva Arrowood Mid WP

The soft leather might not be tough enough for extreme environments, but these boots get top marks for comfort. They're waterproof, but we found this wore off after about 20 wet walks. You can, however, get round this problem by using a protective spray on them.

G Regatta Clydebank Mid Boots

These boots are reasonably priced and they performed well in heavy rain. They don't grip the ground as well as some other boots and aren't very warm in cold winter weather so we'd say they're best for country walks in spring and summer.

==== Read the text below and answer Questions 9-14 ====

Beekeeping workshop at Elm Farm

If you've ever wanted to keep bees and have your own delicious honey, there's no better time to begin!

Whether you're keen to learn everything you need to know to get you started, or simply extremely interested in the idea of keeping bees, this one-day interactive workshop will teach you the fascinating secrets of the honeybee and how to care for and keep bees.

Our day begins here on the farm, getting to know about the honeybee, specifically the kind we keep here, and their fascinating history. You will find out about and try for yourself the equipment beekeepers use to care for their bees and discover the many different types of hives bee colonies live in and their different uses. You'll learn about the life cycle of a colony, disease prevention and caring for bees and of course how to harvest honey for your personal use or for sale.

Then it's time to try on your bee suit and meet our bees. We'll teach you how to open the hive, recognise the different bees in it (including how to spot the queen!) and explain what they're doing in different parts of the hive.

What's included in the price?

We'll provide everything you need, including unlimited organic tea or coffee, lunch cooked in our outdoor, wood-fired oven and beekeeping suits for the day. Just bring a pair of thick boots with you. You'll leave with plenty of notes and resources, including a packet of bee-friendly wildflower seeds and, courtesy of BJ Sherriff, the leading supplier of beekeeping clothing, an exclusive 25% discount for anything in their online store.

We like to run our workshops fairly and honestly. Your booking secures a very limited place, so is non-refundable – if you can't make it, you can send a friend or colleague instead though. If at the end of any of our workshops, you don't believe that it has helped you to achieve what it set out to, we will gladly provide a full refund.

Places are strictly limited so please do book early to avoid disappointment.

PART 1 — QUESTIONS

Questions 1-8

Look at the seven reviews of hiking boots, A-G. For which hiking boots are the following statements true?

Write the correct letter, A-G, in boxes on your answer sheet. NB You may use any letter more than once.

	A	B	C	D	E	F	G
1 These boots are a good choice for people who want to look smart when they are walking.	○	○	○	○	○	○	○
2 People do not need to spend time getting their feet accustomed to these boots.	○	○	○	○	○	○	○
3 These boots should last for many years.	○	○	○	○	○	○	○
4 People find these boots useful when travelling as they are not heavy.	○	○	○	○	○	○	○
5 One feature of these boots does not continue to be effective for very long.	○	○	○	○	○	○	○
6 These boots do not keep the rain out.	○	○	○	○	○	○	○
7 It is important to make sure these boots are done up tightly before starting a walk.	○	○	○	○	○	○	○
8 These boots should suit people who don't want to spend a lot.	○	○	○	○	○	○	○

Questions 9-14

Do the following statements agree with the information given in the text? In boxes on your answer sheet, write

TRUE if the statement agrees with the information

FALSE if the statement contradicts the information

NOT GIVEN if there is no information on this

9 The workshop is only suitable for people who already keep their own bees.

- **A** ○ TRUE
- **B** ○ FALSE
- **C** ○ NOT GIVEN

10 Participants will meet people who are involved in selling honey to the public.

- **A** ○ TRUE
- **B** ○ FALSE
- **C** ○ NOT GIVEN

11 Vegetarian refreshments are available if requested in advance.

- **A** ○ TRUE
- **B** ○ FALSE
- **C** ○ NOT GIVEN

12 Participants will need to pay extra to hire appropriate clothes for the workshop.

- **A** ○ TRUE
- **B** ○ FALSE
- **C** ○ NOT GIVEN

13 Protective footwear will be required during the workshop.

- **A** ○ TRUE
- **B** ○ FALSE
- **C** ○ NOT GIVEN

14 If someone has to cancel before the workshop, the fee will be repaid.

- **A** ○ TRUE
- **B** ○ FALSE

C ○ NOT GIVEN

PASSAGE 2

==== Read the text below and answer Questions 15-20. ====

Should you pay someone to write your CV?

In my view, the belief that the individual is the best person to write their own CV is not always true. Although many people can write their own CVs, and do it well, others struggle with a variety of problems initially, such as not knowing how to structure a CV or how to highlight their most relevant strengths.

Through in-depth consultation, a professional CV writer can help identify exactly what is necessary for a particular role, cut out unnecessary or irrelevant details, and pinpoint what makes the individual stand out. This level of objectivity is one of the major benefits of working with a professional writer. It's often difficult to stand back from your own career history to assess what's relevant or not, or to choose the most appropriate qualities.

If you do choose to work with a professional CV writer, here are some tips:

Ask for a CV writer who has experience in your sector. HR professionals and recruiters with relevant experience can also have valuable insights into what companies are looking for.

Look for someone who's prepared to take the time to find out your core qualities, who can choose exactly the right words for maximum impact and who understands what and where to edit. Ask to see samples of their work or use personal recommendations before you choose a CV writing service.

You'll probably need to answer an in-depth email questionnaire or be interviewed before any writing actually starts. The more you can give your CV writer to work with, the better, so the promise of a quick turnaround time isn't always going to result in the best possible CV. Take the time to think about and jot down your career aims, your past successes, and the value you bring, before you start the whole process. Your CV will probably be used as a springboard for questions at interview, so you need to make sure you feel happy with the way it's being written and with the choice of words. Being involved in the writing process means your CV sounds authentic.

==== Read the text below and answer Questions 21-27. ====

Starting a new job

First impressions really do last, so it's important you perform well on your first day in the new job. Here are our top tips that will help you sail through your first day with ease. A new job is a great opportunity to hit the reset button. If you got into the habit of skipping breakfast at your last job, fit it in now or experiment with getting a workout in before going to the office. Having a routine you like and sticking to it definitely impacts on your overall happiness.

You've probably already been into the office for an interview, so you'll have some idea of what the dress code is. While you definitely want to feel comfortable, it's best to play it safe, leaning

towards a smarter and more polished look on your first day.

You don’t want to be late, but getting to the office way too early can also potentially upset not only your schedule but other people’s too. A good rule of thumb is to try and arrive 15 minutes ahead of the agreed start time. Accepting an invite to lunch with your boss and co-workers will allow you to get to know the people you’ll be working with on a more personal level. It will also help you get a handle on personalities and work styles. To ensure the lunch goes well, have a few conversation starters in mind. That way, if the talk dries up, you can get it going again.

One of the big outcomes of going through a job search is you learn loads about yourself. In particular, you learn what you want and don’t want, and what skills you bring to the table. With this new-found understanding, take some time over the initial period to think about what goals you have for your new role. In identifying these early on, you’ll be one step closer to positioning yourself for success.

It’s important that you approach your new job with an open mind, and that you’re ready to soak it all in. Be patient with yourself as you figure out how you fit in, and make sure you understand the way things are done before rushing into giving suggestions on improvements. Remember they hired you for a reason, so smile, relax a little and enjoy the first day of your next big thing.

PART 2 — QUESTIONS

Questions 15-20

Complete the sentences below. Choose **ONE WORD ONLY** from the text for each answer.

- Some jobseekers have difficulty with their CV because they have not learnt which qualities they should **15** _____
- Professional CV writers know which **16** _____ are best left out of the CV.
- CV writers with knowledge of a particular field of work often provide useful **17** _____ about the skills firms expect from job applicants.
- It is advisable to request **18** _____ of what a professional CV writer has previously produced.
- Professional CV writers often ask jobseekers to work through a **19** _____ as a first step.
- If the jobseeker assists the professional writer, the tone of the CV will be **20** _____

Questions 21-27

Complete the notes below. Choose **NO MORE THAN TWO WORDS** from the text on page for each answer.

How best to tackle a new job

The first day

• Before arriving at work

o Try out a different morning **21** _____ that will create a sense of well-being

o Make sure your chosen outfit conforms to the company's **22** _____

• If you eat with colleagues at midday:

o It will provide information on their **23** _____ and the way they operate

o It may be wise to prepare some **24** _____ to help the interaction flow

During the first few weeks

- Work out some **25** _____ and how to go about fulfilling them
- Try to keep a completely **26** _____ as you settle into the post
- Avoid making proposals at **27** _____ too soon

PASSAGE 3

==== Read the text below and answer questions 28-40. ====

History of women's football in Britain

Womens' football In Britain has deeper roots than might be expected. In one town in 18th-century Scotland, single women played an annual match against their married counterparts, though the motives behind the contest were not purely sporting. Some accounts say that the games were watched by a crowd of single men, who hoped to pick out a potential bride based on her footballing ability.

By the late 19th century, with the men's game spreading across Britain like wildfire, women also began to take up association football. Early pioneers included Nettie J Honeyball, who founded the British Ladies' Football Club (BLFC) in 1895. Honeyball was an alias: like many of the middle- and upper-class women who played in the late 19th century, she was not keen to publicise her involvement with a contact sport played on muddy fields. We know more about Lady Florence Dixie, who was appointed president of the BLFC in 1895 and who was an ardent believer in equality between the sexes.

The BLFC arranged games between teams representing the north and the south of England, where money would be raised for those in need. These initially attracted healthy numbers of supporters although early newspaper reports were not particularly generous, with one reporter suggesting 'when the novelty has worn off, I do not think women's football will attract the crowds'. And crowds did drop off as the growing popularity of the men's game came to dominate public interest. In a country where women were not yet allowed to vote, it would take extraordinary circumstances for their efforts on the football pitch to attract widespread attention.

Those circumstances arose in 1914 with the outbreak of the First World War. With many men leaving their jobs to join the army, women started to work in factories and just as men had done before them, they began to play informal games of football during their lunch breaks. After some initial uncertainty, their superiors came to see these games as a means to boost morale and thus increase productivity. Teams soon formed and friendly matches were arranged.

In the town of Preston in the north of England, the female workers at a manufacturing company called Dick, Kerr & Co showed a particular aptitude for the game. Watching from a window above the yard where they played, office worker Alfred Frankland spotted their talent and he set about forming a team. Under Frankland's management, they soon drew significant crowds to see their games. Known as Dick, Kerr's Ladies, they beat rival factory Arundel Coulthard 4-0 on Christmas Day 1917, with 10,000 watching at Preston stadium.

After the war ended in 1918 the Dick, Kerr's side and other women's teams continued to draw large crowds. In 1920 there were around 150 women's sides in England and Dick, Kerr's Ladies packed 53,000 into Everton's Goodison Park stadium. The same year, the team found their one true genius: Lily Parr. Parr grew up playing football with her brothers, and began her career with

her town's ladies' team at the age of 14. When they played against the Dick, Kerr's side, she caught Frankland's eye and was offered a job at the factory – as well as a spot on the team. Close to six-feet tall and with jet-black hair, she had a ferocious appetite and a fierce left foot. She is credited with 43 goals during her first season playing for Dick, Kerr's Ladies and around 1,000 in total.

By 1921 Dick, Kerr's Ladies were regularly attracting crowds in the tens of thousands. But the year ended in catastrophe for the women's game. The Football Association (FA) – officially the governing body for the sport as a whole, but really only concerned with men's competitions — had always taken a poor view of female participation. Women's football was tolerated during the war, but in the years that followed, driven by the fear that the women's game could affect Football League attendances, the FA sought to assert itself.

Its solution was decisive and brutal. On 5 December 1921, the FA banned its members from allowing women's football to be played at its grounds, saying that football was 'quite unsuitable for females'. The FA also forbade its members from acting as referees at women's games. To all intents and purposes, women's football in England was outlawed.

The FA also suggested that an excessive proportion of the gate receipts were absorbed in expenses and an inadequate percentage devoted to charity. No such obligation to donate profits existed for men's clubs and no proof of financial mismanagement was presented, but there was little the women's clubs could do in response. There was outrage from players, with the captain of Plymouth Ladies remarking that the FA was 'a hundred years behind the times' and calling its decision 'purely sex prejudice'.

It was not until 1966 that serious efforts to revive the women's game began, but progress remained painfully slow. It took pressure from the Union of European Football Associations (UEFA), to finally force the FA to end restrictions on women's football in 1971. By this time, half a century of progress had been lost.

PART 3 — QUESTIONS

Questions 28-31

Choose the correct letter, A, B, C or D.

28 In the first paragraph, the writer says that in 18th-century Scotland

- **A** ○ only unmarried women were allowed to play football.
- **B** ○ women's football was more common than men's football.
- **C** ○ women were sometimes forbidden to watch football matches.
- **D** ○ skill at football might be considered when choosing a wife.

29 The writer says that Nettie J Honeyball was unwilling to

- **A** ○ take an active part in team sports.
- **B** ○ mix with people she considered lower class.
- **C** ○ let the public know of her involvement in football.
- **D** ○ take a leadership role in the British Ladies' Football Club.

30 The writer suggests that in Britain, between 1895 and 1914,

- **A** ○ society was not yet ready for women's football.
- **B** ○ there were false reports of the decline of women's football.
- **C** ○ the media felt that women's football should not be allowed.
- **D** ○ women's football mainly attracted people because it was unusual.

31 After the First World War broke out in 1914, factory managers

- **A** ○ were initially unwilling to employ women.
- **B** ○ played in matches against female employees.
- **C** ○ allowed extra time for their employees to play football.
- **D** ○ decided that women's football might have positive effects.

Questions 32-37

Look at the following statements and the list of football organisations below. Match each statement with the correct organisation, A, B, C or D. Write the correct letter, A, B, C or D, in boxes on your answer sheet. NB You may use any letter more than once.

List of Football Organisations

A the British Ladies' Football Club (BLFC)

B the Dick, Kerr's Ladies team

C the Football Association (FA)

D the Union of European Football Associations (UEFA)

	A	B	C	D
32 It felt threatened by the rise of women's football.	○	○	○	○
33 It was established by a male office worker.	○	○	○	○
34 It donated money from football matches to good causes.	○	○	○	○
35 It called for the ending of the ban on women's football in Britain.	○	○	○	○
36 it was accused of being old-fashioned.	○	○	○	○
37 It was led by a believer in women's rights.	○	○	○	○

Questions 38-40

Complete the summary below. Choose **ONE WORD ONLY** from the text for each answer.

A catastrophic year for women's football

At the end of 1921, women's football teams were forbidden to use the **38** _____ of the Football Association, and were not allowed to have Football Association members as **39** _____.The FA said that women's clubs did not give enough to charity, and that there had been mismanagement of funds. Female workers accused the FA of **40** _____ against women, but the ban continued until 1971.

Answer Key

#	Answer	Explanation
1	**D**	These are boots for the style conscious, but still suitable for demanding walks
2	**B**	They are warm and comfortable to wear straight out of the box and continue to be so even after many kilometres
3	**A**	These boots are expensive but will give you a lifetime of wear
4	**C**	These are meant for spring and summer walks and for putting in your backpack for treks in hot climates. They will never weigh you down
5	**F**	The soft leather might not be tough enough for extreme environments, but these boots get top marks for comfort. They're waterproof, but we found this wore off after about 20 wet walks
6	**C**	despite not being waterproof, they are quick-drying when they get wet
7	**E**	Remember to pull the laces firmly when you put these boots on as they are rather wide around the ankles
8	**G**	These boots are reasonably priced and they performed well in heavy rain
9	**False**	If you've ever wanted to keep bees and have your own delicious honey, there's no better time to begin! Whether you're keen to learn everything you need to know to get you started, or simply extremely interested in the idea of keeping bees
10	**Not given**	If you've ever wanted to keep bees and have your own delicious honey, there's no better time to begin
11	**Not given**	We'll provide everything you need, including unlimited organic tea or coffee, lunch cooked in our outdoor, wood-fired oven
12	**False**	beekeeping suits for the day
13	**True**	Just bring a pair of thick boots with you
14	**False**	Your booking secures a very limited place, so is non-refundable – if you can't make it, you can send a friend or colleague instead though
15	**Highlight**	how to highlight their most relevant strengths
16	**Details**	cut out unnecessary or irrelevant details

#	Answer	Explanation
17	**Insights**	HR professionals and recruiters with relevant experience can also have valuable insights into what companies are looking for
18	**Samples**	Ask to see samples of their work or use personal recommendations before you choose a CV writing service
19	**Questionnaire**	You'll probably need to answer an in-depth email questionnaire or be interviewed before any writing actually starts
20	**Authentic**	Being involved in the writing process means your CV sounds authentic
21	**Routine**	Having a routine you like and sticking to it definitely impacts on your overall happiness
22	**Dress code**	You've probably already been into the office for an interview, so you'll have some idea of what the dress code is
23	**Personalities**	Accepting an invite to lunch with your boss and co-workers will allow you to get to know the people you'll be working with on a more personal level. It will also help you get a handle on personalities and work styles
24	**Conversation starters**	Accepting an invite to lunch with your boss and co-workers will allow you to get to know the people you'll be working with on a more personal level. It will also help you get a handle on personalities and work styles. To ensure the lunch goes well, have a few conversation starters in mind
25	**Goals**	With this new-found understanding, take some time over the initial period to think about what goals you have for your new role. In identifying these early on, you'll be one step closer to positioning yourself for success
26	**Open mind**	It's important that you approach your new job with an open mind
27	**Improvements**	make sure you understand the way things are done before rushing into giving suggestions on improvements
28	**D**	Some accounts say that the games were watched by a crowd of single men, who hoped to pick out a potential bride based on her footballing ability
29	**C**	she was not keen to publicise her involvement with a contact sport
30	**A**	These initially attracted healthy numbers of supporters although early newspaper reports were not particularly generous, with one reporter suggesting 'when the novelty has worn off, I do not think women's football will attract the crowds

#	Answer	Explanation
31	**D**	After some initial uncertainty, their superiors came to see these games as a means to boost morale and thus increase productivity
32	**C**	the FA sought to assert itself
33	**B**	Watching from a window above the yard where they played, office worker Alfred Frankland spotted their talent and he set about forming a team
34	**A**	The BLFC arranged games between teams representing the north and the south of England, where money would be raised for those in need
35	**D**	It took pressure from the Union of European Football Associations (UEFA), to finally force the FA to end restrictions on women's football in 1971
36	**C**	with the captain of Plymouth Ladies remarking that the FA was 'a hundred years behind the times' and calling its decision 'purely sex prejudice'
37	**A**	Lady Florence Dixie, who was appointed president of the BLFC in 1895 and who was an ardent believer in equality between the sexes
38	**Grounds**	The FA banned its members from allowing women's football to be played at its grounds
39	**Referees**	The FA also forbade its members from acting as referees at women's games
40	**Prejudice**	the captain of Plymouth Ladies remarking that the FA was 'a hundred years behind the times' and calling its decision 'purely sex prejudice'

Test 35

PASSAGE 1

===== Read the text below and answer questions 1-5 ====

Arriving in Singapore by plane

Baggage claim

You can refer to the flight information television screens on Level Two for the allocation of your baggage claim belt. Free trolleys are available near all baggage claim belts and our friendly porters are at your service on request. Should you require their assistance with carrying luggage, please ask at the Information Desk. You can proceed to the Lost and Found Counter for advice if you cannot find your baggage or would like to report damaged baggage.

Customs clearance

Please use the Green Channel for your baggage clearance if you do not have controlled or prohibited items to declare, or have not exceeded your Duty-Free Concession. Please use the Red Channel if you have items to declare or are in doubt.

Hotel reservations

You can make these at the hotel reservation counter with S$10.00 per reservation deposit, deductible from your hotel bill at the end of your stay. These counters do not handle the transit hotels. For these go to the reception desk on level three.

==== Read the text below and answer questions 6-10 ====

Singapore Airport

Goods and Services Tax (GST) relief

A 3% GST is levied on the sale of all goods imported into Singapore. If you are a visitor returning citizen or permanent resident of Singapore you may be granted GST relief under certain conditions.

Tax free shopping

As a tourist or visitor you can apply for a refund at customs of the 3% GST on goods purchased during your stay in Singapore provided you:

– shop at stores with the 'Tax free shopping' logo spend a minimum amount of S$100 at any one shop and at least S$300 in total obtain a Global Refund Cheque from the place of purchase

When collecting your refund you have several choices – cash, bank cheque or Changi Airport Shopping Voucher which comes with an additional 10% in value.

Please note that a handling fee will be deducted from the GST amount for the refund service.

==== Read the text below and answer questions 11-14 ====

Singapore Guide: A walk around the Orchard Road District

The route begins just opposite the Orchard MRT station at the Singapore Marriott Hotel. This eye catching landmark has a distinctive Chinese styled green roof and red pillars.

In 1958 a former lace padler C K Tang, foresaw that the area could become a bustling shopping centre since residents in the neighbouring Tanglin district had to pass enroute to work at the commercial centre Raffles Place. So with roof tiles brought in from his hometown in the Swatow province of China, Tang built a department store on what was then a cheap isolated plot of land. The plot faced a cemetery which is consolidated a bad omen in Chinese culture. His foresight paid off. Today Tangs is one of Singapore's most prominent and recognised home grown department stores proudly showcasing local fashion and household products. Even when the original building was torn down in 1982 to give way to the present superstore and skyscraper hotel it retained its unique Chinese architecture.

From the foyer at Tangs turn left to Lucky Plaza. One of the oldest along Orchard Road, this mall is a perennial favourite with shoppers. Be amazed by the staggering array of cosmetics, jewellery, leather goods and hi-fi equipment. Prices though are not always fixed so bring along a good set of bargaining skills.

Coming out of Lucky Plaza continue along Orchard Road and enter the Paragon Shopping Centre. Apart from a wide range of shops and restaurants there is also a Singapore Airlines Service centre to facilitate bookings and offer information to tourists. Also available are a number of computer terminals for self booking. Check out the life-sized sculptures by a well known Taiwanese sculptor Sun Yu-li outside the shopping centre. These were inspired by depictions of life in rock paintings dating back 20000 years ago in Inner Mongolia.

PART 1 — QUESTIONS

Questions 1-5

Which places would you go to in the following situations? Write the correct letters A-H in boxes on your answer sheet.

List of places

A Information Desk

B Hotel Reservation Counter

C Lost and Found Counter

D Red Channel

E Green Channel

F Level Two

G Reception Desk

H Baggage Claim Belt

	A	B	C	D	E	F	G	H
1 You find after your flight that your suitcase has split	○	○	○	○	○	○	○	○
2 You want to reserve a room at a transit hotel	○	○	○	○	○	○	○	○
3 You are not sure if you have bought too much in the duty free shop	○	○	○	○	○	○	○	○
4 You are not sure where to collect your luggage after your flight	○	○	○	○	○	○	○	○
5 You need someone to help you with your suitcases	○	○	○	○	○	○	○	○

Questions 6-10

Do the following statements agree with the information given in the text. In boxes write

TRUE if the statement agrees with the information

FALSE if the statement contradicts the information

NOT GIVEN if there is no information on this

6 Everyone is obliged to pay 3% tax on goods they bring into Singapore

- **A** ○ TRUE
- **B** ○ FALSE
- **C** ○ NOT GIVEN

7 You can only reclaim tax on purchases made in certain shops

- **A** ○ TRUE
- **B** ○ FALSE
- **C** ○ NOT GIVEN

8 If you have spend a total of S$150 on your purchases you can get a tax refund

- **A** ○ TRUE
- **B** ○ FALSE
- **C** ○ NOT GIVEN

9 You have to reclaim your tax within a certain amount of time

- **A** ○ TRUE
- **B** ○ FALSE
- **C** ○ NOT GIVEN

10 You will be charged a certain amount for administration when you get the tax back

- **A** ○ TRUE
- **B** ○ FALSE
- **C** ○ NOT GIVEN

Questions 11-14

Complete the sentences below. Choose **NO MORE THAN THREE WORDS** from the passage.

- The Singapore Marriott Hotel is described as an **11** _____
- The land that Tang bought was located opposite a **12** _____
- The **13** _____ of the new Tang building is very similar to that of the original building.
- Access to several **14** _____ at the Singapore Airline Service Centre means that you don't need to wait for assistance.

PASSAGE 2

==== Read the text below and answer questions 15-20 ====

Writing a personal CV that will attract employers

You are unique. No-one has the same behavioural make-up that you have. Likewise, everyone's career history is also unique. Why is it then that a great many CVs are mostly descriptions of past jobs or standard CV templates and give away very little about the individual behind the CV? It's almost as if the majority of job seekers are afraid to let their own personality shine through.

Perhaps in a corporate world where everyone feels they have to have the same professional image — dress in dark, formal suits, for example — the same is subconsciously felt to be true for CV writing. But there's a difficulty here: you want your CV to stand out and yet at the same time are afraid of saying anything that might make you stand out? The problem with the above thinking is painfully clear. Your CV will be dull, and likely to be swiftly passed over by an employer. Surely it is much better to be brave? To define your personal brand, as marketers might say. This isn't about making unsupportable statements: it's about choosing words that describe the qualities that drive your success. In short, what makes you good at your job.

Writing about oneself can sometimes be difficult. It involves the ability to see yourself from different people's viewpoints. Working with a professional CV writer is one way to achieve that and to present your character positively within a CV. Asking a colleague that you trust is also a good way to find out how others see your strengths.

Try not to use classic recruitment clichés. Everyone says they have great 'communication' or 'organisational' skills. This gets ignored by recruiters. So, instead think carefully about who you are and what you bring and then. try to describe yourself. In that way you give recruiters something original to engage With, something that grabs their attention.

==== Read the text below and answer Questions 21-27 ====

The value of being organised at work

Being organised is one of the most effective skills a businessperson can acquire because when were organised. we think more clearly. We're in tune With our targets and know how to reach them. Here are my top tips to bring order to your business life:

Organise your workspace

Don't underestimate time lost or stress caused from an inefficient working

environment. To restore order:

Cut down documents and stationery to the bare essentials. Be ruthless and remove anything that doesn't directly serve a function in your day-to-day activity. One or two carefully selected photos to make your desk feel like home are fine, but avoid too many.

Create locations where you will keep all your work materials to make retrieval easy. Do this logically based on where you tend to use the items; for example, store spare copy paper near the printer. Move outside your immediate reach anything you use infrequently. Always return items once you have used them so they'll be where you expect them next time.

Frustration ensues when you're searching for a client proposal, but it's buried among random papers. Eliminate desktop chaos by using trays, magazine files, or whatever you fancy and add clear labels such as 'In', 'Out', 'For Action', 'Current Projects' or other relevant categories.

Be brutally honest about What you must keep. Studies suggest that 80% of what we file is never accessed again. Ask: do I know of a tax or legal requirement for retaining it? Why would this be important to me in future? Avoid 'miscellaneous' as a category — you won't remember What's in there.

Effective planning

Plan your work; work your plan. Time spent planning saves untold hours in execution. Implementing regular planning strategies will sharpen your focus, thereby keeping you on track with your work. Start planning today for tomorrow. Near the close of each work day, implement a 10- to 15-minute routine to wrap up loose ends and prioritise key tasks. A good plan for tomorrow allows you to clear your head and enjoy your evening. Once a week, ring-fence a 60- to 90-minute appointment with yourself for larger scale planning. Use the time to do research or any of the thinking that normally takes aback seat.

PART 2 — QUESTIONS

Questions 15-20

Complete the sentences below. Choose **ONLY ONE WORD** from the passage.

- Many job applicants do not dare to reveal in a CV what their real **15** _____ is.
- If applicants do not include what makes them distinctive their CVs are likely to appear **16** _____ to the reader.
- Applicants need to find ways to define the **17** _____ that make them do well in their work.
- It can be helpful for applicants to try to base a consideration of themselves on the **18** _____ of others.
- Requesting the input of a dependable **19** _____ can help an applicant work out their own good points.
- It is best to avoid the **20** _____ used by many applicants when describing themselves in a CV.

Questions 21-27

Complete the notes below. Choose **ONE WORD ONLY** from the passage.

How to become more organised at work

Maintaining order in the work area involves

- keeping the minimum amount of necessary **21** _____ and paperwork
- restricting the number of personal **22** _____ on the work surface
- deciding on sensible **23** _____ for things that are needed regularly or hardly ever
- placing containers on the desk identified by **24** _____ to organise on going paperwork
- storing documents if there is an official **25** _____ to do so

Planning ahead is important because

- in general it will improve the employee's **26** _____ on work

- thinking about the next day's work ensure important **27** _____ are given due attention

PASSAGE 3

==== Read the text below and answer questions 28-40 ====

A significant development in mining safety

28

A Coal has been used as a source of fuel for over 5,000 years, but for most of that time it was probably gathered from places where it was exposed on the surface of the ground. It is possible that the Romans undertook some mining, but coal mines across Europe largely date from the 13th century. Thereafter coal production increased steadily and it gradually replaced charcoal and wood as a source of heat and energy.

Initially, coal mines were fairly shallow, but they quickly reached the point where artificial lighting was necessary. At first the lights used would have been no different from those used domestically – candles and simple oil lamps. But as coal mines became deeper, miners encountered a new and terrible problem — firedamp. This was a natural gas, principally consisting of methane, that exploded on contact with a naked flame. The first known major firedamp explosion, which killed 99 people, took place in Belgium in 1514 and as new technology was used to mine at increasingly deep levels, the problem got worse.

29

B The simplest solution was to improve the ventilation of the mine. Many mines had only one shaft leading from the surface down to the working area below. Ventilation could be improved to some extent by dividing this into a downcast (bringing in fresh air) and an upcast (returning foul air and firedamp to the surface).

But what was really needed was a safe lamp that could not ignite firedamp. The earliest forms of safety lighting sought to produce light without using a naked flame. One early method tried to utilise the fact that skins removed from decaying fish contain the element phosphorus, which emits light in the form of phosphorescence. Unfortunately, this phosphorus is highly toxic, flammable and can self-ignite-hardly desirable properties in a safety light.

An alternative was a device invented in about 1750, consisting of a flint which struck against a piece of iron when a handle was turned, creating a shower of sparks which lit up the surrounding area. These were believed to be too cool to ignite firedamp. This device had major drawbacks — extra manpower had to be used to operate it continuously, and it also required regular maintenance and replacement. But worst of all, it was not in fact safe, and numerous accidents were caused when the sparks ignited firedamp. Nonetheless, it was considered to be the least dangerous form of lighting at the time.

30

C By about 1810 the problem was becoming acute, and in some cases there was no alternative to working in the dark. Some mines were being forced to stop production, with serious economic consequences for the mine owners and local communities. The general response, however, was to keep going and reluctantly accept the inevitable deaths from ignition of firedamp as a regrettable, but not especially remarkable, consequence of coal mining.

The miners themselves could do little w they were largely illiterate, and depended on the mine owners for a livelihood However, the clerical, medical and legal professions were beginning to take notice. After 92 men and boys were killed in 1812 by an explosion at Felling Colliery in northern England, several professional people took action and a society was set up to raise funds for the discovery of new methods of lighting and ventilating mines. The first report of the society stated, 'It is to scientific men only that we must look up for assistance in providing a cheap and effectual remedy.'

31

D As the leading chemist of the day, and an expert on gases, Sir Humphrey Davy was a natural choice from whom to seek help, and he was approached by the society in 1815. The general belief nowadays is that he was the inventor of the first miners' safety lamp, in which the flame was enclosed by a mesh screen containing very small holes. Air could enter the lamp through the holes, but they were too small to allow the flame of the lamp to pass through them and ignite any firedamp present in the mine tunnels. Davy presented a paper describing the lamp in November 1815, and it was trialled in January 1816.

However, a few weeks prior to Davy's presentation, an engineer called George Stephenson had independently designed and demonstrated a lamp based on the same scientific principles. After much discussion and argument, he was eventually recognised as deserving equal credit for the discovery, but the time needed for this recognition to be given meant that the miners' safety lamp had already been called the 'Davy lamp' and it is called that today.

32

E But in fact, the real inventor of the safety lamp was a man called Dr William Reid Clanny, who in 1813 had been awarded a silver medal by the Royal Society of Arts, Manufacturers and Commerce for his own version of a safety lamp. Clancy's first lamp did not fulfil the needs of the ordinary working miner as it was rather heavy and cumbersome.

But rather than seeking to glory in his achievement, he recognised its deficiencies and continued to work to improve it, as well as sharing his knowledge with others. George Stephenson acknowledged a debt to Clanny's research, and Humphrey Davy visited him in 1815 shortly before completing the design for his own safety lamp but to this day Dr Clanny remains a forgotten hero.

PART 3 — QUESTIONS

Questions 28-32

The text has five sections A-E. Choose the correct heading for each section from the list below.

List of Headings

i. **A controversy over two versions of an invention**

ii. **The need to mine deeper for good quality coal**

iii. **Growing awareness of the need to improve conditioners for miners**

iv. **A new danger caused by developments in mining**

v. **The impact of poor air quality in mines on miner's health**

vi. **Early attempts to provide lighting without flames**

vii. **A demand by miners for new technology**

viii. **A person whose work never received full recognition**

Questions 33-36

Complete the summary below. Choose **ONE WORD ONLY** from the passage.

The problem of providing artificial lighting in coal mines

Coal mines in Europe only really developed from the 13th century. As they became deeper, the methods used for lighting them created a risk of **33** _____ due to the presence of fiAcredamp. One solution was to improve ventilation by separating the **34** _____ into two parts. However better lighting was also needed. One suggestion was to use a chemical found in the skins of fish, but this was found to be unsafe. Another possibility was a device which created **35** _____ as it was believed these would not ignite the gas. However, this required additional **36** _____ as well as maintenance and replacement and it was also unsafe.

Questions 37-40

Choose the correct letter A-D.

37 What does the write say about mine owners in 1810?

A ○ Most of them disregarded safety issues

B ○ They were criticised for conditions in the mines

C ○ Most of them used unfair pressure to keep mines open

D ○ They were unaware of how dangerous the mines were

38 According to the writer, what was the significance of the explosion at Felling Colliery in 1812?

A ○ It led to increased legal protection for miners

B ○ It led to a change in public attitudes to mining safety

C ○ It demonstrated the lack of concern of certain groups towards the miners

D ○ It started a movement to give miners proper training in safety procedures

39 The lamp presented by Davy was safer than previous methods of lighting because its flame?

A ○ Could not remain alight for long time

B ○ Did not get large enough to ignite the firedamp

C ○ Did not have any contact with the air

D ○ Could not pass beyond the mesh screen

40 What does the writer say about Davy and Stephenson?

A ○ Davy refused to accept Stephenson's work as it had not been fully trialled

B ○ Davy insisted on the safety lamp being named after him rather than Stephenson

C ○ Stephenson claimed Davy's work was based on false principles

D ○ Stephenson produced a working example of a safety lamp before Davy

Answer Key

#	Answer	Explanation
1	**C**	You can proceed to the Lost and Found Counter for advice if you cannot find your baggage or would like to report damaged baggage
2	**G**	These counters do not handle the transit hotels. For these go to the reception desk on level three
3	**D**	Please use the Red Channel if you have items to declare or are in doubt
4	**F**	You can refer to the flight information television screens on Level Two for the allocation of your baggage claim belt
5	**A**	Should you require their assistance with carrying luggage, please ask at the Information Desk
6	**False**	A 3% GST is levied on the sale of all goods imported into Singapore. If you are a visitor returning citizen or permanent resident of Singapore you may be granted GST relief under certain conditions
7	**True**	As a tourist or visitor you can apply for a refund at customs of the 3% GST on goods purchased during your stay in Singapore provided you
8	**False**	spend a minimum amount of S$100 at any one shop and at least S$300 in total
9	**Not given**	Please note that a handling fee will be deducted from the GST amount for the refund service
10	**True**	Please note that a handling fee will be deducted from the GST amount for the refund service
11	**Eye-catching landmark**	This eye catching landmark has a distinctive Chinese styled green roof and red pillars
12	**Cemetery**	The plot faced a cemetery which is consolidated a bad omen in Chinese culture
13	**unique Chinese architecture / unique architecture / Chinese architecture / architecture**	it retained its unique Chinese architecture

#	Answer	Explanation
14	**self-booking computer terminals / computer terminals / terminals for self-booking**	there is also a Singapore Airlines Service centre to facilitate bookings and offer information to tourists. Also available are a number of computer terminals for self booking
15	**Personality**	It's almost as if the majority of job seekers are afraid to let their own personality shine through.
16	**Dull**	Your CV will be dull, and likely to be swiftly passed over by an employer
17	**Qualities**	This isn't about making unsupportable statements: it's about choosing words that describe the qualities that drive your success
18	**Viewpoints**	It involves the ability to see yourself from different people's viewpoints
19	**Colleague**	Asking a colleague that you trust is also a good way to find out how others see your strengths
20	**Cliché / Clichés**	Try not to use classic recruitment clichés. Everyone says they have great 'communication' or 'organisational' skills. This gets ignored by recruiters
21	**Stationery**	Cut down documents and stationery to the bare essentials
22	**Photos**	One or two carefully selected photos to make your desk feel like home are fine, but avoid too many
23	**Locations**	Create locations where you will keep all your work materials to make retrieval easy
24	**Labels**	Eliminate desktop chaos by using trays, magazine files, or whatever you fancy and add clear labels such as 'In', 'Out', 'For Action', 'Current Projects' or other relevant categories
25	**Requirement**	Ask: do I know of a tax or legal requirement for retaining it? Why would this be important to me in future?
26	**Focus**	Implementing regular planning strategies will sharpen your focus, thereby keeping you on track with your work
27	**Tasks**	Near the close of each work day, implement a 10- to 15-minute routine to wrap up loose ends and prioritise key tasks. A good plan for tomorrow allows you to clear your head and enjoy your evening
28	**iv**	But as coal mines became deeper, miners encountered a new and terrible problem — firedamp

#	Answer	Explanation
29	**vi**	The earliest forms of safety lighting sought to produce light without using a naked flame
30	**iii**	Some mines were being forced to stop production, with serious economic consequences for the mine owners and local communities. The general response, however, was to keep going and reluctantly accept the inevitable deaths from ignition of firedamp as a regrettable, but not especially remarkable, consequence of coal mining
31	**i**	After much discussion and argument, he was eventually recognised as deserving equal credit for the discovery, but the time needed for this recognition to be given meant that the miners' safety lamp had already been called the 'Davy lamp' and it is called that today
32	**viii**	But rather than seeking to glory in his achievement, he recognised its deficiencies and continued to work to improve it, as well as sharing his knowledge with others
33	**Explosion**	The first known major firedamp explosion, which killed 99 people, took place in Belgium in 1514 and as new technology was used to mine at increasingly deep levels, the problem got worse
34	**Shaft**	Many mines had only one shaft leading from the surface down to the working area below. Ventilation could be improved to some extent by dividing this into a downcast (bringing in fresh air) and an upcast (returning foul air and firedamp to the surface)
35	**Sparks**	An alternative was a device invented in about 1750, consisting of a flint which struck against a piece of iron when a handle was turned, creating a shower of sparks which lit up the surrounding area
36	**Manpower**	extra manpower had to be used to operate it continuously, and it also required regular maintenance and replacement
37	**A**	the general response, however, was to keep going and reluctantly accept the inevitable deaths from ignition of firedamp as a regrettable, but not especially remarkable, consequence of coal mining
38	**B**	After 92 men and boys were killed in 1812 by an explosion at Felling Colliery in northern England, several professional people took action and a society was set up to raise funds for the discovery of new methods of lighting and ventilating mines

#	Answer	Explanation
39	**D**	the flame was enclosed by a mesh screen containing very small holes. Air could enter the lamp through the holes, but they were too small to allow the flame of the lamp to pass through them and ignite any firedamp present in the mine tunnels
40	**D**	However, a few weeks prior to Davy’s presentation, an engineer called George Stephenson had independently designed and demonstrated a lamp based on the same scientific principles

Test 36

PASSAGE 1

==== Read the text below and answer questions 1-5 ====

Want to rent a property

A Aynho Properties – With over 50 years' of experience we offer a comprehensive sales and lettings service. Our firm has been based in Shipton Street since its foundation and so we have a thorough knowledge of the surrounding neighborhood. Our staff make every effort to match clients' needs to an appropriate property whether you are looking to rent an apartment a bungalow or a house.

B Danesdale Agency – As soon as you walk in our door we will make every effort to find the right flat for you to rent. Everything we do is based on good practice – you supply written references and pay the rent on time and in return we will visit the property every four months to ensure it is maintained and that any necessary repairs are done.

C Jakesford Properties – As a family run business with over 20 years' experience in the property market we pride ourselves on treating every client with kindness and consideration. The landlords on our books have been selected with great care so that you can be sure they will look after your interests. Thousands of customers from all over the world have written to us to express their appreciation for the services we have offered them.

D Kasama Letting – Our highly experienced team works hard to provide peace of mind for both tenants and landlords. James Kettering our customer liaison officer is always at the end of the phone to answer any queries you may have. We also have an administration officer who deals with contracts rents and personal queries.

E Leftfield Letting – While the main objective of some letting agents is to get as much money as possible for their properties we aim to secure a fair deal for tenants and a trouble free service for landlords. We use modern marketing techniques that include price comparisons for similar properties with other agencies in the area so that you can make a fully informed decision.

==== Read the text below and answer questions 6-14 ====

Cycle Lights

You must have approved front and rear lights that are lit, clean and working properly when cycling between sunset and sunrise. It's no defence to say that it was past sunset but not yet dark. The legal lighting obligations for cyclists are determined by sunset and sunrise times – not the hours of darkness which starts 30 minutes after the former end 30 minutes before the latter and dictate when motorists must switch from sidelights to headlights.

Cycling UK's guide to cycling regulations explains the Road Vehicles Lighting Regulations in detail but in summary you need a white light at the front and a red light at the rear visible from

the front and rear respectively and fixed to your bike. A light obscured by a saddlebag isn't legal and neither is a torch on your head though there's nothing to stop you using a head-torch as an additional light.

The regulations also now allow flashing lights provided they flash between 60 and 240 times per minute. The legal requirements for reflectors include a red rear reflector and four amber pedal reflectors one at the front and rear of each pedal. Common sense might suggest that a reflective heel stripe or ankle band could replace an amber pedal reflector but unfortunately these do not meet the legal requirements. This is an annoying problem for riders who use bikes where the feel are attached to the pedals and cannot slip. These pedals are not designed with enough space to accommodate reflectors and make this an area of legislation in need to change.

Unlike with other vehicles, lights are not a legal requirement for cyclists when there is seriously reduced visibility during the daytime although we would not recommend cycling through dense fog without lighting up.

PART 1 — QUESTIONS

Questions 1-5

Look at the five descriptions of rental property agencies A-F below. For which agency are the following statements true?

	A	B	C	D	E	F
1 The agency expects customers to provide letters of recommendation.	○	○	○	○	○	○
2 The agency provides certain information on properties held by its competitors.	○	○	○	○	○	○
3 The agency began business in its present location.	○	○	○	○	○	○
4 Employees have specific roles at the agency.	○	○	○	○	○	○
5 The agency carefully chooses the property owners that it works with.	○	○	○	○	○	○

Questions 6-14

Do the following statements agree with the information given in the passage above. Write

TRUE if the statement agrees with the information

FALSE if the statement contradicts the information

NOT GIVEN if there is no information on this

6 It is illegal to cycle after sunset without bike lights.

- **A** ○ TRUE
- **B** ○ FALSE
- **C** ○ NOT GIVEN

7 Front and rear lights can be attached to the rider.

- **A** ○ TRUE

B ○ FALSE

C ○ NOT GIVEN

8 A torch worn on a cyclists' head must be white.

A ○ TRUE

B ○ FALSE

C ○ NOT GIVEN

9 There are some legal restrictions on flashing lights.

A ○ TRUE

B ○ FALSE

C ○ NOT GIVEN

10 Reflectors are most commonly available in packs of four.

A ○ TRUE

B ○ FALSE

C ○ NOT GIVEN

11 Reflective heel strips are allowed instead of pedal reflectors.

A ○ TRUE

B ○ FALSE

C ○ NOT GIVEN

12 The law concerning the design of pedals is unsatisfactory.

A ○ TRUE

B ○ FALSE

C ○ NOT GIVEN

13 Cycling during the daytime is safer than cycling at night.

A ○ TRUE

B ○ FALSE

C ○ NOT GIVEN

14 It is against the law to cycle in daytime fog without lights.

A ○ TRUE

B ○ FALSE

C ○ NOT GIVEN

PASSAGE 2

==== Read the text below and answer questions 15-20 ====

Maintaining a safe environment for employees working on computers

Workstation Furniture

The work desk or work surface should be big enough to allow the user to arrange the screen, keyboard and documents etc. in a flexible way. It should be stable and positioned so that it's comfortable when an employee uses a document holder but also big enough to let the user work comfortably and to alter their position.

The working environment

You need to assess noise levels. The equipment should not be so noisy that it distracts the user. If you cannot use quieter equipment consider soundproofing or moving the equipment. You could use partitions between noisy equipment and the rest of the workstation as an alternative.

Lighting is also an important consideration. Surrounding windows must have curtains or blinds which users can adjust to prevent reflected glare. If needed provide users with lighting appropriate to their tasks and particular workstation. Users should have control over their lighting to prevent reflected glare.

Temperature wise the equipment should not give out so much heat that the user becomes uncomfortable so monitor this. It's also important that you maintain ventilation and you control humidity so that it is at a level which keeps the user comfortable.

Task design and rest breaks

Good design of the task can be as important as the right choice of furniture and equipment. Whenever possible you should design jobs so that employees have a mix of activities and some control over which tasks they perform and when. You should match staffing levels to workload so that individuals are neither overworked nor underworked and give employees some say in the way it is carried out and the planning that goes into it.

An employee's need for rest breaks will vary depending on the type of work they are doing and how intensely they are working. As a general rule however short, frequent breaks are better than longer, less frequent ones. A 5-10 minutes break after 50-60 minutes work is better than 15-20 minute break after two hours. The employee should at times have a choice over when to take breaks and they should be encouraged to do non-work activities during their break ideally away from the workstation.

==== Read the text below and answer questions 21-27 ====

Using portable ladders

Employers need to oversee all ladders that are owned by their company. Detailed visual inspections should be carried out on a regular basis, and they should have an up to date record of these. Before starting a job employers are also responsible for ensuring any ladder is the right length to meet the needs of the task reaching out from the very top of a ladder is highly dangerous. Once you get a ladder you as a user of the ladder should conduct a pre use check each working day. Conducting pre use checks should have been part of your training and should be done in accordance with the manufacturer's guidelines. When doing a check it is important to focus on the steps and make sure they are not loose as this could cause an accident. Similarly a cracked joint in the ladder could cause it to fail.

Almost all falls from ladders happen because the ladder moves unexpectedly. The key factor in preventing falls from ladders is to ensure your ladder is stable whilst being used. First make sure that you choose level ground on which to set up you ladder. There are specially designed tools you can use to ensure this – don't just use a piece of wood. Second check the ground surface is dirt free and solid so the feet can grip and the ladder doesn't sink.

Before you go up your ladder look at the surrounding environment. Make sure the ladder cannot be struck by vehicles. If necessary safeguard the area by placing red and white cones around it. Ensure it will not be pushed over by other hazards such as opening doors. Doors and windows may need to be secured where possible. Finally think about the hazards to the general pubic and make sure they cannot walk underneath it or get too near to it. A danger sign at the base is often the best way of doing this.

To secure the ladder tie it to a suitable point such as a window or railing making sure both sides are attached. Where this is not practical secure it to the wall near the base of the ladder with ties; avoid using blocks to wedge the ladder in place as they can easily move.

PART 2 — QUESTIONS

Questions 15-20

Complete the notes below. Choose **ONE WORD ONLY** from the text for each answer.

Furniture

Desk size should facilitate

- The flexible arrangement of computer items
- The easy use of a holder of documents
- Change in the user's **15** _____

Environment

Employers should

- Move, soundproof, or separate noisy equipment using **16** _____
- Reduce glare from nearby **17** _____e.g. using adjustable blinds
- Provide suitable lighting
- Ensure a comfortable temperature

  o Check **18** _____ from equipment

  o Check air flow and quality in working area

Tasks and breaks

Employees should have

- A variety of tasks to choose from
- A fair workload
- An input into task achievement and **19** _____
- Regular short breaks at times of their own **20** _____
- Breaks not located at their workstation

Questions 21-27

Complete the sentences below. Choose **ONE WORD ONLY** from the text.

Safe ladder use

- Employers should keep a **21** _____ of ladder safety inspections.

- Employers should check the **22** _____ of a ladder is suitable for the job.
- The **23** _____ and joints of the ladder need particularly close inspection.
- Make sure the **24** _____ of the ladder are resting on a clean, hard surface.
- Protect the ladder from vehicles by using **25** _____
- Use a **26** _____ to keep people away from the ladder.
- Keep the ladder in place using ties rather than **27** _____

PASSAGE 3

==== Read the text below and answer questions 28-40 ====

The story of the Fosbury Flop

A On October 20, 1968 a 21 year old university student from the USA called Dick Fosbury completely transformed the sport of high jumping with a gold medal and Olympic record jump of 2.24 mts at the Mexico City games. Forbury accomplished this fabulous feat by sailing over crossbar head first and backward. As colorfully described that day by the Los Angeles Times, "Fosbury goes over the bar like a guy being pushed out of a 30 storey window.'

B At first when asked about how this unorthodox manoeuvre originated, Fosbury would joke with sportswriters, informing some that because of this university background in physics and engineering he had initially designed the Flop on paper and telling others that he had accidentally discovered this technique when he once tripped and fell backward on his take off. However in later interviews Fosbury revealed that the technique actually unfolded over many years and involved countless trials and errors. "It was simply a natural technique that evolved." He said, "I never thought about how to change it and I am sure my coach was going crazy because it kept evolving. I didn't know anyone else in the world would be able to use it."

C Fosbury explained that when he first learned to high jump at the age of 10 or 11, he tried jumping with the scissors style. He said, "I used that style until I went into high school where my coach explained that I was never going to get anywhere with that technique. He started me with the belly roll technique. However I was really lousy with that style. I expressed my frustration to coach and he said that if I really wanted I could still use the scissors."

So in his next competition, Fosbury went back to the scissors style. He explained, "As the bar was raised each time, I began to lift my hips up and my shoulders went back in reaction to that. At the end of the competition I had improved my best by 15 cm to 1 m 78 and even placed third. The next two years in high school with my curved approach I began to lead with my shoulder and eventually was going over head first like today's Floppers."

D In this way, the Flop evolved, not from design, but from a trial and error process which combined repeated effort with the biomechanics of Fosbury's gangling 1 m 93 physique. Sports Illustrated writer Richard Hoffer wrote, "It was on-site engineering his body and mind working together making reflexive adjustment with only one goal getting over the bar. Hoffer explained that although Fosbury's arms and legs seemed to be all over the place, those movements that served to get him a centimeter higher were retained, while the others were gradually eliminated as the technique evolved.

E What did Fosbury think of the seeming awkwardness of his Flop? "I believe that the Flop was a natural style," he said, "And I was just the first to find it. I can say that because the Canadian jumper Debbie Brill was a few years younger than I was and also developed the same technique only a few years after me and without ever having seen me."

A striking coincidence? Yes indeed. But perhaps not as striking as the fact that a high school student called Bruce Quande was photographed on May 24, 1963 flopping backward over the crossbar. This was the same month that Fosbury recalls having flopped for the first time in the competition when he was at high school.

F But completing the Flop successfully was only half the battle the return to earth still had to be negotiated. Few would even consider such an experiment knowing they had have to land on their necks. When Fosbury was jumping in high school he had to land in pits which were filled with wood chips, sawdust or sand. On one occasion Fosbury hit his head on the wooden border or the pit. Another time he landed totally out of the pit, flat on his back knocking the wind out of him. The next year Fosbury's high school became the first in the region to install foam rubber in its high jump pit thereby cushioning the jumper's fall and encouraging the use of the potentially dangerous Flop. The Fosbury Flop and cushioned landing areas thus appear to have co-evolved.

G Fosbury explains how he came to name the Flop. "I am very proud that I received the naming rights. But the term by which the style is known did not appear overnight. To tell the truth the first time was that I was interviewed and asked 'What do you call this?' I used my engineering analytical side and I referred to it as a back layout. It was not interesting and the journalist didn't even write it down. I noted this. The next time that I was interviewed that's when I said: 'Well at home in my town they call it the Fosbury Flop' – and everyone wrote it down. I was the first time to call it that but it came from a caption on a newspaper photo that said: "Fosbury flops over bar.' The context was that our town was on a river, very popular for fishing an hour from the Pacific Ocean. And when you land a fish on the bank it's flopping. That's the action and so it's a good description by a journalist and I remembered it."

PART 3 — QUESTIONS

Questions 28-32

The text above has seven sections A-G. Which section mentions the following?

	A	B	C	D	E	F	G
28 A suggestion that Fosbury should change his way of jumping.	○	○	○	○	○	○	○
29 A reference to an opportunity offered to Fosbury that made him feel honored.	○	○	○	○	○	○	○
30 A reference to the fact that Fosbury was a very influential high jumper.	○	○	○	○	○	○	○
31 Conflicting explanations given by Fosbury for the way the idea for the Fosbury Flop began.	○	○	○	○	○	○	○
32 A reference to a time when Fosbury was dissatisfied with his athletic performance.	○	○	○	○	○	○	○

Questions 33-36

Choose the correct letter A, B, C or D.

33 When interviewed about his development of the Fosbury Flop, Dick Fosbury

- **A** ○ always insisted that he had carefully designed it on scientific principles
- **B** ○ said he wanted to develop a technique by an injury he suffered while making a jump
- **C** ○ claimed it was inspired by an injury he suffered while making a jump
- **D** ○ stated that it had been done gradually without any overall pain

34 Fosbury achieved a sudden improvement in the height he could jump when he

- **A** ○ started to adapt the scissors technique
- **B** ○ became much more determined to win competitions

C ○ decided to abandon the scissors technique

D ○ found a new way of using the belly roll style

35 When describing the way that Fosbury's jump evolved, Richard Hoffer stressed that

A ○ Fosbury's height slowed down his progress

B ○ the process was more controlled that it appeared

C ○ Forbury was not really aware of his own technique

D ○ the process included specialist input from engineers

36 Fosbury defended his idea that his style of jumping was natural by pointing out that

A ○ it was achievable by younger jumpers

B ○ it was copied successfully by other athletes

C ○ it was achievable without any special training

D ○ it was independently discovered by other athletes

Questions 37-40

Complete the summary below. Choose **NO MORE THAN TWO WORDS** from the passage.

How the Fosbury Flop got its name

When first interviewed, Fosbury called his jumping style a **37** _____ but he realised that this had not made an impression on the **38** _____ .In his next interview, he used a name taken from the description given to a newspaper photo – and this was the name that everyone noted. He says the name was appropriate because his town is near a **39** _____ and a **40** _____ does a similar type of flopping movement when brought to land.

Answer Key

#	Answer	Explanation
1	**B**	Everything we do is based on good practice – you supply written references and pay the rent on time
2	**E**	We use modern marketing techniques that include price comparisons for similar properties with other agencies in the area so that you can make a fully informed decision
3	**A**	Our firm has been based in Shipton Street since its foundation
4	**D**	We also have an administration officer who deals with contracts rents and personal queries
5	**C**	The landlords on our books have been selected with great care so that you can be sure they will look after your interests
6	**True**	You must have approved front and rear lights that are lit, clean and working properly when cycling between sunset and sunrise
7	**False**	you need a white light at the front and a red light at the rear visible from the front and rear respectively and fixed to your bike
8	**Not given**	there's nothing to stop you using a head-torch as an additional light
9	**True**	The regulations also now allow flashing lights provided they flash between 60 and 240 times per minute
10	**Not given**	The legal requirements for reflectors include a red rear reflector and four amber pedal reflectors one at the front and rear of each pedal
11	**False**	Common sense might suggest that a reflective heel stripe or ankle band could replace an amber pedal reflector but unfortunately these do not meet the legal requirements
12	**True**	These pedals are not designed with enough space to accommodate reflectors and make this an area of legislation in need to change
13	**Not given**	Unlike with other vehicles, lights are not a legal requirement for cyclists when there is seriously reduced visibility during the daytime
14	**False**	Unlike with other vehicles, lights are not a legal requirement for cyclists when there is seriously reduced visibility during the daytime

#	Answer	Explanation
15	**Position**	It should be stable and positioned so that it’s comfortable when an employee uses a document holder but also big enough to let the user work comfortably and to alter their position
16	**Partitions**	If you cannot use quieter equipment consider soundproofing or moving the equipment. You could use partitions between noisy equipment and the rest of the workstation as an alternative
17	**Windows**	Surrounding windows must have curtains or blinds which users can adjust to prevent reflected glare
18	**Heat**	Temperature wise the equipment should not give out so much heat that the user becomes uncomfortable so monitor this
19	**Planning**	give employees some say in the way it is carried out and the planning that goes into it
20	**Choice**	The employee should at times have a choice over when to take breaks
21	**Record**	Employers need to oversee all ladders that are owned by their company. Detailed visual inspections should be carried out on a regular basis, and they should have an up to date record of these
22	**Length**	Before starting a job employers are also responsible for ensuring any ladder is the right length to meet the needs of the task
23	**Steps**	When doing a check it is important to focus on the steps and make sure they are not loose as this could cause an accident
24	**Feet**	Second check the ground surface is dirt free and solid so the feet can grip and the ladder doesn’t sink
25	**Cones**	If necessary safeguard the area by placing red and white cones around it
26	**Sign**	A danger sign at the base is often the best way of doing this
27	**Blocks**	where this is not practical secure it to the wall near the base of the ladder with ties; avoid using blocks to wedge the ladder in place as they can easily move
28	**C**	He said, “I used that style until I went into high school where my coach explained that I was never going to get anywhere with that technique. He started me with the belly roll technique.
29	**G**	Fosbury explains how he came to name the Flop. “I am very proud that I received the naming rights.
30	**A**	On October 20, 1968 a 21 year old university student from the USA called Dick Fosbury completely transformed the sport of

#	Answer	Explanation
		high jumping with a gold medal and Olympic record jump of 2.24 mts at the Mexico City games
31	**B**	At first when asked about how this unorthodox manoeuvre originated, Fosbury would joke with sportswriters, informing some that because of this university background in physics and engineering he had initially designed the Flop on paper and telling others that he had accidentally discovered this technique when he once tripped and fell backward on his take off
32	**C**	I expressed my frustration to coach and he said that if I really wanted I could still use the scissors
33	**D**	It was simply a natural technique that evolved.
34	**A**	As the bar was raised each time, I began to lift my hips up and my shoulders went back in reaction to that
35	**B**	Hoffer explained that although Fosbury's arms and legs seemed to be all over the place, those movements that served to get him a centimeter higher were retained, while the others were gradually eliminated as the technique evolved
36	**D**	I can say that because the Canadian jumper Debbie Brill was a few years younger than I was and also developed the same technique only a few years after me and without ever having seen me
37	**Back layout**	I referred to it as a back layout
38	**Journalist**	To tell the truth the first time was that I was interviewed and asked 'What do you call this?' I used my engineering analytical side and I referred to it as a back layout. It was not interesting and the journalist didn't even write it down
39	**River**	the context was that our town was on a river, very popular for fishing
40	**Fish**	The context was that our town was on a river, very popular for fishing an hour from the Pacific Ocean. And when you land a fish on the bank it's flopping

Test 37

PASSAGE 1

==== Read the text below and answer questions 1-6 ====

Local countryside walks

A Grove Mill – Take either the yellow path or the blue path – both eventually come out at the Old Water Mill and are at about the same level of difficulty. There is a shallow stream which runs alongside the yellow path. Dogs enjoy a swim here if it's hot and there are trees to help you cool while you want.

B Blackhill Trail – Follow the marker posts carefully as you make your way through some dense forest. If you take a wrong turn as walkers often do your walk could end up being a lot longer than you expected. The sun may be shining but there is plenty of damp undergrowth so wear a tough pair of hiking boots if you don't want your feet to get wet. It isn't advisable to take small dogs on this trail.

C Fern Way – The route is winding but fairly flat and doesn't require any special footwear or equipment. It is accessed by a gate with a strong bolt to keep sheep and cows in the field. The path is lined on both sides by firs and some majestic redwoods that date back to the nineteenth century. There are benches along the way where you can rest and admire the beauty of the area.

D Bay Red Valley – Be prepared to go up and down a bit on this route. The first section is uphill then the path flattens out but not for long so you need to be fairly fit. The exercise is worth it though as there are some spectacular views across the valley. There is a viewing platform, from which you may be lucky enough to see one of the herds of deer that roam the area.

E Brownwater Trail – A circular path will take you past tree and plant species from around the world that are cared for by a dedicated team of volunteers. If you bring your dog keep it on a lead as the smaller shrubs can be easily destroyed. The path itself is open and unprotected so be sure to wear a hat or you could get sunburnt.

==== Read the text below and answer questions 7-14 ====

Poppi Properties

Review by Sally Hanugoldi

I have had a terrible experience with Poppi Properties and as an ex-tenant I advise you to go elsewhere if you want to rent or buy a property – as I have now done. When I initially viewed my Poppi Properties flat I was accompanied by Lillee Eggerton one of the two staff who run the company. The flat was located close to the office where I have been working for the past year so I went there before the working day had begun. I knew immediately that it was the right property for me because of the convenient location and a few days later I paid the deposit and

the first two months' rent. The flat was on the 12th floor which I admit was a surprise to me as I thought it was lower when I first read about it but Lillee was very encouraging and I felt confident that I was making the right choice. At this point she was professional and kind but once I had moved into the property I discovered that she was far less approachable that she had been during the viewing period and whenever I tried to contact her she was unavailable.

At the start of my tenancy a number of issues were unsatisfactory in the property. For example as a new tenant you have a right to expect your flat to be clean. In fact carpets should be professionally cleaned but mine had not even been hoovered. I had hoped that this problem would be addressed quickly but nothing happened and so I did the job myself. Similarly, the oven worked when I switched it on, but it was black inside and smelt horrible. The company did nothing so in the end I just avoided using the oven while I lived there. Several times I asked to speak to the landlord directly but was told this was not possible. No one should have to put up with these problems particularly when Poppi Properties charges such high rents.

PART 1 — QUESTIONS

Questions 1-6

Look at the five descriptions of walks A-E below. For which walk are the following statements true?

	A	B	C	D	E
1 There is very little shade.	○	○	○	○	○
2 There are some steep sections.	○	○	○	○	○
3 There is a choice of route on this walk.	○	○	○	○	○
4 There is a special site for watching wildlife.	○	○	○	○	○
5 Dogs must not be allowed to run freely.	○	○	○	○	○
6 You can sit down in several places.	○	○	○	○	○

Questions 7-14

Do the following statements agree with the information given in the text above? Write

TRUE if the statement agrees with the information

FALSE if the statement contradicts the information

NOT GIVEN if there is no such information

7 Sally Hanugoldi is still renting a property with Poppi Properties.

A ○ TRUE

B ○ FALSE

C ○ NOT GIVEN

8 Sally Hanugoldi was the first person to view the flat.

A ○ TRUE

B ○ FALSE

C ○ NOT GIVEN

9 Sally made a quick decision to rent the property.

A ○ TRUE

B ○ FALSE

C ○ NOT GIVEN

10 The flat was on a lower level than Sally changed over time.

A ○ TRUE

B ○ FALSE

C ○ NOT GIVEN

11 Lillee's behaviour towards Sally changed over time.

A ○ TRUE

B ○ FALSE

C ○ NOT GIVEN

12 The flat that Sally rented from Poppi Properties was unfurnished.

A ○ TRUE

B ○ FALSE

C ○ NOT GIVEN

13 Sally employed someone to clean her carpets.

A ○ TRUE

B ○ FALSE

C ○ NOT GIVEN

14 The landlord raised Sally's rent while she was living in the flat.

A ○ TRUE

B ○ FALSE

C ○ NOT GIVEN

PASSAGE 2

==== Read the text below and answer questions 15-21 ====

Procedure for making a complaint at work

If you have a problem or complaint at work you might want to take this up with your employer. This is called raising a grievance.

Often the best way to sort out a problem is to request an informal meeting with your immediate manager to explain your concerns. You may find it is possible to sort the problem out in this way without having to take any further action. However if you do not feel your problem has been solved you may decided to raise a formal grievance. In this case, you should first try to find out your company's grievance procedure. You should be able to find details of this in your Company Handbook, HR or Personnel manual or on your company's HR internal site.

The next step will probably be to write to your employer. Explain your problem and if you can think of a possible solution for resolving it give details of this. When you have written your letter check that you have written the date and retain a copy so that you have a record of what you wrote. Your employer should arrange an initial meeting at a reasonable time and place to discuss your grievance. You are entitled to ask either a colleague from work or a trade union representative to go to the meeting with you. After the meeting your employer should write to you telling you what they have decided to do about your grievance.

If you don't agree with your employer's decision you have the right to appeal against it this must be done in writing. A further meeting should then be called which should be led by a more senior manager if possible. If you are still not satisfied with the decision made at this meeting you may consider whether one way to solve the problem might be through mediation. This be done inside the company or by an external agent. Alternatively you can make an employment tribunal claim. You must do this no more than three months after the time when the event you are complaining about happened. If your application is received after this time limit the tribunal will not usually accept it.

==== Read the text below and answer questions 22-27 ====

Driving a taxi or private hire vehicle

Taxis are an important part of any town of city's transport system. Taxis have a licence plate and roof sign that states they are taxi. As a taxi driver you might be booked in advance, wait on a taxi rank or pick up passengers while on the move. You could combine normal pick up jobs with prearranged contracts such as regular trips for schoolchildren or those unable to drive. You might also make longer distance trips such as taking people to airports. The other type of passenger transport is a private hire vehicle. As a private hire driver, you can only collect passengers who have pre booked through your operator. You cannot be flagged down in the street.

When working in a taxi or private hire vehicle you would:

• Take job details over the radio from the operator at the office or by an in-car computer

• Help to load and unload passengers' luggage

• Assist passengers with any physical conditions that make it difficult for them to get in and out of the vehicle

• Take payments

• Keep the vehicle clean and roadworthy

• Keep accounts and records if self-employed

Working conditions and skills

You would spend most of your time on the road sometimes in heavy traffic and you would be constantly on the move. The job allows you to choose your hours but you will find more work in the evenings. You would work between 40 and 60 hours a week if full time. In the UK, 17% of taxi drivers are employed full time, 17% are employed part time and 66% are self-employed. As well as being a skilled driver you need to be good at communicating with people and helping customers. You must be tactful when dealing with problems and have good time management and numeracy skills.

Requirements

You will need a special licence from your local authority to be a taxi driver or private care hire driver. For this you usually need to be over 21 years old to have a clean current driving licence and to have been driving for at least 12 months. You may also need to pass a test of knowledge about the local geography. If you are using your own vehicle it will also need a special licence.

Many employers value additional driver training which could include the Advanced Driving Test offered by the Institute of Advanced Motorists. Evidence of basic mechanical skills, such as RQF level 4, would also be welcome.

PART 2 — QUESTIONS

Questions 15-21

Complete the flowchart below. Choose **ONE WORD AND/OR A NUMBER** from the text for each answer.

Raising a grievance at work

– Ask to see your immediate manager on an **15** _____ basis

– If not satisfied find details of your company's grievance procedure. This may be in a handbook **16** _____ or on an internet site

– Write to your employer with details of your complaint. You may also suggest a **17** _____ Make sure there is a date on your letter and keep a copy.

– Your employer should hold a meeting. You have the right to be accompanied by a **18** _____ or a trade union representative.

– Your employer should then inform you of the decision in writing. If you are not happy with the decision, you can appeal in writing.

– Your employer should then arrange a further meeting. Where possible this should be led by a manager who is **19** _____ to the previous one

– If you are still not happy with the decision you can

– think about the possibility of **20** _____

– make an employment tribunal claim. This must be done within **21** _____ of the date of the event.

Questions 22-27

Complete the sentences below. Choose **ONE WORD ONLY** from the text for the answer.

Private hire drivers only take passengers by arrangement with an **22** _____

A driver's job may involve helping those with **23** _____ problems.

Working hours for drivers may vary but the greatest demand is in the **24** _____

The majority of drivers are **25** _____

A driver needs to be familiar with the **26** _____ of the area.

It may be useful if a driver has evidence of some **27** _____ ability.

PASSAGE 3

==== Read the text below and answers questions 28-40 ====

Forced rhubarb

Rhubarb has large fan shaped leaves and long, green edible stalks which are commonly cooked with sugar to make pies and other desserts. One type of rhubarb is grown in the dark to produce longer, rosier stalks and this is called forced rhubarb.

28

A In the north of England, a cold winter is good news for some and not just snowmen and woolly hat makers. According to Yorkshire farmer David Westwood, this year's forced rhubarb is the best for years. Westwood, a softly spoken Yorkshiremen should know. He's been growing and selling rhubarb for 62 years since he started picking on the farm aged 11. His son Jonathan works on the farm too, making him the sixth generation of the Westwoods to grow the pink stems of petioles as they are otherwise known.

29

B We meet at his farm a few miles from the city of Wakefield which with the cities of Bradford and Leeds form the three points of the Rhubarb Triangle, the heart of the British rhubarb industry. 'It doesn't grow as well anywhere else,' insists Westwood. He has a number of theories as to why this is. The loam soil on a clay base is perfect for the roots or crowns which rhubarb grows from. In Victorian times – the mid to late 1800s – when rhubarb's popularity was at its peak the local coal mines provided cheap fuel for heating the sheds a crucial part of the forcing process which involves depriving the plants of light as they develop. At the same time the effluence from the industry enriched the soil for farmers. On top of that according to Westwood the high levels of pollution in the air would have been ideal for the rhubarb as rhubarb loves soot.

30

C Westwood's farm produces both the greenish outdoor rhubarb the kind that grows well in gardens all over the country and the startingly pink forced rhubarb. It's this that is the cream of the crop the upper class of the rhubarb family. Forced rhubarb is the one that's most likely to convert rhubarb haters who've been traumatised by harshly flavoured school pies made from green overgrown outdoor stems. The slender magenta spears, with a sherbet-tangy flavour and delicate texture are a far cry from that coarse bitter stuff. It's also a rare local fruit (although technically a vegetable) at a time when imports dominate and a welcome splash of color in the drab winter months. No wonder chefs and food writers have fallen in love with forced rhubarb al over again. It's enjoying a remarkable renaissance for only 20 years ago it was in such decline

that Westwood one of the last 12 growers left from a peak of 2000, was considering abandoning it.

31

D There are certainly simpler ways to grow food. First the plant roots or crowns are grown outside for more than two years. Then at the start of their third winter they are left in the ground until it is cold enough to break the crown's dormancy. This is one of the factors that gives British rhubarb the edge over imports from the Netherlands which arrive in the country a scene stealing couple of weeks before the Yorkshire crop. To bring them to market that early the Dutch crowns are fed with gibberellic acid to replace the hormones naturally generated by a period of cold weather. Westwood is relaxed on the subject of the imported rhubarb remarking only. "It's good looking all right but the flavor's nowhere near." Back in Yorkshire sometime around the middle of November the crowns are dug up transferred to shed with earthen floors and watered in. The light is blocked out completely and the heating is turned on. In the warm and dark the shoots appear so quickly that the buds can be heard gently popping. Withing 3 weeks or so the first round of picking or pulling as it's known can begin.

32

E In Westwood's 1920s rhubarb sheds it is pitch black. I slip and slide on the narrow troughs that serve as paths between the beds of rhubarb crowns. It's a relief when a team of pullers arrive all local men some of whom have been working for Westwood for 40 years. Each carries a sturdy candle and their pale flickering light reveals a sea of yellow leaves stretching 40 meters to the far wall. The men walk the beds plucking the satiny stems expertly choosing only the ones that have reached the length of an arm. Then cradling the fuchsia pink bundles in their arms they move on to the next patch. It's an extraordinary sight in this age of mechanised, computerised agriculture. 'The pulling's done much the same way as it always has been' Westwood says. 'Electric light spoils the color.' A labour intensive process it goes some way to explain the admittedly eye-watering price of the best forced rhubarb that and the heating now from oil or propane rather than coal.

33

F So how was this arcane cold dark heat process in use since Victorian times discovered? Westwood's story is appealingly earthy. A gardener threw an old crown onto the horse stable muck pile the manure was hot, and plant was soon covered. The stable boy must have been puzzled by the startling pink spears that came pushing through the dirt a week or two later but happily he had the good sense to gather them. Where there's muck there's money – and good eating indeed.

PART 3 — QUESTIONS

Questions 28-33

The text above has six paragraph A-F. Choose the correct heading for each paragraph from the list of headings below.

List of headings

i. **The extra time is worth it**

ii. **The preferred rhubarb for consumers**

iii. **Yorkshire's declining air quality**

iv. **Observing the selection process**

v. **Suggesting a possible beginning**

vi. **A long standing family business**

vii. **The best region for forces rhubarb**

Questions 34-36

Choose the correct letter A, B, C or D.

34 What aspect of forced rhubarb does the writer praise in paragraph C?

- **A** ◯ its suitability for pies
- **B** ◯ the smoothness of its stems
- **C** ◯ its superiority over other types of rhubarb
- **D** ◯ the number of places it can be successfully grown

35 Why does the writer think forced rhubarb has become more popular among cooking experts?

- **A** ◯ it is cheap and easy to grow
- **B** ◯ it is attractive and pleasant to eat
- **C** ◯ local farmers are producing more of it
- **D** ◯ imported varieties are in limited supply

36 In the final paragraph the writer suggests that forced rhubarb was first produced

- **A** ○ by accident
- **B** ○ as animal feed
- **C** ○ through trail and error
- **D** ○ while growing something else

Questions 37-40

Complete the summary below. Choose **ONE WORD ONLY** from the passage.

Growing forced rhubarb

During November rhubarb crowns are removed from the soil and replanted in dark sheds that have plenty of heating. These conditions encourage such fast growth that the buds make a **37** _____ sound as the pink stalks appear.

The growing period lasts around three weeks. After that the rhubarb can be picked by a group of people known as **38** _____. They use a **39** _____ to inspect the stems and to make sure they are as long as a human **40** _____.

Answer Key

#	Answer	Explanation
1	**E**	The path itself is open and unprotected so be sure to wear a hat or you could get sunburnt
2	**D**	Be prepared to go up and down a bit on this route
3	**A**	Take either the yellow path or the blue path
4	**D**	The exercise is worth it though as there are some spectacular views across the valley. There is a viewing platform, from which you may be lucky enough to see one of the herds of deer that roam the area
5	**E**	If you bring your dog keep it on a lead as the smaller shrubs can be easily destroyed
6	**C**	There are benches along the way where you can rest and admire the beauty of the area
7	**False**	I have had a terrible experience with Poppi Properties and as an ex-tenant I advise you to go elsewhere if you want to rent or buy a property – as I have now done
8	**Not given**	At this point she was professional and kind but once I had moved into the property I discovered that she was far less approachable that she had been during the viewing period
9	**True**	I knew immediately that it was the right property for me because of the convenient location
10	**False**	The flat was on the 12th floor which I admit was a surprise to me as I thought it was lower when I first read about it
11	**True**	At this point she was professional and kind but once I had moved into the property I discovered that she was far less approachable that she had been during the viewing period
12	**Not given**	For example as a new tenant you have a right to expect your flat to be clean
13	**False**	In fact carpets should be professionally cleaned but mine had not even been hoovered. I had hoped that this problem would be addressed quickly but nothing happened and so I did the job myself
14	**Not given**	No one should have to put up with these problems particularly when Poppi Properties charges such high rents

#	Answer	Explanation
15	**Informal**	Often the best way to sort out a problem is to request an informal meeting with your immediate manager to explain your concerns
16	**Manual**	you should be able to find details of this in your Company Handbook, HR or Personnel manual or on your company's HR internal site
17	**Solution**	Explain your problem and if you can think of a possible solution for resolving it give details of this
18	**Colleague**	You are entitled to ask either a colleague from work or a trade union representative to go to the meeting with you
19	**Senior**	A further meeting should then be called which should be led by a more senior manager if possible
20	**Mediation**	If you are still not satisfied with the decision made at this meeting you may consider whether one way to solve the problem might be through mediation
21	**3 months / three months**	You must do this no more than three months after the time when the event you are complaining about happened
22	**Operator**	As a private hire driver, you can only collect passengers who have pre booked through your operator
23	**Physical**	Assist passengers with any physical conditions that make it difficult for them to get in and out of the vehicle
24	**Evenings**	You will find more work in the evenings
25	**Self-employed**	In the UK, 17% of taxi drivers are employed full time, 17% are employed part time and 66% are self-employed
26	**Geography**	you may also need to pass a test of knowledge about the local geography
27	**Mechanical**	Evidence of basic mechanical skills, such as RQF level 4, would also be welcome
28	**vi**	He's been growing and selling rhubarb for 62 years since he started picking on the farm aged 11. His son Jonathan works on the farm too, making him the sixth generation of the Westwoods to grow the pink stems of petioles as they are otherwise known
29	**vii**	'It doesn't grow as well anywhere else,' insists Westwood
30	**ii**	It's this that is the cream of the crop the upper class of the rhubarb family. Forced rhubarb is the one that's most likely to convert rhubarb haters who've been traumatised by harshly flavoured school pies made from green overgrown outdoor stems

#	Answer	Explanation
31	**i**	First the plant roots or crowns are grown outside for more than two years. Then at the start of their third winter they are left in the ground until it is cold enough to break the crown's dormancy
32	**iv**	Each carries a sturdy candle and their pale flickering light reveals a sea of yellow leaves stretching 40 meters to the far wall. The men walk the beds plucking the satiny stems expertly choosing only the ones that have reached the length of an arm
33	**v**	So how was this arcane cold dark heat process in use since Victorian times discovered? Westwood's story is appealingly earthy. A gardener threw an old crown onto the horse stable muck pile the manure was hot, and plant was soon covered
34	**C**	The slender magenta spears, with a sherbet-tangy flavour and delicate texture are a far cry from that coarse bitter stuff. It's also a rare local fruit (although technically a vegetable) at a time when imports dominate and a welcome splash of color in the drab winter months. No wonder chefs and food writers have fallen in love with forced rhubarb al over again.
35	**B**	The slender magenta spears, with a sherbet-tangy flavour and delicate texture are a far cry from that coarse bitter stuff.
36	**A**	A gardener threw an old crown onto the horse stable muck pile the manure was hot, and plant was soon covered. The stable boy must have been puzzled by the startling pink spears that came pushing through the dirt a week or two later but happily he had the good sense to gather them.
37	**Popping**	In the warm and dark the shoots appear so quickly that the buds can be heard gently popping
38	**Pullers**	It's a relief when a team of pullers arrive all local men some of whom have been working for Westwood for 40 years
39	**Candle**	Each carries a sturdy candle and their pale flickering light reveals a sea of yellow leaves stretching 40 meters to the far wall
40	**Arm**	Each carries a sturdy candle and their pale flickering light reveals a sea of yellow leaves stretching 40 meters to the far wall. The men walk the beds plucking the satiny stems expertly choosing only the ones that have reached the length of an arm

Test 38

PASSAGE 1

==== Read the text below and answer questions 1-7 ====

Outdoor Activities For All The Family

A Perry Forest – Our walks cater for all ages and all degrees of fitness, and are suitable for children as well as adults. Every Saturday and Sunday throughout the year our experts lead several walks. So whether you want a short stroll on level ground or a more challenging walk to the top of Shepherds Hill we have something for you.

B Pugsley Beach Nature Reserve – The reserve has plenty of wildlife whatever the time of year with its numerous species of birds and plants that grow hardly anywhere else but the autumn is when hundreds of grey seals arrive on the beach to have their young. The covered viewing area offers spectacular close up views of all this and hot drinks and snacks are available to help you keep warm.

C Marston Hill – If you ever wonder what wildlife trusts do for the environment come to Marston Hall where our rangers will show you how they manage wildlife habitats from providing feeding boxes for squirrels to creating ponds for frogs and many other creatures. They'll also take you on a short walk through the ancient pine forest in search of animal tracks and signs.

D Craven Discovery Centre – Here at the discovery centre youngsters are introduced to the animals in our petting zoo where they can stroke or feed the sheep, rabbits, ponies and other residents. Then they're taken on a walk through the wood. Meanwhile the adults can take part in our woodland activities such as learning basic woodworking skills.

E Shelford Family Wild Outing – Go birdwatching or catch insects as daylight fades then have a gentle jog along the River Wale by moonlight and end by toasting marshmallows on a campfire. It's all part of a Family Wild Outing in Shelford organised by the local wildlife trust. Ideal for both adults and children.

F Garston Park – Come to Garston Park when the sun has set and explore the solar system. Ideal for children and their parents who are interested in astronomy. Our experts will help you to find your way among the stars and then we gather in the visitor centre for refreshments. Please note that events are cancelled if the weather is cloudy.

==== Read the text below and answer questions 8-14 =====

Hinchingbrooke School Sixth Form

Hinchingbrooke School consists of the lower school for students aged 11 to 16 and the sixth form for ages 16 to 18+. In the sixth form we provide a strong programme of guidance for students whether they are planning on going to university into training or straight into the

workplace. We have a high rate of success with applications to universities including growing success in recent years for medical school applicants.

While the majority of sixth form students enter from the lower school, recent significant expansion of the sixth form is largely the result of an increase in applicants from other schools in the area. We pride ourselves on giving these external students a particularly warm welcome. We welcome your interest in joining our sixth form and look forward to offering you a place if you satisfy our minimum entry requirements.

If you are an internal student please apply through the MyChoice16 application system. This is also where external students need to view course information. If you are an external student whose current school does use this application for online applications please see our website for an application form to the school. We hold an annual open evening in the autumn term when you can come and view our facilities and ask any questions you may have.

Care, guidance and support in the sixth form at Hinchingbrooke is something of which we are very proud of and each of our students is treated as an individual. You will be assigned a professional sixth form tutor who will provide you with support and guidance and will responsible for helping you make sensible choices about your future career path.

You will meet with your tutor at a fixed time every fortnight to discuss progress and any concerns you or your subject teachers may have about your effort and achievement. You will also set targets for yourself in agreement with your tutor and subject teachers and your progress towards achieving these targets will be monitored in your tutor meetings.

PART 1 — QUESTIONS

Questions 1-7

The text above has 6 advertisements A-F. Which advertisement mentions the following?

	A	B	C	D	E	F
1 running in the evening	○	○	○	○	○	○
2 seeing newborn animals	○	○	○	○	○	○
3 parents and children doing different activities at the same time	○	○	○	○	○	○
4 choosing from alternative routes	○	○	○	○	○	○
5 learning about how other people help animals	○	○	○	○	○	○
6 an event occurring only at a centre time of the year	○	○	○	○	○	○
7 identifying where animals have been	○	○	○	○	○	○

Questions 8-14

Do the following statements agree with the information given in the text? Write

TRUE if the statement agrees with the information

FALSE if the statement contradicts the information

NOT GIVEN if there is no such information

8 Some sixth form students intend to start work immediately after leaving school.

A ○ TRUE

B ○ FALSE

C ○ NOT GIVEN

9 An increasing number of students are accepted at medical school.

A ○ TRUE

B ○ FALSE

C ○ NOT GIVEN

10 Most sixth form students come from other schools.

A ○ TRUE

B ○ FALSE

C ○ NOT GIVEN

11 External applicants have an interview before they can be accepted.

A ○ TRUE

B ○ FALSE

C ○ NOT GIVEN

12 Applications to the sixth form can only be made through MyChoice16 website.

A ○ TRUE

B ○ FALSE

C ○ NOT GIVEN

13 External applicants can talk to current students at the open evening.

A ○ TRUE

B ○ FALSE

C ○ NOT GIVEN

14 Students meet their tutor whenever one of them requests a meeting.

A ○ TRUE

B ○ FALSE

C ○ NOT GIVEN

PASSAGE 2

==== Read the text below and answer questions 15-21 ====

Tree Cutters At Work

Today the tree cutting team consists of myself, Gary and Mikael. We are going to cut down a tall tree that is inside the boundary of a busy timer yard. It's Saturday not a working day for the yard and it is far easier to remove a tree when no one else is around. As supervisor I first pop into our office to sort out the paperwork for the day which includes the risk assessments. Then I look at the most up to date weather forecast as wind and rain make our job much more difficult. Luckily we have picked a good day.

Next we load up the equipment – things like petrol driven chainsaws of varying sizes, helmets and waterproofs, spades, rakes and other tools etc. must all go on the truck before the three of us set off. On arrival at the site we have a quick discussion on the procedure for the day. After that one of – today it's Gary – goes up the tree to quickly select his anchor point. This is the position from which he will cut down the tree. It must be high enough to enable access throughout the tree's branches but also have sufficient strength to support the climber. The first few big branches can be cut from the tree in large pieces and dropped into the yard so we make good progress during the morning and start our wood pile there.

Having removed the more accessible branches we have lunch and then set up a simple system to reach the smaller upper branches. This involves placing a pulley in the tree and using thick rope to drag the branches down. When they are cut these will fall further away outside the boundary of the yard. On the other side of the perimeter fence is a wide grass verge and then a footpath where I set up a number of signs to alert the public to our activities. Working alongside a road requires vigilance so I monitor the movements of pedestrians and as Gary starts work I watch what he is doing so it can ensure safety. Once the branches are on the ground I throw them back over the fence to Mikael who cuts them up and feeds the machine that dices them into very small pieces called wood chippings.

==== Read the text below and answer questions 22-27 ====

Plumbing Skills

In a residential building such as a block of flats, underfloor jobs that involve plumbing mechanical and electrical systems are common. They may need to take place in a narrow space that is often only about 35 cm deep. In addition the floors are typically covered with a wood product, engineered to resemble solid wood that has very strict criteria as far as drilling and cutting are concerned. The plumber cannot just go in and cut holes and lay pipes. He must first think about what he is doing read and understand the cutting chart that accompanies each of his tools and visualise how his work will impact on other tradespeople before proceeding.

Commercial plumbers working on office buildings, hotels, restaurants etc. have the same issues and coordination problems as residential plumbers but often have to install equipment that is more sophisticated. This is because it forms part of integrated systems where mechanical work

and plumbing work are combined. The equipment will have specific installation instructions so it is critical that the plumber has the cognitive ability to understand these. In addition often the structures are complex, and the floors and walls must be X-rayed prior to drilling to order to avoid hitting key elements such as reinforcing steel.

Service plumbers go in where others have been and often face situations where they must troubleshoot various possible causes of a plumbing problem. In order to do this effectively they must have complete knowledge of say a customer's shower until they are servicing even if they did not install it. They must have the ability to translate the symptoms they can see such as leaks and blockages into the actual problem and then take the appropriate action to rectify the issue in a fast and cost-effective way. Often service plumbers encounter residential or commercial customers who are either facing great inconvenience or have had their operations severely disrupted because of a plumbing issue. Successful service plumbers not only need good mechanical skills but they typically need very good people skills to provide necessary support.

PART 2 — QUESTIONS

Questions 15-21

Complete the flowchart below. Choose **ONE WORD ONLY** from the passage.

Cutting down a big tree

– The site supervisor checks the paperwork and the latest information on the weather first.

– Chainsaws, clothing and all **15** _____ are then loaded onto the lorry

– The team talk briefly at the site about the overall **16** _____ before the work begins

– The climber's anchor point must have the necessary height and **17** _____ for the job

– The first branches are cut and placed in a pile in the yard

– A pulley and some **18** _____ assist in the removal of the top branches

– At this point signs are placed on the **19** _____

– For safety the actions of both the tree cutter and **20** _____ must be regularly checked

– A special machine creates **21** _____ out of some of the wood

Questions 22-27

Complete the table below. Choose **NO MORE THAN TWO WORDS** from the passage.

The Work Of Plumbers

Type of plumber	Work related issues	Skills/ actions needed
Residential	– working underfloor in a **22** _____ area – dealing with a wood product	– plan carefully – always use the appropriate **23** _____ for each tool – consider how different **24** _____ will be affected
Commercial	– working with advanced equipment designed for integrated systems	– fully comprehend instructions – take images of structures to locate important materials like **25** _____
Service	– diagnosing problems and their causes – fully understanding something someone else installed e.g. a shower unit – providing quick **26** _____ solutions	– deals well with people who have a lot of **27** _____ or disruption as a result of their problems

PASSAGE 3

==== Read the text below and answer questions 28-40 ====

Why It Is Important To Save Species Like The Dormouse

More than 100 years after they were last recorded by naturalists in the Wensleydale valley in northern England rare dormice have returned to a secret woodland location there. Twenty breeding pairs of rare hazel dormice were recently reintroduced as part of a national scheme to reverse the decline of one of Britain's most threatened mammals. This reintroduction led by the People's Trust for Endangered Species (PTES) and supported by a coalition of conservation groups is the 22nd in the last 23 years. Dormice depend on well managed woodlands and healthy connected hedgerows for their survival. But changes in land use since the 1940s have been so dramatic that the dormice that remain have limited living space and are increasingly isolated.

Ahead of the release the PTES found a site of dense good quality woodland while the captive bred dormice waited in quarantine. After examination by vets the dormice were placed in their soft release accommodation in pairs. This consisted of secure wooden boxes fitted to trees and surrounded by a meter square cage. For 10 days the dormice were checked and given food daily then a small opening was made allowing them the freedom to explore while retaining the security of the cage. Everything was removed in October when the animals started preparing to go into hibernation for the winter.

'The hope is that we have a free living population in the wood but we won't know how they have fared until next year' said Ian White of the PTES. Unsuitable habitat, captive bred animals and incorrect management could all ruin the chances of success of such schemes. However a distinctive factor of this release White explained is the intention of linking up with another released dormouse population 3 miles away by managing the land between. The goal is to create a wider landscape for dormice and that will make the population more robust.

Woodlands were traditionally managed through regularly cutting back certain trees to ground level to stimulate growth and provide firewood or timber for local residents. This system was known as coppicing, and as an added bonus it happened to provide varied food and plenty of light for dormice. But the practice has been largely lost with much remaining woodland sliced up by roads railways and fields. England also had more than 50% of its hedgerows dug up between 1946 and 1993 as small fields were combined to make larger ones and farmland was sold for building projects. All this has had an adverse effect on dormouse populations.

'It's very important that we reintroduce the dormouse because they are a good species to get people involved with conservation,' said White. 'They are a fascinating species that is rare but you can still see. They promote good woodland management and what's good for dormice is good for a large range of species.'

Helen Meech the director of Rewilding Britain, an organisation campaigning to restore lost species and habitats to the British countryside said that such reintroductions would increase

people's familiarity with living with more wild animals once again. People's everyday wildlife experience is becoming limited to seeing grey squirrels and pigeons she explained. 'We are increasingly disconnected from nature. In 30 to 40 years' time we might get to the point where we can start to think about bringing back wolves, bison or moose but let's start with species that will have a lighter impact for now.'

Over centuries, Britain has lost many key species that are critical for healthy ecosystems. Here are some of the species conservationists have reintroduced or are proposing to reintroduce.

The lynx is believed to have disappeared from Britain about 1000 year ago. Experts say it would help control the fast growing population of red deer allowing forests to regenerate and support greater biodiversity. The preference of the lynx a shy animal to stay in its woodland habitat would make a threat to livestock of humans unlikely.

After an absence of 400 years beavers are back in Britain. The Devon Beaver project cites improvements in biodiversity and water after the reintroduction of a pair near Okehampton in 2011. Scotland's first reintroduction in Knapdale forest in 2009 was hailed an outstanding success but an unlicensed free living population in the river Tay has caused problems.

Lost to Britain in the 1700s the wolf is the most controversial species proposed for reintroduction given its potential to kill agricultural livestock. But they are critical to the restoration of ecosystems that have been overgrazed by deer. Despite their fearsome reputation they present a low risk to people. Because of the space a wolf population would need the Scottish Highlands would be an obvious place for their reintroduction and could generate millions of pounds in tourism.

The sea eagle also known as the white tailed eagle was driven to extinction in Britain earlier this century. A reintroduction programme has seen it return to the Inner Hebrides island of Mull. Proposals to bring it back to the east of England failed following concerns from landowners about the threat to livestock. Successful schemes in Europe have offered compensation for this.

Then there is the wild boar which disappeared in the 13th century because of hunting. They increase biodiversity and create space for trees and plants to grow but can cause damage to crops and gardens. The species has been quietly re-establishing itself in the woodlands of Britain for several decades.

PART 3 — QUESTIONS

Questions 28-31

Complete the summary below. Choose **ONE WORD ONLY** from the passage.

The procedure for the dormouse reintroduction in Wensleydale

It was necessary to do some preparation before the 40 dormice could be released in Wensleydale. First members of PTES has to choose a suitable wooded area for them. Then **28** _____ gave them a thorough check. The team divided the animals into **29** _____ before introducing them to their temporary tree homes. These were boxes which were enclosed by cages. Initially the dormice could not get out but the team brought **30** _____ on a regular basis.

Once the dormice got used to their new environment a gap was cut in the netting so they could go out and return when they wanted. Then before the animals were ready to start their annual **31** _____ in the autumn, the team took their temporary homes away; they intended to return and review the success of the project next year.

Questions 32-36

Choose the correct letter A, B, C or D.

32 Ian White says that one aim of releasing 40 dormice in Wensleydale is to

- **A** ○ allow the public to observe the animals in the future
- **B** ○ test whether the area is sufficient for a large group
- **C** ○ experiment with new methods of caring for them
- **D** ○ get the group to mix with others that live nearby

33 Coppicing is mentioned in the fourth paragraph as an example of

- **A** ○ how changes in their natural habitat have affected dormouse numbers
- **B** ○ what was often in woodland in the past to help dormice survive
- **C** ○ the relative importance of woodland and hedges in the countryside
- **D** ○ the particular types of trees that grow best in the English climate

34 Why does Ian White support the widespread reintroduction of dormice?

- **A** ○ they are animals that can easily be bred in captivity
- **B** ○ the steps taken to help them will also benefit many other animals
- **C** ○ the public will be more likely to go for walks in woods and fields
- **D** ○ they are animals that should particularly attract younger children

35 What does Helen Meech hope that the dormice project will lead to?

- **A** ○ an increase in the populations of the most common species
- **B** ○ a public who are used to sharing their environment with wildlife
- **C** ○ a general awareness of the need to reintroduce larger animals soon
- **D** ○ a willingness to spend time improving natural landscapes in the UK

36 What is suggested about wolves returning to the UK?

- **A** ○ the best solution would be to keep them in a secure wildlife park
- **B** ○ they would definitely need to be kept far away from humans
- **C** ○ there is only one area of the UK which would accept them
- **D** ○ their presence could revive some damaged environments

Questions 37-40

Look at the following statements and the list of animals below. Match each statement with the correct animal A-E.

List of Animals

A The lynx

B The beaver

C The wolf

D The sea eagle

E The wild boar

	A	B	C	D	E
37 This species has already begun to settle in the UK without human assistance.	○	○	○	○	○
38 This species would be particularly suitable for reintroduction as it is unlikely to try to come into contact with people.	○	○	○	○	○
39 It is possible that reintroducing this species could bring considerable financial benefits to one area.	○	○	○	○	○
40 Some countries which have already reintroduced this species have systems to repay farmers if it kills any of their animals.	○	○	○	○	○

Answer Key

#	Answer	Explanation
1	**E**	Go birdwatching or catch insects as daylight fades then have a gentle jog along the River Wale by moonlight
2	**B**	the autumn is when hundreds of grey seals arrive on the beach to have their young
3	**D**	Here at the discovery centre youngsters are introduced to the animals in our petting zoo where they can stroke or feed the sheep, rabbits, ponies and other residents. Then they’re taken on a walk through the wood. Meanwhile the adults can take part in our woodland activities such as learning basic woodworking skills
4	**A**	So whether you want a short stroll on level ground or a more challenging walk to the top of Shepherds Hill we have something for you
5	**C**	If you ever wonder what wildlife trusts do for the environment come to Marston Hall where our rangers will show you how they manage wildlife habitats from providing feeding boxes for squirrels to creating ponds for frogs and many other creatures
6	**B**	the autumn is when hundreds of grey seals arrive on the beach to have their young
7	**C**	They’ll also take you on a short walk through the ancient pine forest in search of animal tracks and signs
8	**True**	we provide a strong programme of guidance for students whether they are planning on going to university into training or straight into the workplace
9	**True**	we have a high rate of success with applications to universities including growing success in recent years for medical school applicants
10	**False**	While the majority of sixth form students enter from the lower school
11	**Not given**	We welcome your interest in joining our sixth form and look forward to offering you a place if you satisfy our minimum entry requirements
12	**False**	If you are an external student whose current school does use this application for online applications please see our website for an application form to the school

#	Answer	Explanation
13	**Not given**	We hold an annual open evening in the autumn term when you can come and view our facilities and ask any questions you may have
14	**False**	You will meet with your tutor at a fixed time every fortnight to discuss progress
15	**Tools**	Next we load up the equipment – things like petrol driven chainsaws of varying sizes, helmets and waterproofs, spades, rakes and other tools etc. must all go on the truck before the three of us set off
16	**Procedure**	On arrival at the site we have a quick discussion on the procedure for the day.
17	**Strength**	It must be high enough to enable access throughout the tree's branches but also have sufficient strength to support the climber
18	**Rope**	This involves placing a pulley in the tree and using thick rope to drag the branches down
19	**Footpath**	On the other side of the perimeter fence is a wide grass verge and then a footpath where I set up a number of signs to alert the public to our activities
20	**Pedestrians**	Working alongside a road requires vigilance so I monitor the movements of pedestrians
21	**Chippings**	Once the branches are on the ground I throw them back over the fence to Mikael who cuts them up and feeds the machine that dices them into very small pieces called wood chippings
22	**Narrow**	they may need to take place in a narrow space that is often only about 35 cm deep
23	**Cutting chart**	he must first think about what he is doing read and understand the cutting chart that accompanies each of his tools
24	**Tradespeople**	visualise how his work will impact on other tradespeople before proceeding
25	**reinforcing steel / steel**	the floors and walls must be X-rayed prior to drilling to order to avoid hitting key elements such as reinforcing steel
26	**Cost-effective**	they must have the ability to translate the symptoms they can see such as leaks and blockages into the actual problem and then take the appropriate action to rectify the issue in a fast and cost-effective way
27	**Inconvenience**	Often service plumbers encounter residential or commercial customers who are either facing great inconvenience or have had their operations severely disrupted because of a plumbing issue

#	Answer	Explanation
28	**Vets**	After examination by vets the dormice were placed in their soft release accommodation in pairs
29	**Pairs**	After examination by vets the dormice were placed in their soft release accommodation in pairs
30	**Food**	For 10 days the dormice were checked and given food daily then a small opening was made allowing them the freedom to explore while retaining the security of the cage
31	**Hibernation**	Everything was removed in October when the animals started preparing to go into hibernation for the winter
32	**D**	a distinctive factor of this release White explained is the intention of linking up with another released dormouse population 3 miles away by managing the land between
33	**A**	Woodlands were traditionally managed through regularly cutting back certain trees to ground level to stimulate growth and provide firewood or timber for local residents. This system was known as coppicing, and as an added bonus it happened to provide varied food and plenty of light for dormice
34	**B**	They promote good woodland management and what's good for dormice is good for a large range of species
35	**B**	Helen Meech the director of Rewilding Britain, an organisation campaigning to restore lost species and habitats to the British countryside said that such reintroductions would increase people's familiarity with living with more wild animals once again.
36	**D**	But they are critical to the restoration of ecosystems that have been overgrazed by deer
37	**E**	The species has been quietly re-establishing itself in the woodlands of Britain for several decades
38	**A**	Experts say it would help control the fast growing population of red deer allowing forests to regenerate and support greater biodiversity. The preference of the lynx a shy animal to stay in its woodland habitat would make a threat to livestock of humans unlikely
39	**C**	Because of the space a wolf population would need the Scottish Highlands would be an obvious place for their reintroduction and could generate millions of pounds in tourism
40	**D**	Proposals to bring it back to the east of England failed following concerns from landowners about the threat to livestock. Successful schemes in Europe have offered compensation for this

Test 39

PASSAGE 1

==== Read the text below and answer questions 1-7 ====

What to do if your clothes have been lost or damaged by a dry cleaner

Dry cleaners are legally required to take reasonable care of anything left with them. You can claim compensation if your belongings are damaged or lost while in their care.

Even if the dry cleaning company has a sign saying they aren't responsible for items left with them, this isn't necessarily true. They can't opt out of this responsibility just by putting up a sign.

As soon as you realise there's a problem, contact them and explain the situation. They might offer you compensation straight away. If they don't, you should ask them to either cover the cost of repairing the item or to pay for a replacement (if it can't be repaired).

If they have to pay the cost of replacing a damaged or lost item, the maximum they're obliged to offer you is the value of the item when it was left with them, not what it would cost to replace as new. You'll probably be asked to provide evidence of how much it originally cost – for example, a receipt. The dry cleaner can then offer you a reduced amount depending on the condition of the item – you'll have to negotiate the cost with them.

If the dry cleaner is part of a national chain, you could get in touch with the customer services department of their head office and make the complaint to them directly.

If the dry cleaner refuses to compensate you or they offer you too little, try the following steps:

• If the dry cleaner is a member of a trade association such as the UK Fashion and Textile Association, you can pass your complaint to them and they may be able to help you.

• You could get an independent organization to look at your issue and produce a report, but this could be expensive (often around £100).

If you've tried the options above and are still unhappy with the outcome, you could take your case to court. There's a time limit for going to court – from when you took the item to the dry cleaner, you have up to six years.

==== Read the text below and answer Questions 8-14 ====

Groups for readers and writers

A Teenvision

This is a reading group for teens aged 12-16 which meets on the last Thursday of the month. We are a friendly group, with everybody keen to talk about what we've enjoyed reading recently

and make suggestions on what we should read next. We are massive fans of action, fantasy and adventure but we try to include a mix of genres in our choices.

B Creative writing workshops

Would you like to share your writing with others and hear their constructive suggestions for how to improve it? Have you got a book inside you but need the inspiration to get started? Build your confidence to begin formulating ideas for storylines and characters at our regular workshops. Open to all – beginners and established writers.

C Books for now

We meet on the second and fourth Mondays of each month in members' homes. The group is open to men and women who enjoy discussing the themes and issues found in science fiction novels. Our books are usually those written from the 1960s onwards and include feminist science fiction, cyberpunk and scientific romance.

D Readers' book group

This is an open group for parents at the library, and toddlers are welcome to come along and play in the children's library while the meeting is taking place. The group reads mainly fiction of different genres. Books are supplied by the library. Anyone is welcome – have a look at our website to see what the book is for the next meeting.

E The book club

Every month members of this group read a fabulous business book which is then discussed when we meet. At our meetings you'll have the chance to network with other members – all like-minded businesswomen – in a relaxed environment. There will be lots of ideas to discuss, as well as refreshments and lots of fun!

F Poetry writing group

A writing group for young poets aged between 12 and 18 at the library. You will explore how to power up your imagination, and your poems will be displayed in the library and online. The group meets fortnightly on Saturdays from 12 p.m. to 2 p.m. The group is currently full but anyone interested is welcome to join the membership waiting list.

PART 1 — QUESTIONS

Questions 1-7

Do the following statements agree with the information given in the text? In boxes on your answer sheet, write

TRUE if the statement agrees with the information

FALSE if the statement contradicts the information

NOT GIVEN if there is no information on this

1 Dry cleaners are generally responsible for items left with them, even if there's a sign saying the opposite.

A ○ TRUE

B ○ FALSE

C ○ NOT GIVEN

2 If the dry cleaner loses an item belonging to you, they should give you enough money to buy a completely new one.

A ○ TRUE

B ○ FALSE

C ○ NOT GIVEN

3 If you have the receipt for a damaged item, the company should refund the amount you originally paid for it.

A ○ TRUE

B ○ FALSE

C ○ NOT GIVEN

4 It may be possible to get support for your complaint from a dry cleaners' trade association.

A ○ TRUE

B ○ FALSE

C ○ NOT GIVEN

5 If you're offered too little compensation, you can request a free report from an independent organisation.

A ○ TRUE

B ○ FALSE

C ○ NOT GIVEN

6 Most people who take a case about a dry-cleaning company to court are satisfied with the outcome.

A ○ TRUE

B ○ FALSE

C ○ NOT GIVEN

7 If an item was lost or damaged nine months ago, you can still take the dry cleaner to court.

A ○ TRUE

B ○ FALSE

C ○ NOT GIVEN

Questions 8-14

The text 18 has six paragraphs, A-F. Which paragraph mentions the following? Write the correct letter, A-F, in boxeson your answer sheet. NB You may use any letter more than once.

	A	B	C	D	E	F
8 Members of this group share ideas for the books they would like to read.	○	○	○	○	○	○
9 It isn't possible for any new members to join this group at present.	○	○	○	○	○	○
10 You can get feedback on your own work from other members of this group.	○	○	○	○	○	○

	A	B	C	D	E	F
11 This group focuses on stories belonging to just one genre.	○	○	○	○	○	○
12 Work produced by members of this group will be available to the public.	○	○	○	○	○	○
13 This group doesn't read or write either poetry or fiction.	○	○	○	○	○	○
14 This group would suit someone who thinks they could write a book.	○	○	○	○	○	○

PASSAGE 2

==== Read the text below and answer questions 15-22 ====

Mechanical Lifting Equipment

If some simple precautions are taken, lifting equipment that is essential for construction and engineering projects can be used safely. Forklift trucks, lifting trolleys, mobile and fixed cranes and all their parts are classed as lifting equipment.

All equipment used for lifting or moving heavy loads should be properly constructed. For example, equipment bearing a CE mark has been constructed to international standards. In addition, equipment that meets these standards will have documented instructions for tests that should be adhered to prior to using the equipment. Certain types of machinery, such as cranes, must be inspected by a qualified engineer on a six-monthly basis.

For operations that use cranes, a formal lift plan must be prepared. Lift plans are a type of risk assessment, whereby the possible dangers of the operation are carefully calculated, and control measures are identified and put in place. Before any lift proceeds, the plan should be talked over with the lifting crew during what is often referred to as a Tool Box Talk' (TBT). This is an important opportunity for them to ask questions about their role in the operation.

When heavy loads are being moved around, there are some practical things that should be done to prevent accidents. Firstly, if a load needs to be moved where workers or members of the public are present, the area must have barriers or other means to ensure no one is allowed to walk under the load while it is moving. Secondly, someone called a banksman should always be used when moving heavy loads by crane. As a crane driver often cannot see the load, especially during touch-down, this person tells him or her which way to move it.

It is very unusual for machinery such as cranes to fail. However, it is all too easy to ignore the importance of the secondary equipment. This refers to those items that are attached between the mechanical lifting machine and the load that is being lifted. Chains, slings, shackles and rigging are all examples of secondary lifting equipment, and it is perhaps surprising to note that most injuries occur due to faults or weaknesses in these items. It is essential that a six-monthly visual inspection is carried out to ensure there are no signs of wear or damage to the slings and shackles.

==== Read the text below and answer Questions 23-27 ====

Dealing with customer complaints

When a customer complains, it is usually for a good reason. Here are some strategies that will help you handle a customer complaint in a smooth and professional manner.

When a customer presents you with a complaint, keep in mind that the issue is not personal. Aiming to win the confrontation accomplishes nothing. He or she has usually made a purchase

that did not meet their expectations – a product, service, or maybe a combination of the two. A worker who remains in control of their emotions deals from a position of strength.

Let the customer say what they need to. Respond with phrases such as, 'Hmm', 'I see', and Tell me more'. Then be quiet. As the customer expresses their annoyance yet sees you are not reacting, he or she will begin to relax. The customer needs to do this before being able to hear your solution.

When the customer has calmed down and feels you have heard his or her side, start asking questions. Be careful not to give scripted replies but use this as an opportunity to start a genuine conversation, building a relationship of trust with your customer. To help you understand the situation, get as many details as possible.

Take charge of the situation and let the customer know what you are going to do to solve the problem. One thing to keep in mind is that you should know what you can and cannot do within the policy of the business you work for. The cost could be minimal – maybe a simple upgrade on the customer's next purchase or a small gift certificate. A simple gesture like this could result in a word-of-mouth recommendation to others, while making a promise you cannot commit to will only set you back.

PART 2 — QUESTIONS

Questions 15-22

Complete the notes below. Choose **NO MORE THAN TWO WORDS** for each answer from the passage.

Lifting equipment

• must be manufactured well e.g have a **15** _____ on it

• may need to undergo **16** _____

• may need a regular check by an **17** _____

Lift plans

• relevant to cranes

• used to establish and carry out **18** _____ for any risks

• a **19** _____ can be consulted during a 'Tool Box Talk'

Preventing accidents with heavy loads

• use objects such as **20** _____ to make sure the load does not pass over anyone's head

• appoint **21** _____ to give verbal directions to the crane driver

Secondary lifting equipment (chains, slings, etc.)

• more likely to cause **22** _____

Questions 23-27

Complete the table below. Choose **ONE WORD ONLY** for the answer from the passage.

Strategies for dealing with customer complaints		
Strategy	**Your approach**	**The customer.....**

Stay calm	• remember it is not a direct attack on you • do not try to **23** _____ the argument	• usually had **24** _____ that were not fulfilled
Listen well	• use short phrases in reply	• cannot recognise a **25** _____ until calm
Get the facts	• ask questions and begin a proper conversation	• will start to trust you
Suggest action	• be sure of your company's **26** _____ on complaints	• may well make a verbal **27** _____ in future

PASSAGE 3

==== Read the text below and answer Questions 28-40 ====

White storks back in Britain after hundreds of years

These beautiful birds could be about to become a feature of the British landscape again

28

A The last definitive record of a pair of white storks successfully breeding in Britain was in 1416, from a nest on St Giles Cathedral in Edinburgh. No one knows why storks disappeared from our shores. They often featured on the menus of medieval banquets so we might, quite simply, have consumed them all. But there could be a more ominous reason. Storks are migrants arriving after the end of winter, nesting on rooftops and happily associating with humans, and because of this they have long been a symbol of hope and new life. Yet their association with rebirth also meant they became a symbol of rebellion. Shortly after the restoration of King Charles II in 1660, while storks were rare but surviving, parliament debated putting greater effort into destroying them entirely for fear they might inspire republicanism. Today, fortunately, that notion has disappeared and the stork retains its association with new life, appearing on cards given to celebrate the arrival of a new child, as a bird carrying a baby in a sling held in its beak.

29

B So, after such a long absence, there was great excitement when in April of this year a pair of white storks built an untidy nest of sticks in the top branches of a huge oak in the middle of our rewilding project at Knepp Estate in West Sussex. Drone footage, taken before the pair started sitting on them, showed three large eggs. The fact that they were infertile and did not hatch was not too disappointing. The pair are only four years old, and storks can live to over thirty, with their first attempts to breed often failing. Prospects for next year are encouraging. These young storks are part of a project to return the species to Britain, inspired by reintroductions in European countries that more than reached their target. Imported from Poland, they have spent the best part of three years in a six-acre pen with a group of other juveniles and several injured, non-flying adults, also from Poland. Other birds have already shown strong loyalty to the site. Two years ago, a young bird from Knepp flew across the Channel to France and, this summer, returned to its companions.

30

C In the face of reports of unrelenting ecological loss (the UN estimates a million species are on the brink of extinction globally), the white stork’s return is refreshing news. As tens of thousands of people demonstrate about the growing climate crisis and eco-anxiety besets us, these glimpses of restoration are important. Featuring the storks in BBC television's

Springwatch in June, the ecologist Chris Packham described the project as ‘imaginative, intelligent, progressive and practical’.

31

D And yet its path to restoration in the UK has not been smooth. Support from conservation bodies has been surprisingly difficult to obtain; some were hard-pressed with their own initiatives, while others were simply reluctant to stick their necks out. In addition, the committee of the Sussex Wildlife Trust raised doubts about the stork ever having been a British bird. They also had concerns that English-bred birds would migrate across the Channel, and feared that their messy nests and closeness to humans would cause a hazard – rubbish falling down people’s chimneys.

So how has the reintroduction project managed to get going? What makes it in some ways special is that it has had to rely on private individuals actually building the introduction pens themselves and feeding the birds at their own expense. The expertise of tiny yet determined conservation charities such as the Roy Dennis Wildlife Foundation – responsible for the successful reintroductions of ospreys and white-tailed eagles to Britain – has been very welcome. And the support of Cotswold Wildlife Park, which quarantined the original Polish birds and continues to manage and cover the costs of the captive-breeding programme using its own well- trained staff and excellent facilities, has proved invaluable.

32

E Across Europe, as stork populations have suffered from the draining of wetlands and disappearance of insect-rich pastures and meadows, their loss has been felt deeply. A few years ago, a tearful old woman in a village in Belarus showed me the nest on her roof, empty of storks for the first time in living memory. Where storks have been reintroduced, they are greeted with great happiness and some historical stork festivals have been restored. The Spanish erect poles for nests along their motorways, and in Alsace householders install cartwheels for storks to build nests on their roofs. During a cold snap in Bulgaria last March, villagers even gave white storks access to their homes.

33

F A driving motivation behind the project in the UK is the aspiration that the storks’ return will spark feelings of empathy and affection from townspeople who see their nests on rooftops. They might also encourage the public to feel worried about the wider area where they fly off to feed on earthworms, grasshoppers and frogs. White storks could be that charismatic species that connects urban communities directly with landscape restoration. Certainly, people once loved them here. The name of our local village, Storrington, was originally ‘Estorcheton’ or ‘home of the storks’. The public response has been overwhelming, with crowds coming to see white storks flying free in England for the first time in hundreds of years, and private landowners queueing up to offer more introduction sites. The flight of the white stork over Britain is the triumph of practical action over bureaucracy, self-interest and negativity.

PART 3 — QUESTIONS

Questions 28-33

The text has six sections, A-F. Choose the correct heading for each section from the list of headings below. Write the correct number, I-viii, in boxes on your answer sheet.

List of Headings

i. **An enterprise arising from success in other countries**

ii. **The hope that storks will inspire a range of emotions and actions**

iii. **Support from some organisations but not from others**

iv. **Finding new types of habitat**

v. **Opposition from the general public**

vi. **A sign of hope in difficult times**

vii. **Creatures which represent both joy and opposition**

viii. **Storks causing delight and the revival of public events**

Questions 34-37

Complete the summary below. Choose **ONE WORD ONLY** from the text for each answer.

Project to reintroduce white storks at Knepp Estate

Last spring, two white storks were observed nesting at Knepp Estate, putting **34** _____ together high up in a large oak tree. The female laid three eggs, which unfortunately proved to be **35** _____. However, this was not surprising for such young storks. Naturalists believe they are likely to breed successfully in the future.

These two storks were bred in **36** _____ and, after arriving in the UK, were kept for several years together with a few fully mature storks and some fellow juveniles before being released at Knepp. It appears that other storks are developing a sense of **37** _____ to their new home. One left Knepp for a year, only to fly back to be with the group again.

Questions 38-40

Choose the correct letter, A, B, C or D.

38 In Section A, we learn that in the past people thought white storks

- **A** ○ represented the deep snow and cold days of winter.
- **B** ○ had the power to ensure that babies were born safely.
- **C** ○ were a speciality that only the very rich were allowed to eat.
- **D** ○ might be used to encourage people to get rid of the monarchy.

39 The Sussex Wildlife Trust committee was unwilling to support the storks because

- **A** ○ it thought there might not be any safe breeding places locally.
- **B** ○ it worried whether they would survive in Britain long enough.
- **C** ○ it was unsure that they were actually a native species.
- **D** ○ it had too many other worthy projects to support.

40 What has been one effect of stork reintroductions in Europe?

- **A** ○ variety of measures have been taken to create nesting sites.
- **B** ○ Changes have been made to the routes of some major roads.
- **C** ○ Special shelters have been made to protect the birds in bad weather.
- **D** ○ Some people have strengthened their roofs to support the birds' weight.

Answer Key

#	Answer	Explanation
1	**True**	Dry cleaners are legally required to take reasonable care of anything left with them. You can claim compensation if your belongings are damaged or lost while in their care.
2	**False**	If they have to pay the cost of replacing a damaged or lost item, the maximum they're obliged to offer you is the value of the item when it was left with them, not what it would cost to replace as new.
3	**False**	the maximum they're obliged to offer you is the value of the item when it was left with them, not what it would cost to replace as new.
4	**True**	If the dry cleaner is a member of a trade association such as the UK Fashion and Textile Association, you can pass your complaint to them and they may be able to help you.
5	**False**	You could get an independent organization to look at your issue and produce a report, but this could be expensive (often around £100).
6	**Not given**	If you've tried the options above and are still unhappy with the outcome, you could take your case to court.
7	**True**	There's a time limit for going to court – from when you took the item to the dry cleaner, you have up to six years.
8	**A**	We are a friendly group, with everybody keen to talk about what we've enjoyed reading recently and make suggestions on what we should read next.
9	**F**	The group is currently full but anyone interested is welcome to join the membership waiting list.
10	**B**	Would you like to share your writing with others and hear their constructive suggestions for how to improve it?
11	**C**	The group is open to men and women who enjoy discussing the themes and issues found in science fiction novels.
12	**F**	your poems will be displayed in the library and online.
13	**E**	Every month members of this group read a fabulous business book which is then discussed when we meet.
14	**B**	Would you like to share your writing with others and hear their constructive suggestions for how to improve it? Have you got a

#	Answer	Explanation
		book inside you but need the inspiration to get started?
15	**mark / CE mark**	For example, equipment bearing a CE mark has been constructed to international standards.
16	**Tests**	In addition, equipment that meets these standards will have documented instructions for tests that should be adhered to prior to using the equipment.
17	**Engineer**	Certain types of machinery, such as cranes, must be inspected by a qualified engineer on a six-monthly basis.
18	**Control measures**	Lift plans are a type of risk assessment, whereby the possible dangers of the operation are carefully calculated, and control measures are identified and put in place.
19	**crew / lifting crew**	the plan should be talked over with the lifting crew during what is often referred to as a Tool Box Talk
20	**Barriers**	if a load needs to be moved where workers or members of the public are present, the area must have barriers or other means to ensure no one is allowed to walk under the load while it is moving.
21	**Banksman**	Secondly, someone called a banksman should always be used when moving heavy loads by crane.
22	**Injuries**	most injuries occur due to faults or weaknesses in these items.
23	**Win**	Aiming to win the confrontation accomplishes nothing.
24	**Expectations**	He or she has usually made a purchase that did not meet their expectations – a product, service, or maybe a combination of the two.
25	**Solution**	As the customer expresses their annoyance yet sees you are not reacting, he or she will begin to relax. The customer needs to do this before being able to hear your solution.
26	**Policy**	One thing to keep in mind is that you should know what you can and cannot do within the policy of the business you work for.
27	**Recommendation**	A simple gesture like this could result in a word-of-mouth recommendation to others
28	**vii**	Yet their association with rebirth also meant they became a symbol of rebellion.
29	**i**	These young storks are part of a project to return the species to Britain, inspired by reintroductions in European countries that more than reached their target.
30	**vi**	In the face of reports of unrelenting ecological loss (the UN estimates a million species are on the brink of extinction globally),

#	Answer	Explanation
		the white stork’s return is refreshing news.
31	**iii**	Support from conservation bodies has been surprisingly difficult to obtain; some were hard-pressed with their own initiatives, while others were simply reluctant to stick their necks out.
32	**viii**	Where storks have been reintroduced, they are greeted with great happiness and some historical stork festivals have been restored.
33	**ii**	A driving motivation behind the project in the UK is the aspiration that the storks’ return will spark feelings of empathy and affection from townspeople who see their nests on rooftops.
34	**Sticks**	a pair of white storks built an untidy nest of sticks in the top branches of a huge oak
35	**Infertile**	The fact that they were infertile and did not hatch was not too disappointing.
36	**Poland**	These young storks are part of a project to return the species to Britain, inspired by reintroductions in European countries that more than reached their target. Imported from Poland
37	**Loyalty**	Other birds have already shown strong loyalty to the site.
38	**D**	Yet their association with rebirth also meant they became a symbol of rebellion. Shortly after the restoration of King Charles II in 1660, while storks were rare but surviving, parliament debated putting greater effort into destroying them entirely for fear they might inspire republicanism.
39	**C**	the committee of the Sussex Wildlife Trust raised doubts about the stork ever having been a British bird.
40	**A**	Where storks have been reintroduced, they are greeted with great happiness and some historical stork festivals have been restored.

Test 40

PASSAGE 1

==== Read the text below and answer questions 1-8 ====

Choosing the best sleeping bag

When choosing a sleeping bag, check what seasons it's for, as well as how heavy it is if you're backpacking. Also think about the filling. Natural duck down is very warm, has a longer lifespan and is easier to pack up, while synthetic materials are easier to clean, and they dry quicker and are cheaper.

A Vango Fuse -12

This all-year-round sleeping bag combines natural duck down and a new synthetic fibre. The result is a bag that's warm and weighs 1.5kg. There's a water-resistant finish to protect it from moisture.

B Outwell Campion Lux Double Sleeping Bag

This double sleeping bag – which is suitable for all seasons except winter – is soft and cosy, and there's a handy pocket for essentials, located inside near the top. It also folds up remarkably small, given its size.

C Nordisk Oscar +10

At just 350g, this sleeping bag is remarkably light, and as it's synthetic, it's very easy to maintain. The pack size is just 13x20cm, which makes it ideal for backpacking. It will work perfectly for summer trekking.

D The Big Sleep 250GSM Single Cowl Sleeping

If you want a no-frills, budget sleeping bag that will last more than one summer, opt for this. It's soft, comfy and simple to wash. Give yourself a bit of time to fit it back in the bag, though. Use it for spring, summer and autumn.

E Jack Wolfskin Smoozip +3

We like the extra insulation in this sleeping bag around the areas that tend to feel the cold (head, chest and feet). And the hood is cosy enough to use as a pillow.

F Vango Starwalker Dragon

This innovative, high-quality kids' sleeping bag enables you to undo some zips and turn it into a fun, animal-themed coat. Once your youngster is ready for bed, simply zip the bottom back on and zip up the shoulders. Suitable for between 8 and 20 degrees Celsius.

G Outwell Conqueror

This sleeping bag has an integrated down duvet and lots of space. What's more, it packs up compactly and is easy to get back in the bag. It's light but too big for a rucksack.

==== Read the text below and answer Questions 9-14 ====

The Spread the Word Life Writing Prize

We are delighted to announce The Spread the Word Life Writing Prize in association with Goldsmiths Writers' Centre.

Competition Rules

Entries should be original works of life writing of no more than 5,000 words. The word count will be checked and entries longer than 5,000 words will be disqualified. There is no minimum word count.

For the purposes of the Prize, Life Writing is defined as non-fiction and should be based on a significant portion from the author's own experience. Traditional biographies, where the piece is only about the experience of someone else, are excluded.

Writers only submit one entry each. Multiple entries by the same author will result in only the first entry being considered for the Prize and any additional entries disqualified. Writers who have previously won or been highly commended in the Life Writing Prize are excluded from entering; otherwise, previous entrants may submit.

Entries must be the original, previously unpublished work of the entrant. Graphic novel-style entries, where drawings or photographs accompany text, are welcome. Entries can be self-contained pieces of life writing, or the first 5,000 words of a longer piece of work.

The Life Writing Prize is open to writers aged over 18 and resident in the UK who are emerging writers, which means they have not previously published in print a full-length work. We define a full-length work as, for example, a complete work of fiction or non-fiction over 30,000 words.

Entries that are simultaneously submitted elsewhere are welcome – but please let us know as soon as possible if a piece is to be published elsewhere or has won another prize so we can disqualify it from the Life Writing Prize.

The winner will receive £1,500, publication on Spread the Word's website, two years' membership of the Royal Society of Literature, and a development meeting with an editor and an agent. Two highly commended entries will receive £500 and two mentoring sessions, a development meeting with an editor and an agent, and be published on the Spread the Word website.

PART 1 — QUESTIONS

Questions 1-8

Look at the seven reviews of sleeping bags, A-G, above. For which sleeping bag are the following statements true? Write the correct letter, A-G, in boxes on your answer sheet.

	A	B	C	D	E	F	G
1 This sleeping bag is not very easy to pack up.	○	○	○	○	○	○	○
2 People can use this sleeping bag in any season.	○	○	○	○	○	○	○
3 This sleeping bag has been designed to ensure certain parts of the body are warm.	○	○	○	○	○	○	○
4 This sleeping bag contains a useful storage area.	○	○	○	○	○	○	○
5 People who do not want to spend much on a sleeping bag will find this one suits their needs.	○	○	○	○	○	○	○
6 This sleeping bag can also keep the user warm during the daytime.	○	○	○	○	○	○	○
7 People who wish to avoid carrying heavy weights should try this sleeping bag.	○	○	○	○	○	○	○
8 This sleeping bag contains two different types of material.	○	○	○	○	○	○	○

Questions 9-14

Do the following statements agree with the information given in the text? In boxes on your answer sheet, write

TRUE if the statement agrees with the information

FALSE if the statement contradicts the information

NOT GIVEN if there is no information on this

9 Writers can submit an entry of fewer than 5,000 words for the Life Writing Prize.

- **A** ○ TRUE
- **B** ○ FALSE
- **C** ○ NOT GIVEN

10 Writers can choose to write about the life of a person they know.

- **A** ○ TRUE
- **B** ○ FALSE
- **C** ○ NOT GIVEN

11 People who have entered an earlier Life Writing competition without achieving any success may enter again.

- **A** ○ TRUE
- **B** ○ FALSE
- **C** ○ NOT GIVEN

12 Writers who are between 19 and 25 years old and in full-time education have won the prize in previous years.

- **A** ○ TRUE
- **B** ○ FALSE
- **C** ○ NOT GIVEN

13 Only one prize is awarded at the end of the Life Writing competition.

- **A** ○ TRUE
- **B** ○ FALSE
- **C** ○ NOT GIVEN

14 Previous winners of the Life Writing Prize have gone on to become successful published writers.

A ○ TRUE

B ○ FALSE

C ○ NOT GIVEN

PASSAGE 2

==== Read the text below and answer Questions 15-21 ====

Encouraging employees to be healthy: a guide for employers

Benefits

Putting effort into employee wellness can reduce absenteeism and encourage better teamwork in the workplace, as well as increased productivity. Once you've devised a program, continue to assess the outcomes and regularly survey your team to gather feedback.

Focus on general prevention

Consider offering flu vaccinations on site and look at offering employees incentives on health insurance. Some companies arrange for someone who specialises in health issues, such as a doctor, to visit the workplace and speak to employees.

Encourage a healthier diet

Most of us know that eating healthily can help prevent future diseases, but many are not aware that unhealthy eating is linked to a 66 percent increased risk of loss of productivity. It may be necessary to consciously develop a healthy food and drink workplace policy, including a healthy catering policy. A simple thing to do is substitute soda in any on-site vending machines with water or juice. Also investigate the nutritional value of food supplied for team meetings and work events. Consider putting a bowl of fruit out in the staff room and urge everyone to help themselves for free. You can encourage employees to bring in healthy lunches from home by making sure that there is a fridge in the break room.

Encourage more exercise

Encouraging employees to exercise needn't be expensive as there are plenty of low-cost methods available. These might include: installing racks for bikes in your staff car park; encouraging employees to take part in fun runs and charity events; suggesting 'walking meetings' where people discuss business as they get fresh air and exercise; and putting in showers to assist those who ride or run to the workplace. Some companies negotiate group rates for their employees at a nearby gym.

Improve mental health

Recent reports have shown that ignoring mental health costs Australian companies at least $11 billion a year. We all have a responsibility to look out for one another. Some ways you can do this in the workplace include: running employee surveys to get valuable information on morale in the workplace; training managers on mental health strategies; offering rebates so employees are compensated for counselling if required; and refusing to accept any bullying and unprofessional behaviour in your workplace.

==== Read the text below and answer Questions 22-27 ====

Marama Beach Hotel and Bistro: guidelines for working in the kitchen

The health and well-being of customers and staff is our first priority, and we expect all staff to take every step possible to maintain food safety and work in a hygienic manner.

Hygiene

• Long hair must be tied back and no rings may be worn if touching food.

• The regulation chefs' shirts and trousers are to be freshly laundered before starting a new shift, along with aprons if they are worn.

• Cross-contamination between raw and cooked food must be avoided. To this end, staff must use a clean board each time they cut different types of food.

• Staff should not touch money and then food without washing their hands in between.

• In the case of illness or a skin problem, the staff member should inform the manager. Cuts on hands and arms must be properly wrapped or bandaged.

Safety rules

• All injuries must be reported to management immediately.

• Safety guards must not be altered in any way, and staff must always wear protective clothing and gloves when working with sharp, hot, cold or corrosive items or materials.

• Loose clothing or jewellery must not be worn.

• Defective appliances must be turned off and not used – staff must not try to fix them themselves.

• Heavy boxes should be lifted carefully with bent knees and a straight back, holding the box close to the body.

• Work areas should be clean and free of hazards.

• Spills on the floor must be dealt with immediately.

• Flammable liquids must be stored away from flames.

• If storing containers of chemicals in the kitchen, they must have clear labels, so as to avoid any confusion about the contents.

Breaks

Staff have 20 minutes of paid break time per 3 hours of work, during which time they may not leave the premises. Every staff member who works a shift exceeding 5 hours is entitled to a 30-minute unpaid break and free meals. However, please be aware that the kitchen may not always be able to provide this service, especially in peak times. Beverages kept in the storeroom may not be consumed by staff, but filtered water is provided free of charge in the staff room.

PART 2 — QUESTIONS

Questions 15-21

Complete the notes below. Choose **ONE WORD ONLY** from the text for each answer.

Encouraging employee health

Benefits

• improved efficiency

• less **15** _____

Preventing problems

• invite guests e.g. a doctor to give information

• provide vaccinations

Diets

• make healthier options available to replace **16** _____

• have healthy food at meetings

• offer **17** _____ at no cost

• provide a **18** _____ for staff use

Exercise

• provide somewhere for employees to leave their **19** _____

• provide **20** _____ for workers who exercise

Mental health

• give managers appropriate training

• find out how employees feel at work by using **21** _____

• do not tolerate bullying or other inappropriate behaviour

Questions 22-27

Complete the sentences below. Choose **ONE WORD ONLY** from the text for each answer.

- Chefs' uniforms and **22** _____ must be washed for every shift.
- Kitchen staff need to change the **23** _____ when they start chopping another kind of food.
- All staff must make sure their hands are clean after handling **24** _____.
- Workers in the kitchen should not attempt to repair **25** _____.
- **26** _____ are required to identify any chemicals kept in the kitchen.
- It is forbidden for kitchen staff to have drinks from the **27** _____.

PASSAGE 3

==== Read the text below and answer Questions 28-40 ====

A home-sewing revival: the return of Clothkits

In the 1970s, Clothkits revolutionised home sewing. Later, a woman from Sussex, England, revived the nostalgic brand and brought it up to date

A 'I can't remember many of the clothes I wore before I was six, but I have a vivid memory of a certain skirt whose patterns I can still trace in my mind. It was wraparound, with a belt that threaded through itself, decorated with cats in two shades of green. I wore it with a knitted red jersey my mum bought in a jumble sale, and brown sandals with flowers cut into the toes. It was 1979, and I was not yet five. I forgot about that skirt for a long time, but when a girlfriend mentioned the name Clothkits while we were chatting, it was as if a door suddenly opened on a moment in the past that resonated with vivid significance for me.' The brand, founded in 1968, had by the late 1980s mostly vanished from people's lives, but by a combination of determination and luck Kay Mawer brought it back.

B Clothkits was created by the designer Anne Kennedy, who came up with the ingenious idea of printing a pattern straight on to coloured fabric so that a paper pattern was not needed. It was accompanied by instructions that almost anyone could follow on how to cut the pieces out and sew them together. 'I was rebelling against the formulaic lines of textile design at that time,' Kennedy says. 'My interest was in folk art and clothes that were simple to make as I had lots of unfinished sewing disasters in my cupboard.' Clothkits has always embodied the spirit of the late 1960s and 1970s. Its initial design was a dress in a geometric stripe in orange, pink, turquoise and purple. It cost 25 shillings (£1.25), and after it was featured in the Observer newspaper, Kennedy received more than £2,000 worth of orders. She ran the company from Lewes in Sussex, where at its peak it employed more than 400 people, selling to 44 countries worldwide. Sew-your-own kits formed the core of the business, supplemented by knitwear. Kennedy's children demonstrated the patterns by wearing them in photographs.

C Kennedy sold the company in the late 1980s. There had been a few administrative problems with postal strikes and a new computer system, which back then took up an entire room, 'but the times were changing as well,' she says. 'More women were going out to work and sewing less for their children.' She sold the company to one of her suppliers, who then sold it on to Freeman's, which ran Clothkits alongside its own brand for a while, using Kennedy's impressive database, but its ethos are big, corporate company did not sit well alongside the alternative and artistic of Clothkits. In 1991, Clothkits was made dormant, and there the story may have ended, were it not for Mawer's fascination with discovering what happened Clothkits.

D Mawer's mother bought her a sewing machine when she was ten and taught her basic pattern-cutting and garment construction, encouraging her to experiment with colour and design by trial and error. The first garment Mawer made was a pair of trousers, which she made by tracing around an existing pair of trousers. In her late twenties, she spent five years working on digital and sculptural installations. 'It was an amazing, mind-expanding experience, but I

knew it was unlikely I could make a living as a practising artist. I was definitely looking for a way that I could work in a creative industry with a commercial edge.' The experience inspired Mawer to return to education, studying for a degree in fine art at the University of Chichester. Her passion for vintage fabric, which her mother had encouraged her to start collecting, led her back to Clothkits, and from there to a journey into the heart of Freeman's. Negotiations with the company took 18 months, but in October 2007 Clothkits was hers.

E The ethos of Clothkits remains the same, and Mawer is proud that her fabric is printed either in London or the north of England, and that packaging is kept to an absolute minimum. 'I wanted to feel that everyone involved in the brand, from design to production, was part of a process I could witness. I couldn't see the point of manufacturing on the other side of the world, as that's not what Clothkits has ever been about.' The revival of Clothkits has also, of course, coincided with a growing sense of dissatisfaction at our disposable society, and the resulting resurgence of interest in skills such as sewing and knitting. 'Making your own clothes gives you a greater appreciation of the craftsmanship in the construction of a garment,' Mawer says. 'When you know the process involved in making a skirt, you treasure it in a way you wouldn't if you'd bought it from a mass- producing manufacturer.'

PART 3 — QUESTIONS

Questions 28-31

The text has five paragraphs, A-E. Which paragraph mentions the following?

	A	B	C	D	E
28 mention of Mawer's desire to oversee all the stages of her business	○	○	○	○	○
29 reference to changing employment patterns among the general population	○	○	○	○	○
30 the date when Clothkits was originally established as a product	○	○	○	○	○
31 the benefits of sewing a garment and then wearing it	○	○	○	○	○

Questions 32-35

Choose the correct letter, A, B, C or D.

32 In Paragraph A, the writer says that Kay Mawer was reminded about Clothkits by

- **A** ○ a shop she visited.
- **B** ○ a purchase she made.
- **C** ○ an outfit someone was wearing.
- **D** ○ a conversation with someone she knew.

33 What does the reader learn about Clothkits in the 1960s and 1970s?

- **A** ○ Its designs represented the attitudes of the time.
- **B** ○ Its products were only affordable for the wealthy.
- **C** ○ Its creator tried many times to launch her company.
- **D** ○ Its management was spread across numerous countries.

34 Why did Clothkits close in 1991?

- **A** ○ There were unexpected staffing problems.
- **B** ○ The funding for sewing activities was inadequate.
- **C** ○ Freeman's was an unsuitable partner.
- **D** ○ Records on Kennedy's database were lost.

35 What point does the writer make in Paragraph E?

- **A** ○ Clothkits will reach more markets than in the past.
- **B** ○ Clothkits will need bigger premises than in the past.
- **C** ○ People are more concerned about throwing away items than in the past.
- **D** ○ People do less sewing now than in the past.

Questions 36-40

Complete the summary below. Choose **ONE WORD ONLY** from the text for each answer.

The early days of Clothkits

Clothkits was started by a designer named Anne Kennedy. Her clothing company specialised in selling **36** _____ with a pattern printed on it. This came with **37** _____ which meant that buyers were able to make their own garments.

The very first garment Anne Kennedy made was a multi-coloured striped dress with a **38** _____ pattern. A **39** _____ article led to many orders for this from around the world. As the company grew, she increased her workforce, and also sold **40** _____ as part of her business. She exhibited her designs using her children as models.

Answer Key

#	Answer	Explanation
1	**D**	Give yourself a bit of time to fit it back in the bag, though.
2	**A**	This all-year-round sleeping bag combines natural duck down and a new synthetic fibre.
3	**E**	We like the extra insulation in this sleeping bag around the areas that tend to feel the cold (head, chest and feet).
4	**B**	This double sleeping bag – which is suitable for all seasons except winter – is soft and cosy, and there's a handy pocket for essentials, located inside near the top.
5	**D**	If you want a no-frills, budget sleeping bag that will last more than one summer, opt for this.
6	**F**	This innovative, high-quality kids' sleeping bag enables you to undo some zips and turn it into a fun, animal-themed coat.
7	**C**	At just 350g, this sleeping bag is remarkably light
8	**A**	This all-year-round sleeping bag combines natural duck down and a new synthetic fibre.
9	**True**	There is no minimum word count.
10	**False**	Traditional biographies, where the piece is only about the experience of someone else, are excluded.
11	**True**	Writers who have previously won or been highly commended in the Life Writing Prize are excluded from entering; otherwise, previous entrants may submit.
12	**Not given**	The Life Writing Prize is open to writers aged over 18 and resident in the UK who are emerging writers, which means they have not previously published in print a full-length work.
13	**False**	The winner will receive £1,500, publication on Spread the Word's website, two years' membership of the Royal Society of Literature, and a development meeting with an editor and an agent. Two highly commended entries will receive £500
14	**Not given**	Writers who have previously won or been highly commended in the Life Writing Prize are excluded from entering

#	Answer	Explanation
15	**Absenteeism**	Putting effort into employee wellness can reduce absenteeism and encourage better teamwork in the workplace, as well as increased productivity.
16	**Soda**	A simple thing to do is substitute soda in any on-site vending machines with water or juice.
17	**Fruit**	Consider putting a bowl of fruit out in the staff room and urge everyone to help themselves for free.
18	**Fridge**	You can encourage employees to bring in healthy lunches from home by making sure that there is a fridge in the break room.
19	**Bikes**	These might include: installing racks for bikes in your staff car park; encouraging employees to take part in fun runs and charity events; suggesting ‘walking meetings’ where people discuss business as they get fresh air and exercise; and putting in showers to assist those who ride or run to the workplace.
20	**Showers**	putting in showers to assist those who ride or run to the workplace.
21	**Surveys**	running employee surveys to get valuable information on morale in the workplace;
22	**Aprons**	The regulation chefs’ shirts and trousers are to be freshly laundered before starting a new shift, along with aprons if they are worn.
23	**Board**	Cross-contamination between raw and cooked food must be avoided. To this end, staff must use a clean board each time they cut different types of food.
24	**Money**	Staff should not touch money and then food without washing their hands in between.
25	**Appliances**	Defective appliances must be turned off and not used – staff must not try to fix them themselves.
26	**Labels**	If storing containers of chemicals in the kitchen, they must have clear labels, so as to avoid any confusion about the contents.
27	**Storeroom**	Beverages kept in the storeroom may not be consumed by staff
28	**E**	I wanted to feel that everyone involved in the brand, from design to production, was part of a process I could witness.
29	**C**	More women were going out to work and sewing less for their children.
30	**A**	The brand, founded in 1968, had by the late 1980s mostly vanished from people’s lives

#	Answer	Explanation
31	**E**	‘Making your own clothes gives you a greater appreciation of the craftsmanship in the construction of a garment,’ Mawer says. ‘When you know the process involved in making a skirt, you treasure it in a way you wouldn’t if you’d bought it from a mass-producing manufacturer.’
32	**D**	I forgot about that skirt for a long time, but when a girlfriend mentioned the name Clothkits while we were chatting, it was as if a door suddenly opened on a moment in the past that resonated with vivid significance for me.
33	**A**	Clothkits has always embodied the spirit of the late 1960s and 1970s.
34	**C**	but its ethos are big, corporate company did not sit well alongside the alternative and artistic of Clothkits.
35	**C**	The revival of Clothkits has also, of course, coincided with a growing sense of dissatisfaction at our disposable society, and the resulting resurgence of interest in skills such as sewing and knitting.
36	**Fabric**	Clothkits was created by the designer Anne Kennedy, who came up with the ingenious idea of printing a pattern straight on to coloured fabric so that a paper pattern was not needed.
37	**Instructions**	It was accompanied by instructions that almost anyone could follow on how to cut the pieces out and sew them together.
38	**Geometric**	Its initial design was a dress in a geometric stripe in orange, pink, turquoise and purple.
39	**Newspaper**	It cost 25 shillings (£1.25), and after it was featured in the Observer newspaper, Kennedy received more than £2,000 worth of orders.
40	**Knitwear**	Sew-your-own kits formed the core of the business, supplemented by knitwear.

Test 41

PASSAGE 1

==== Read the text below and answer questions 1-7 ====

Manly Beaches

Next time you visit Manly, 30 minutes by ferry from the centre of Australia's biggest city, Sydney, try some of these less famous beaches

A Fairy Bower

Located in a marine protection area, the water is perfect for paddling, snorkelling or even scuba diving. There is a small gift shop for unusual souvenirs, and a kiosk that rents stand-up paddleboards. Buses do not stop nearby so a walk is necessary.

B North Steyne

This popular beach is a little further from the ferry than the main beach and it always feels less crowded. North Steyne has professional lifeguards on duty, but the surf can be hazardous so check conditions if swimming with young ones. If you want to try surfing for the first time, Manly Surf School operates out of the surf club located on the beach. Please note that boards are reserved for students and are not available for rent.

C Delwood

Delwood's secluded cove is a scenic walk from the ferry along the harbour walkway. There are no shops, so bring a picnic and have a peaceful swim off the rocks. You'll probably have the beach to yourself.

D Little Manly

This popular harbour beach has a net that encloses the swimming area. It is a good option for families as the protected area makes it easy to keep an eye on kids playing in the water. There is also a large playground, a public barbecue that anyone can use and toilet facilities, which make this a great spot for a family day out.

E East Esplanade

Located next to Manly Wharf, East Esplanade is a popular spot all day. There is no beach closer to the ferry or buses than this one. Kayakers meet for a paddle here as the sun rises, and daytrippers sit on the sand during the day. People get together on the grass after work, and bring drinks, snacks and music to watch the sun go down.

F Shelly Beach

This is the best spot if you don't like big waves. Rent a beach chair or head straight to the Boathouse Cafe, the perfect place for breakfast or lunch. Please note that Shelly Beach gets overly crowded at times, so avoid it on a sunny weekend afternoon.

==== Read the text below and answer Questions 8-14 ====

Sydney Water: advice for customers paying a bill

About your bill

Sydney Water services over five million people in greater Sydney, and if you own a property, you'll get a bill from us. Generally, this is just for your water and wastewater services, but there could be other charges. We send most bills quarterly, after we've read the meter. If your property has no meter, we send the bill at the start of each quarter.

When do we send the bill?

If you'd like monthly bills, simply ask us to read your meter monthly. It costs $32.52 a quarter to be billed this way and this additional fee will appear on the first bill each quarter. To arrange it, just call us on 13 20 92.

What if you can't pay the bill?

We understand that it might be hard to pay your bill. If you're having difficulties, we have a range of options to help. If you receive a pension, we may give you a reduction on your bill, but you must own and live in your home to qualify for this.

How can you get your billing history?

• **Register for eBill**. When you register for Sydney Water's online billing facility, eBill, you'll be able to see your past bills at any time. Once you're registered, you'll stop getting paper bills and start getting electronic ones.

• **Still want paper bills?** Simply cancel your registration after you have saved the electronic bills you need. Then you'll go back to paper bills, but you won't have access to the online bills after you cancel.

• **Contact us**. Simply contact us and we'll give you a statement that shows the amounts we charged you and the payments we received on your last five bills.

• **Need more history?** If you need information that's older than your last five bills, you need to pay $28.04 for a 'billing record search statement'.

How do you stop a charge on a bill?

We'll stop a fixed charge on your bill if a licensed plumber cuts off your water or wastewater service. Your plumber must apply for this disconnection and follow Sydney Water's standard procedures.

PART 1 — QUESTIONS

Questions 1-7

Look at the six beach descriptions, A-F. For which beaches are the following statements true?

	A	B	C	D	E	F
1 You can buy food at this beach.	○	○	○	○	○	○
2 You can learn to do a sport at this beach.	○	○	○	○	○	○
3 This beach can be uncomfortably busy.	○	○	○	○	○	○
4 Adults can supervise their children without much difficulty at this beach.	○	○	○	○	○	○
5 This beach is nearest to public transport.	○	○	○	○	○	○
6 People are employed to supervise swimmers at this beach.	○	○	○	○	○	○
7 You can hire sports equipment at this beach.	○	○	○	○	○	○

Questions 8-14

Do the following statements agree with the information given in the text? In boxes on your answer sheet, write

TRUE if the statement agrees with the information

FALSE if the statement contradicts the information

NOT GIVEN if there is no information on this

8 All property owners receive Sydney Water bills.

A ○ TRUE

B ○ FALSE

C ○ NOT GIVEN

9 Customers who don't have a water meter must pay an extra charge.

- **A** ○ TRUE
- **B** ○ FALSE
- **C** ○ NOT GIVEN

10 Customers who choose to receive a bill every month pay extra.

- **A** ○ TRUE
- **B** ○ FALSE
- **C** ○ NOT GIVEN

11 Pensioners who live in rented accommodation might get a discount.

- **A** ○ TRUE
- **B** ○ FALSE
- **C** ○ NOT GIVEN

12 Customers registered for eBill receive both paper and electronic bills.

- **A** ○ TRUE
- **B** ○ FALSE
- **C** ○ NOT GIVEN

13 Customers who request information from the period before their last five bills must pay a fee.

- **A** ○ TRUE
- **B** ○ FALSE
- **C** ○ NOT GIVEN

14 A fixed charge can be avoided when the water supply is disconnected by a licensed plumber.

- **A** ○ TRUE

B ○ FALSE

C ○ NOT GIVEN

PASSAGE 2

==== Read the text below and answer Questions 15-20 ====

Company car parking policy

DG Contracts recognises that many people working in the organisation require a vehicle for business purposes and aims to provide parking facilities for as many individuals as possible. However, car parking provision is limited. DG Contracts therefore actively encourages staff to reduce their carbon footprint by using public transport, walking or cycling, or by organising ways of sharing the use of cars.

The car parking policy aims to allocate parking on a fair and equitable basis with spaces being given first to those employees who claim above a certain mileage of travel for business purposes. Individuals who are allocated a parking space will be issued with a parking permit and a number which corresponds to a car parking space. If there are any non-allocated car parking spaces, these can be utilised by employees on a first-come, first-served basis. In some cases, designated parking areas are required for company vehicles, which must be parked securely at night. However, employees may park in these areas in the daytime.

If any individual leaves the company prior to the expiry of their parking permit, this will be handed on to the member of staff who acts as their replacement, assuming that this person requires it. If any individual who has been issued a parking permit takes maternity leave or is signed off work for a lengthy period, their parking permit will be reallocated to the staff member appointed as cover for this individual during their absence.

Employees who park their cars in a DG company car park do so at their own risk and must follow the rules laid down in the parking policy. If you have any complaints concerning any aspect of car parking at DG company car parks, please address them to the HR Manager.

==== Read the text below and answer Questions 21-27 ====

Ensuring safety in the office

It’s fairly obvious that safety and health hazards can exist on worksites filled with heavy machinery and equipment. However, a surprising number of hazards can also be present in the office.

The most common types of injuries are slips, trips and falls. Boxes, files and other items piled in walkways can create a tripping hazard. Be certain that all materials are safely stored in their proper location to prevent build-up of clutter. Further, in addition to posing an electrical hazard, stretching wires across walkways creates a tripping hazard, so ensure they are properly secured and covered.

Standing on rolling office chairs is a significant fall hazard. Workers who need to reach something at an elevated height should use a stepladder, which must be fully opened and placed on level ground.

Workers can collide when making turns in the hallways and around blind corners. This can be prevented by installing mirrors in these places so workers can see who is coming. Floors may also present a hazard. Marble or tile can become very slippery, particularly when wet. The use of carpets can help to reduce falls and can be especially helpful at main doors, where workers are likely to be coming in with wet shoes.

Another type of injury comes from workers being struck by an object. Filing cabinets may be in danger of tipping over if drawers are left open, and filing cabinets and desks may also create a tripping hazard if they are not properly closed. High piles of materials and equipment can cause major injuries if they are knocked over. Heavy objects should always be stored close to the ground, and the load capacity of shelves should never be exceeded.

Because office workers spend most of their day seated at a desk, they are prone to strains and other injuries related to posture and repetitive movement. Desks, seating, monitor stands, etc. should all be adjustable in order to accommodate the widest possible range of employees. Typing from hard copy can lead to neck strain if a worker is forced to look down repeatedly to the desk at the document being copied and back to the computer screen. This can be prevented by providing holders, which help to prevent muscle imbalance by positioning the document at the same level as the screen. Another cause of neck injuries is incorrect placement of the computer mouse – this should always be kept beside the keyboard, and at the same level.

PART 2 — QUESTIONS

Questions 15-20

Complete the sentences below. Choose **ONE WORD ONLY** from the text for each answer.

- Parking is limited, so the use of alternative methods of transport and the **15** _____ of cars is encouraged.
- Staff with the highest **16** _____ are given parking spaces first.
- Some parking spaces are reserved for company vehicles during the **17** _____ but may be used by staff at other times.
- If an employee leaves the company permanently, their parking space will normally be given to their **18** _____
- If an employee takes extended leave, their parking space will be given to the person who provides **19** _____ for the absent employee.
- All **20** _____ about car parking should be sent to the HR Manager.

Questions 21-27

Complete the notes below. Choose **ONE WORD ONLY** from the text for each answer.

Making sure offices are safe

To prevent slips, trips, falls and collisions, ensure that

• boxes, files, etc. are correctly stored

• items such as **21** _____ do not create a tripping hazard

• workers do not use **22** _____ to reach high object

• **23** _____ are fixed at corners

• floors are covered by **24** _____ especially at entrances

To prevent injuries caused by objects, ensure that

• **25** _____ in office furniture are kept closed

• objects which are heavy are kept near the floor

To prevent injuries due to posture and repetitive movement ensure that

- office furniture is **26** _____
- **27** _____ are provided for documents
- the mouse is placed next to the computer keyboard

PASSAGE 3

==== Read the text below and answer questions 28-40 ====

Roman Roads

A The long straight roads built by the Romans have in many cases become just as famous in history as their greatest emperors and generals. Building upon more ancient routes and creating a huge number of new ones Roman engineers were fearless in their plans to join one point to another in as straight line as possible whatever the difficulties in geography and the costs in manpower. Consequently roads required bridges tunnels, viaducts and many other architectural and engineering features to create a series of breathtaking but highly useful monuments which spread from Europe to eastern parts of the Roman Empire.

B The Romans did not invent roads, but as in so many other areas, they took an idea which went back as far as the Bronze Age and extended that concept daring to squeeze from it the fullest possible potential. The first and most famous great Roman road was the Via Appia or Appian Way. Constructed from 312 BCE and covering 196 kilometers it linked Rome to ancient Capua in Italy in as straight a line as possible and was appropriately known to the Romans as the Regina Viarum or 'Queen of Roads'. Much like a modern highway it bypassed small towns along the way and it largely ignored geographical obstacles. The road would later be extended to 569 kilometers in length.

C The network of public Roman roads covered over 120,000 kilometers. Besides permitting the rapid deployment of troops and more importantly the wheeled vehicles which supplied them with food and equipment, Roman roads allowed for an increase in trade and cultural exchange. Roads were also one of the ways Rome could demonstrate its authority. For this reason, many roads began and ended in a triumphal arch, and the imperial prestige associated with a road project was demonstrated in the fact that roads were very often named after the officials who funded them; for example, the Via Appia takes its name from the Roman magistrate Appius Claudius Caecus.

D To achieve the objective of constructing the shortest routes possible between two points, all manner of engineering difficulties had to be overcome. Once extensive surveying had been carried out, to ensure the proposed route was actually straight and to determine what various engineering methods were needed, marshes had to be drained, forests cut through, creeks diverted, bedrock channelled, mountainsides cut into rivers crossed with bridges, valleys traversed with viaducts and tunnels built through mountains. When all that was done, roads had to be levelled, reinforced with support walls or terracing and then, of course, maintained which they were for over 800 years.

E Major roads were around a standard 4.2 metres wide, which was enough space for two vehicles to pass each other. First a trench was dug in the earth, and a layer of large stones was used to form the foundation. This was followed by a substantial deposit of smaller broken materials – often crushed brick was used for this purpose, and on top of this, a layer of fine gravel was added. This upper section of the road was referred to as the nucleus and was then

surfaced with blocks or slabs. Mountain roads might also have ridges running across the surface of the slabs, to give animals better grip, and have ruts cut into the stone to guide wheeled vehicles.

Roads were purposely inclined slightly from the centre down to the kerb to allow rainwater to run off along the sides. Many also had parallel ditches that collected the runoff and formed a drainage canal on each side of the road. A path of packed gravel for pedestrians typically ran along each side of the road, varying in width from 1 to 3 metres. Separating the path from the road were the kerb stones, which were regular upright slabs. Busier stretches of main roads had areas where vehicles could pull over, and some of these had services for travellers and their animals. Milestones were also set up at regular intervals along the road and these often recorded who was responsible for the upkeep of that stretch of the road and what repairs had been made.

F Lasting symbols of the imagination of Roman engineers are the many arched bridges and viaducts still standing today that helped achieve the engineers' straight-line goal. The Romans built to last, and the piers of bridges which crossed rivers, for example, were often built with a resistant prow-shape and used massive durable blocks of stone, while the upper parts might be built of stone blocks strengthened with iron clamps. Perhaps the most impressive bridge was at Narni; 180 metres long, 8 metres wide and as high as 33 metres, it had 4 massive semicircular arches, one of which, stretching 32.1 metres, ranks as one of the longest block-arch spans in the ancient world. Recently hit by earthquakes, it is now having to undergo restoration work to repair the effects.

Such was the engineering and surveying skill of the Romans that many of their roads have provided the basis for hundreds of today's routes across Europe and the Middle East. Many roads in Italy still use the original Roman name for certain stretches, and some bridges, such as at Tre Ponti in Venice, still carry road traffic today.

PART 3 — QUESTIONS

Questions 28-33

The text has six sections, A-F. Which section mentions the following?

	A	B	C	D	E	F
28 the various functions of Roman roads	○	○	○	○	○	○
29 reference to some current remains of Roman road building	○	○	○	○	○	○
30 a description of preparations for building a road	○	○	○	○	○	○
31 the period in history when road building began	○	○	○	○	○	○
32 the consequence of damage caused by a natural disaster	○	○	○	○	○	○
33 the total distance once crossed by Roman roads	○	○	○	○	○	○

Questions 34-37

Choose the correct letter, A, B, C or D.

34 Which aspect of Roman road building does the writer mention in Section A?

- **A** ○ the strength and permanence of the roads
- **B** ○ the magnificence and practicality of the roads
- **C** ○ the number of people involved in building
- **D** ○ the powerful people who financed the roads

35 The writer compares the Appian Way to a modern highway because

- **A** ○ it was lengthened over time.
- **B** ○ it took a long time to construct.
- **C** ○ It was used by a large number of travellers.

D ○ it was designed to avoid certain areas.

36 According to the writer, the purpose of the triumphal arches was to

A ○ display the power of Rome.

B ○ celebrate the opening of a road.

C ○ show the name of important roads.

D ○ provide access for important officials.

37 What common use of a milestone is mentioned in Section E?

A ○ indicating to travellers the total length of the road

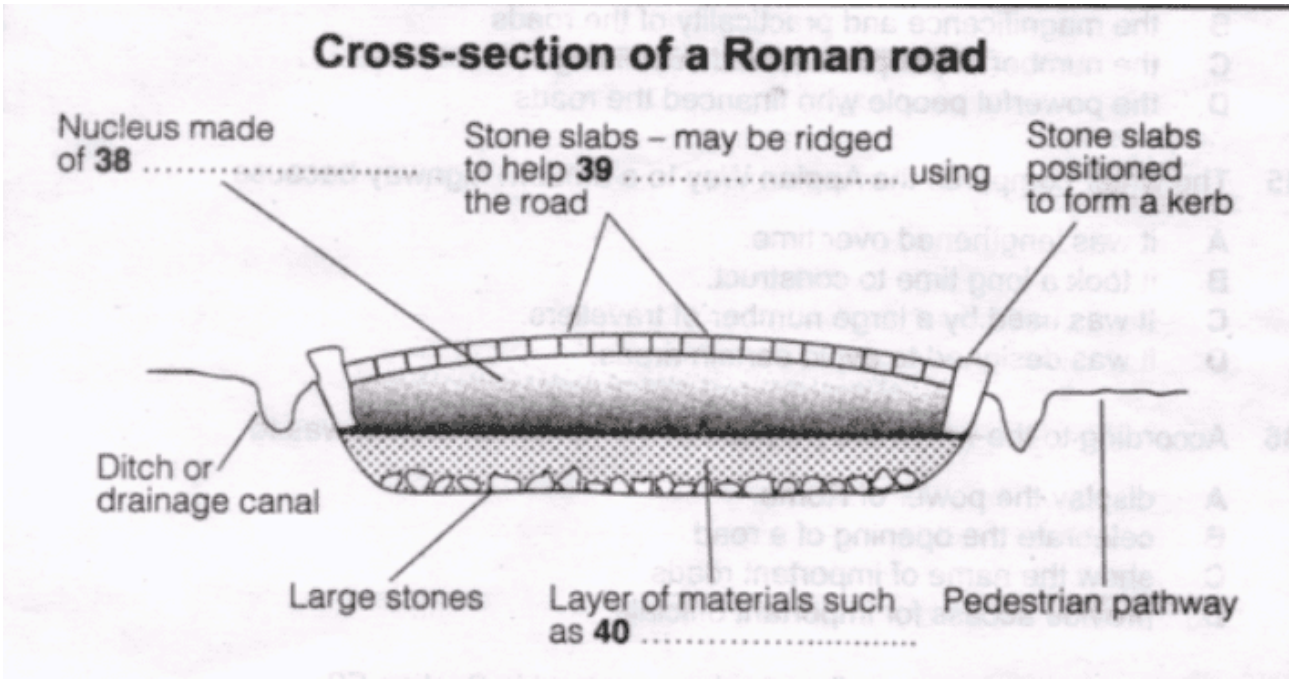
B ○ highlighting areas of the road that needed repair

C ○ noting details regarding the maintenance of the road

D ○ marking rest places along the road for travellers and their animals

Questions 38-40

Label the diagram below. Choose **NO MORE THAN TWO WORDS** from the text for each answer.



38 _____

39 _____

40 _____

Answer Key

#	Answer	Explanation
1	**F**	Rent a beach chair or head straight to the Boathouse Cafe, the perfect place for breakfast or lunch.
2	**B**	If you want to try surfing for the first time, Manly Surf School operates out of the surf club located on the beach.
3	**F**	Please note that Shelly Beach gets overly crowded at times, so avoid it on a sunny weekend afternoon.
4	**D**	This popular harbour beach has a net that encloses the swimming area. It is a good option for families as the protected area makes it easy to keep an eye on kids playing in the water.
5	**E**	East Esplanade is a popular spot all day. There is no beach closer to the ferry or buses than this one.
6	**B**	North Steyne has professional lifeguards on duty
7	**A**	There is a small gift shop for unusual souvenirs, and a kiosk that rents stand-up paddleboards.
8	**True**	Sydney Water services over five million people in greater Sydney, and if you own a property, you'll get a bill from us.
9	**Not given**	If your property has no meter, we send the bill at the start of each quarter.
10	**True**	If you'd like monthly bills, simply ask us to read your meter monthly. It costs $32.52 a quarter to be billed this way
11	**True**	If you receive a pension, we may give you a reduction on your bill, but you must own and live in your home to qualify for this.
12	**False**	Once you're registered, you'll stop getting paper bills and start getting electronic ones.
13	**True**	If you need information that's older than your last five bills, you need to pay $28.04 for a 'billing record search statement'.
14	**True**	We'll stop a fixed charge on your bill if a licensed plumber cuts off your water or wastewater service.
15	**Sharing**	DG Contracts therefore actively encourages staff to reduce their carbon footprint by using public transport, walking or cycling, or by organising ways of sharing the use of cars.

#	Answer	Explanation
16	**Mileage**	spaces being given first to those employees who claim above a certain mileage of travel for business purposes.
17	**Night**	In some cases, designated parking areas are required for company vehicles, which must be parked securely at night.
18	**Replacement**	If any individual leaves the company prior to the expiry of their parking permit, this will be handed on to the member of staff who acts as their replacement, assuming that this person requires it.
19	**Cover**	If any individual who has been issued a parking permit takes maternity leave or is signed off work for a lengthy period, their parking permit will be reallocated to the staff member appointed as cover for this individual during their absence.
20	**Complaints**	If you have any complaints concerning any aspect of car parking at DG company car parks, please address them to the HR Manager.
21	**Wires**	Further, in addition to posing an electrical hazard, stretching wires across walkways creates a tripping hazard, so ensure they are properly secured and covered.
22	**Chairs**	Standing on rolling office chairs is a significant fall hazard.
23	**Mirrors**	This can be prevented by installing mirrors in these places so workers can see who is coming.
24	**Carpets**	The use of carpets can help to reduce falls and can be especially helpful at main doors, where workers are likely to be coming in with wet shoes.
25	**Drawers**	Filing cabinets may be in danger of tipping over if drawers are left open, and filing cabinets and desks may also create a tripping hazard if they are not properly closed.
26	**Adjustable**	Desks, seating, monitor stands, etc. should all be adjustable in order to accommodate the widest possible range of employees.
27	**Holders**	This can be prevented by providing holders, which help to prevent muscle imbalance by positioning the document at the same level as the screen.
28	**C**	Besides permitting the rapid deployment of troops and more importantly the wheeled vehicles which supplied them with food and equipment, Roman roads allowed for an increase in trade and cultural exchange. Roads were also one of the ways Rome could demonstrate its authority.

#	Answer	Explanation
29	**F**	Such was the engineering and surveying skill of the Romans that many of their roads have provided the basis for hundreds of today's routes across Europe and the Middle East.
30	**D**	To achieve the objective of constructing the shortest routes possible between two points, all manner of engineering difficulties had to be overcome. Once extensive surveying had been carried out, to ensure the proposed route was actually straight and to determine what various engineering methods were needed, marshes had to be drained, forests cut through, creeks diverted, bedrock channelled, mountainsides cut into rivers crossed with bridges, valleys traversed with viaducts and tunnels built through mountains.
31	**B**	The first and most famous great Roman road was the Via Appia or Appian Way. Constructed from 312 BCE
32	**F**	Recently hit by earthquakes, it is now having to undergo restoration work to repair the effects.
33	**C**	The network of public Roman roads covered over 120,000 kilometers.
34	**B**	Consequently roads required bridges tunnels, viaducts and many other architectural and engineering features to create a series of breathtaking but highly useful monuments
35	**D**	Much like a modern highway it bypassed small towns along the way and it largely ignored geographical obstacles.
36	**A**	For this reason, many roads began and ended in a triumphal arch, and the imperial prestige associated with a road project was demonstrated
37	**C**	Milestones were also set up at regular intervals along the road and these often recorded who was responsible for the upkeep of that stretch of the road and what repairs had been made.
38	**gravel / fine gravel**	This was followed by a substantial deposit of smaller broken materials – often crushed brick was used for this purpose, and on top of this, a layer of fine gravel was added.
39	**Animals**	Mountain roads might also have ridges running across the surface of the slabs, to give animals better grip
40	**brick / crushed brick**	This was followed by a substantial deposit of smaller broken materials – often crushed brick was used for this purpose

Test 42

PASSAGE 1

==== Read the text below and answer questions 1-7 ====

The best ice cream makers

Have you ever considered making ice cream at home but thought it would be too complicated? Here is a selection of machines that could change your mind

A Magimix Gelato Expert

If you're an ice cream fanatic, it doesn't get better than this. It's quick, taking as little as 20 minutes, and consistent in its results, while the three automated programmes are very easy to use and it has an unusually generous two-litre capacity. On the other hand, we found it noisier than many, and the ice cream is softer than we might have liked.

B Shake n Make Ice Cream Maker

If you want to make some basic soft ice cream, this is a fun little gadget that gets decent results. You add a little ice and salt to the base, then your ingredients to the stainless-steel tub, pop the lid on and give it a good shake for at least three minutes. Provided you measure everything exactly and shake back and forth consistently, it's surprisingly efficient.

C Sage Smart Scoop

This is a seriously smart machine. Our favourite feature is the built-in sensor that works out whether the consistency of your ice cream or frozen yoghurt is right for you (from the 12 hardness settings) so that it can stop mixing when it's ready, alerting you with a fun tune. As you'd expect from the considerable price tag, there's a built-in freezer and it feels beautifully engineered.

D Lakeland Digital Ice Cream Maker

You simply pop on the lid and pour in the ingredients, then set the timer using the nice, clear digital display. Some customers reportedly struggled to disassemble it in order to wash the bowl and paddle, but we didn't have that problem. We're also giving it extra points for the recipe book, which has some really tasty ideas.

E Judge Ice Cream Maker

We had a few criticisms, perhaps not surprisingly when you consider this is one of the cheapest models in our selection – notably the fact that the paddle isn't as robust as the ones in other models. We'd have liked more recipes, too. But, for a budget machine, this is a bargain.

F KitchenAid Artisan Ice Cream Maker

If you own a KitchenAid food mixer, this attachment (one of 15 that fits this machine) is a good way to start ice cream making. You simply freeze the bowl before use and attach it to the mixer (a quick and easy job) and pour in your favourite fresh ingredients, with some recipes taking just 20 minutes.

==== Read the text below and answer Questions 8-14 ====

Photography weekend course on the coast of Cornwall

Our three-night photography weekend is designed to appeal to all levels. Participants will be able to enjoy some of the fantastic locations on this beautiful coastline, with its ever-changing light, while staying in a comfortable hotel and enjoying some typical dishes of this south-western region of Britain.

Price includes: Personal daily tuition, discussions, welcome reception, and dinner, bed and breakfast for three nights in a twin or double room.

Price does not include: Insurance and photographic equipment plus transport to photographic venues. Participants are required to arrange this. Car share during the weekend is a popular option.

Course information

• Our courses are relaxed but comprehensive, and the content is largely dictated by those attending. Included within the sessions are editing workshops at the hotel and photo shoots down by the sea. Visits further away are also undertaken to experiment with different landscapes.

• Arrival by mid-afternoon on the first day will allow you to check into the hotel and enjoy some Cornish refreshments before heading out into the fresh air for our first shoot together at sunset. Dinner and a good night's sleep and you'll be ready to start at sunrise the next day. In the evenings you will have a chance to unwind at the hotel, share your thoughts on the day and spend time looking at images and sharing editing techniques.

• Maximum numbers: Four photographers per course.

• The following equipment is essential: A digital SLR or bridge camera with its instruction manual, batteries and charger; memory cards; comfortable walking footwear with good grip; warm outdoor clothing and waterproofs.

• Recommended equipment: A tripod, filters, a laptop with editing software and charger.

PART 1 — QUESTIONS

Questions 1-7

Look at the six advertisements for ice cream makers, A-F. For which ice cream maker are the following statements true?

	A	B	C	D	E	F
1 Users of this machine will need to put some physical effort into making ice cream.	○	○	○	○	○	○
2 Users of this machine can decide how soft they want their ice cream to be.	○	○	○	○	○	○
3 This ice cream maker can be fixed onto an existing kitchen appliance.	○	○	○	○	○	○
4 It is possible to make a larger amount of ice cream at one time than in most other machines.	○	○	○	○	○	○
5 This machine has features that make it worth the high price.	○	○	○	○	○	○
6 People might find it difficult to take this machine apart.	○	○	○	○	○	○
7 This machine makes an enjoyable sound when the ice cream is prepared.	○	○	○	○	○	○

Questions 8-14

Do the following statements agree with the information given in the text? In boxes on your answer sheet, write

TRUE if the statement agrees with the information

FALSE if the statement contradicts the information

NOT GIVEN if there is no information on this

8 The course is aimed at people who are already skilled photographers.

A ○ TRUE

B ○ FALSE

C ○ NOT GIVEN

9 Three meals a day are included in the course fee.

A ○ TRUE

B ○ FALSE

C ○ NOT GIVEN

10 The only way to reach the hotel is by car.

A ○ TRUE

B ○ FALSE

C ○ NOT GIVEN

11 The topics covered on the course depend mainly on the wishes of the participants.

A ○ TRUE

B ○ FALSE

C ○ NOT GIVEN

12 Participants are expected to get up early on their first morning to take photographs.

A ○ TRUE

B ○ FALSE

C ○ NOT GIVEN

13 The tutor will show participants examples of her work after dinner.

A ○ TRUE

B ○ FALSE

C ○ NOT GIVEN

14 Participants should be prepared for bad weather.

- **A** ○ TRUE
- **B** ○ FALSE
- **C** ○ NOT GIVEN

PASSAGE 2

==== Read the text below and answer Questions 15-21 ====

Respiratory Protective Equipment – advice for factory employees

You need to wear Respiratory Protective Equipment (RPE) when you're doing work where you could breathe in hazardous substances in the air such as dust, vapour or gas. Common health effects from breathing hazardous substances include sore eyes and headaches. Make sure you are using the right RPE for the task. For example, negative pressure respirators should not be used in low oxygen environments.

Some types of RPE must have a tight seal around the facial area to be effective. Your employer will arrange a yearly facial fit test to ensure that you are given RPE that fits properly. This checks that the seal between the respirator and the facial area is secure, by releasing a substance that you can smell or taste if the RPE is not working properly. RPE will only provide effective protection if you are clean shaven. Facial hair growth makes it almost impossible to get a good seal so, if you have a beard, you should talk to your employer about other forms of RPE that do not rely on a tight facial fit. Jewellery and long hair can also compromise an effective fit.

Using your RPE

You should complete a visual check of your RPE for signs of damage before you use it. If you are using RPE that requires a tight fit, you must check it fits properly before entering a hazardous area.

Cleaning your RPE

Wash and dry your RPE after using it. Use a mild detergent, as harsh products such as solvents can cause damage. Use a brush and warm water and rinse with clean water. This will remove excess detergent that can cause skin irritation. Dry your RPE on a solid wooden rack or suspend from a clothes line.

Maintaining your RPE

Inspect your RPE after each use and during cleaning. Make sure you check the straps for breaks, tears, fraying edges and deterioration of elasticity. Check the inhalation and exhalation valves are working and not damaged.

Storing your RPE

Improper storage can cause distortion to your RPE. Store your RPE in a clean, dry place, away from dust, oil and sunlight. RPE should be stored so that it doesn't get crushed.

==== Read the text below and answer Questions 22-27 ====

Working with cows in a dairy Guidelines for employers

Slips and trips

Slips and trips are one of the most common accidents when working in farm dairies. They often happen when working with cows in a dairy during milking, and during maintenance and cleaning.

The following three hazards make it more likely that employees will slip or trip:

1. Surfaces which are wet or dirty

• Have a system for cleaning up milk, oil, cleaning fluid and grain spills as soon as it happen, and make sure it is followed.

• Install non-slip mats in wet work areas and make sure that footwear is slip-resistant.

2. Obstacles such as pipes or cables in the farm dairy

• Reduce tripping accidents by hanging hoses and pipes along walls out of people's way and remove unused fittings, like bolt fasteners in floors.

• Move obstacles from walkways and entrances where possible. Tripping hazards which cannot be removed should be clearly indicated with yellow tape. If there are obstacles overhead, these should be wrapped in padding to avoid risk of injury.

3. Steps which are too high or not deep enough, or steps in poorly lit areas

• Build steps properly and use non-slip surfaces.

• Handrails should also be fitted.

• The provision of good lighting can also help to reduce the risk of injury.

Lifting and carrying

The following tasks pose risks to dairy workers:

• lifting buckets of grain, water and milk

• lifting calves.

Managing the hazards

• Balance the load by using two buckets, one in each hand.

• Where possible, use trolleys and other mechanical aids to replace manual tasks.

Milking by hand

Specific tasks in milking which cause injury are:

• bending in an awkward position

• putting on and removing milking equipment from cows.

Managing the hazards

• Think about designing or changing the milking area so workers can change the height they are working at to suit them. Ensure that all equipment needed is close by to avoid workers having to overreach or adopt a bending position.

• Alternate between jobs to reduce repetitious manual handling tasks, including a rotation between putting on and removing milking equipment.

PART 2 — QUESTIONS

Questions 15-21

Complete the sentences below. Choose **ONE WORD** from the text for each answer.

- Some respirators are unsuitable for use in areas with limited levels of **15** _____
- Facial fit tests should be conducted on a **16** _____ basis.
- For workers who have a **17** _____, an alternative to tight-fitting RPE may be required.
- Workers should avoid cleaning their RPE with **18** _____
- RPE can either be hung up or placed on a timber **19** _____ in order to dry it.
- It is important to ensure that the RPE **20** _____ are not ripped and can still stretch.
- RPE should not be exposed to direct **21** _____ when it is being stored.

Questions 22-27

Complete the table below. Choose **ONE WORD** from the text for each answer.

Hazard	**Managing the hazard**
Slips and trips	
Slippery floor surfaces	Remove solid spills such as grain immediately. Ensure all items of **22** _____ have good grip.
Hoses and pipes	Ensure they are fitted to walls where possible.

	Highlight obstructions with brightly coloured tape.
Overhead obstacles	Ensure they are covered with **23** _____
Unsuitable steps	Provide good lighting and install **24** _____
Lifting and carrying	
Transporting containers and calves	Spread the weight evenly between both hands. Try to avoid moving containers by hand, and use equipment such as **25** _____ instead.
Milking by hand	
Repetitive handling of milking equipment	Keep everything accessible so that employees don't need to bend or **26** _____ Introduce a system of **27** _____ to increase variety.

PASSAGE 3

==== Read the text below and answer Questions 28-40 ====

Night photography in autumn

28

A November in the northern hemisphere is not the most inspiring of months for the photographer. The days shorten appreciably as winter approaches and the last autumn leaves are blown free by high winds and frequent rain. Nature seems dormant, as many birds have long since flown to warmer climates, fungi break through the earth, and many animal species sleep until spring's warm awakening.

It would seem a good time also to put the camera to bed and forget about photography until the first snowfall. Well, not quite. With the days being shorter and daylight less bright, November is an excellent month to turn your attention to what can be found in the long darkness from dusk to dawn. In the nocturnal hours a vast number of life forms still thrive, and provide a completely different set of subjects to those the daylight hours present.

29

B As the most noticeable object in the night sky, the moon is an obvious subject when making your initial attempts at night photography. The timing of an evening moonrise is important to know because, not only does it vary according to the time of year, but the moon always appears largest at this point, when it is closest to the horizon. To capture the moon at its brilliant best, you need a bit of luck too: a time when its brightest phase – a full moon – coincides with the ideal weather forecast of a cloudless night sky. The moon is not a direct light source such as the sun or the stars; instead it is reflecting the light of the sun hitting its surface. On such a night, a full moon will reflect only about ten percent of the sunlight, but that is still enough to illuminate buildings, trees, bridges and other landscape features.

30

C With today's cameras, far greater detail can be rendered. Whole constellations consisting of thousands of points of starlight filling the frame and even galaxies such as our own Milky Way can be captured. This is a type of night photography for which few of us had suitable equipment a decade ago, but now it has become accessible to all photographers, thanks to the much improved, affordable technology.

However, photographers choosing to shoot the moon may be less concerned by this, as they tend to prefer to use telephoto lenses to magnify the size of the moon, particularly when it is low in the sky and can be shown in relation to a landmark or recognisable structure within the frame.

31

D Of course, the nocturnal world offers other subjects closer to the ground, some that are even familiar to us by day. As cities and towns spread further into our green spaces, some wild animals move further afield to escape our intrusions, while others adapt to their new urbanised surroundings.

In European cities, sightings of foxes at night are increasingly common, as they thrive thanks to the cover of darkness and a ready supply of residents' waste bins, which they use as feeding stations. Deer and wild boar are larger mammals that have also adapted to the urban fringes in recent years, emerging from the cover of parks and nearby forests to forage into residential gardens by night.

32

E Such is the proliferation of urban wildlife that some photographers now specialise in documenting the nocturnal animals that have developed a taste for city nightlife. The improvement in camera technology that has made night sky images more accessible has also extended the creative repertoire of the wildlife photographer. It is now possible to photograph some wild species at night, or soon after dusk, without having to always resort to the use of specialist equipment. More exciting still is how the techniques of astro-photography and the wildlife camera-trap have combined in recent years, to produce images of nocturnal animals against a background of a star-studded night sky. This marriage of two photographic genres has created an innovative style of night photography.

33

F If that all sounds a bit too complex and time-consuming, with too many variables to spoil the hoped-for result, then consider using the fading light of the night sky in the brief time after dusk in a more opportunistic manner. Dusk is the part of the nocturnal phase when the light of the sun is still visible, though the sun itself has disappeared completely. During the earliest phase of dusk there is enough ambient light remaining to enable features in our surroundings to be seen without the aid of artificial light sources such as floodlights or street lamps.

34

G While many of us shoot sunsets, the period of dusk also provides an opportunity to use the ambient light low in the sky as a backdrop to photographing foreground subjects in varying stages of illumination, or even as shadowy outlines against the fading sky. The variety of possible subjects includes ships at sea, flocks of low-flying birds, trees, windmills, skyscrapers and high bridges. These are all well known by day, but against a night sky at dusk they lack colour, so any compositional strength is determined by the graphic appeal of their distinct and recognisable shapes.

PART 3 — QUESTIONS

Questions 28-34

The text has seven sections, A-G. Choose the correct heading for each section from the list of headings below. Write the correct number, i-viii, in boxes on your answer sheet.

List of Headings

i. **How chance contributes to conditions being right**

ii. **Concern about the changing environment**

iii. **The process of photographing animals at night is getting easier**

iv. **How human developments are affecting wildlife**

v. **Photographing objects that can't be seen in detail**

vi. **A season that may seem unsuitable for photographers**

vii. **No longer too expensive**

viii. **A less ambitious approach**

Questions 35-40

Complete the sentences below. Choose **ONE WORD ONLY** from the text for each answer.

November is a time when **35** _____ grow.

The apparent size of the moon depends on its position in relation to the **36** _____

Sunlight is reflected by the **37** _____ of the moon.

When the night sky is clear, many objects in the **38** _____ e.g., buildings, are visible.

With modern cameras, it is possible to photograph not only constellations but also **39** _____

Deer and wild boar may search for food in **40** _____ in towns.

Answer Key

#	Answer	Explanation
1	**B**	If you want to make some basic soft ice cream, this is a fun little gadget that gets decent results. You add a little ice and salt to the base, then your ingredients to the stainless-steel tub, pop the lid on and give it a good shake for at least three minutes.
2	**C**	Our favourite feature is the built-in sensor that works out whether the consistency of your ice cream or frozen yoghurt is right for you (from the 12 hardness settings)
3	**F**	If you own a KitchenAid food mixer, this attachment (one of 15 that fits this machine)
4	**A**	it has an unusually generous two-litre capacity.
5	**C**	As you'd expect from the considerable price tag, there's a built-in freezer and it feels beautifully engineered.
6	**D**	Some customers reportedly struggled to disassemble it in order to wash the bowl and paddle
7	**C**	Our favourite feature is the built-in sensor that works out whether the consistency of your ice cream or frozen yoghurt is right for you (from the 12 hardness settings) so that it can stop mixing when it's ready, alerting you with a fun tune.
8	**False**	Our three-night photography weekend is designed to appeal to all levels.
9	**False**	Price includes: Personal daily tuition, discussions, welcome reception, and dinner, bed and breakfast for three nights in a twin or double room.
10	**Not given**	Participants are required to arrange this. Car share during the weekend is a popular option.
11	**True**	the content is largely dictated by those attending.
12	**True**	Dinner and a good night's sleep and you'll be ready to start at sunrise the next day.
13	**Not given**	In the evenings you will have a chance to unwind at the hotel, share your thoughts on the day and spend time looking at images and sharing editing techniques.
14	**True**	The following equipment is essential: A digital SLR or bridge camera with its instruction manual, batteries and charger;

#	Answer	Explanation
		memory cards; comfortable walking footwear with good grip; warm outdoor clothing and waterproofs.
15	**Oxygen**	negative pressure respirators should not be used in low oxygen environments.
16	**Yearly**	Your employer will arrange a yearly facial fit test to ensure that you are given RPE that fits properly.
17	**Beard**	Facial hair growth makes it almost impossible to get a good seal so, if you have a beard, you should talk to your employer about other forms of RPE that do not rely on a tight facial fit.
18	**Solvents**	Use a mild detergent, as harsh products such as solvents can cause damage.
19	**Rack**	Dry your RPE on a solid wooden rack or suspend from a clothes line.
20	**Straps**	Make sure you check the straps for breaks, tears, fraying edges and deterioration of elasticity.
21	**Sunlight**	Store your RPE in a clean, dry place, away from dust, oil and sunlight.
22	**Footwear**	make sure that footwear is slip-resistant
23	**Padding**	Tripping hazards which cannot be removed should be clearly indicated with yellow tape. If there are obstacles overhead, these should be wrapped in padding to avoid risk of injury.
24	**Handrails**	Handrails should also be fitted.
25	**Trolleys**	Where possible, use trolleys and other mechanical aids to replace manual tasks.
26	**Overreach**	Ensure that all equipment needed is close by to avoid workers having to overreach or adopt a bending position.
27	**Rotation**	Alternate between jobs to reduce repetitious manual handling tasks, including a rotation between putting on and removing milking equipment.
28	**vi**	November in the northern hemisphere is not the most inspiring of months for the photographer.
29	**i**	To capture the moon at its brilliant best, you need a bit of luck too: a time when its brightest phase – a full moon – coincides with the ideal weather forecast of a cloudless night sky.
30	**vii**	This is a type of night photography for which few of us had suitable equipment a decade ago, but now it has become

#	Answer	Explanation
		accessible to all photographers, thanks to the much improved, affordable technology.
31	**iv**	As cities and towns spread further into our green spaces, some wild animals move further afield to escape our intrusions, while others adapt to their new urbanised surroundings.
32	**iii**	The improvement in camera technology that has made night sky images more accessible has also extended the creative repertoire of the wildlife photographer.
33	**viii**	If that all sounds a bit too complex and time-consuming, with too many variables to spoil the hoped-for result, then consider using the fading light of the night sky in the brief time after dusk in a more opportunistic manner.
34	**v**	The variety of possible subjects includes ships at sea, flocks of low-flying birds, trees, windmills, skyscrapers and high bridges. These are all well known by day, but against a night sky at dusk they lack colour, so any compositional strength is determined by the graphic appeal of their distinct and recognisable shapes.
35	**Fungi**	as many birds have long since flown to warmer climates, fungi break through the earth
36	**Horizon**	the moon always appears largest at this point, when it is closest to the horizon.
37	**Surface**	the moon always appears largest at this point, when it is closest to the horizon. To capture the moon at its brilliant best, you need a bit of luck too: a time when its brightest phase – a full moon – coincides with the ideal weather forecast of a cloudless night sky. The moon is not a direct light source such as the sun or the stars; instead it is reflecting the light of the sun hitting its surface.
38	**Landscape**	a full moon will reflect only about ten percent of the sunlight, but that is still enough to illuminate buildings, trees, bridges and other landscape features.
39	**Galaxies**	Whole constellations consisting of thousands of points of starlight filling the frame and even galaxies such as our own Milky Way can be captured.
40	**Gardens**	emerging from the cover of parks and nearby forests to forage into residential gardens by night.

Test 43

PASSAGE 1

==== Read the text below and answer Questions 1-7. ====

Gobridge Tramlink – Frequently Asked Questions (FAQs)

Here are some of the frequently asked questions about the tram service in Gobridge town

When do the trams run?

Gobridge Tramlink operates a network of trams that run throughout the year and provide links to main services, stations and the airport. Timetables are reviewed in October and March, and may alter slightly so check before you travel. Our first tram from the city centre leaves from Marvin Square at 6.30 am, half an hour after the first city bus service.

Can I get a tram from the airport?

Trams from the airport to the city centre start running at 6.15 am and leave every fifteen minutes until 7.30 pm when the evening schedule takes over. Trams then run to the main railway station at 35-minute intervals and end at 11.35 pm. If your flight arrives later than this, the number 207 airport bus runs every hour through the night.

What do I do if I don't have a ticket?

Tickets are not sold by anyone on the tram. Ticket vending machines are located at all tram shelters. Check your route and make sure you buy the correct price ticket. If the vending machine does not work, you should push the red button on the machine and speak into the microphone. A member of staff will either fix the machine straight away or contact the tram inspector onboard your tram. He or she cannot sell you a ticket, but you will not be obliged to pay the £8 on-board fine for not having one.

Can I take my bike on the tram?

Each tram is licensed to carry a maximum of two bicycles, though drivers may refuse to allow cyclists to get on if the tram is crowded. Bicycles may only be taken on the trams during off-peak travel periods: up to 7.30 am, between 10 am and 2.30 pm and after 7 pm. Festivals and other large events may also mean that bicycles are prohibited as trams carry extra passengers at these times. Once on board, riders should remain with their bicycles throughout the journey and ensure they do not obstruct the entrance, exit or any other area of public access.

==== Read the text below and answer Questions 8-14. ====

Adorable Knitwear - Online Customer Reviews

A Mary-Anne

I spent a while thinking about buying this sweater because of the price, but I'm glad I finally did. It's a long sweater but that's good as I'm quite tall. I normally find that the sleeves are too short when I try on a top, but not with this one. I tend to take medium but went for large, which was a wise decision as there is plenty of room for a T-shirt underneath when I wear it with jeans.

B Davina

These sweaters are an ideal weight for office wear. The purple one is pretty, though I expected a lighter shade from the picture. I wear a US size 12 / UK 16, and the medium is big enough to fit over a shirt with room to spare. It has long sleeves that I love to roll up at the wrist. I'm now trying to resist the temptation to buy it in grey too.

C Naga

This knitted sweater looks great in the pictures. I ordered the olive green with stripes and, although I wasn't sure it was going to look right on me, I was pleasantly surprised when I put it on. It's very soft and I love the long past-the-wrist sleeves too. I opted for the medium, but it was too tight so I exchanged it.

D Libby

This is the third of your sweaters that I've bought over the past two years. It's true to size and perfect for the winter months, though I should add that its loose knit means it's best to avoid playing with cats or young dogs when you're wearing it as they could pull threads in the body or sleeves.

E Laura

I couldn't decide which colour to get so I bought the deep blue and the charcoal grey, with every intention of sending one of them back. That didn't happen, of course! I would say both colours match the online pictures. I bought size small, and the length is perfect for me, despite the unnecessarily long sleeves! These sweaters are lovely to wear with jeans but also stylish enough to wear to work.

PART 1 — QUESTIONS

Questions 1-7

Do the following statements agree with the information given in the text?

In boxes on your answer sheet, write

TRUE *if the statement agrees with the information*

FALSE *if the statement contradicts the information*

NOT GIVEN *if there is no information on this*

1 The city buses start operating later than the trams.

- **A** ○ TRUE
- **B** ○ FALSE
- **C** ○ NOT GIVEN

2 You can get a tram from the airport to the city centre up to midnight.

- **A** ○ TRUE
- **B** ○ FALSE
- **C** ○ NOT GIVEN

3 The 207 bus service stops at the main railway station.

- **A** ○ TRUE
- **B** ○ FALSE
- **C** ○ NOT GIVEN

4 The cost of a tram ticket varies depending on your journey.

- **A** ○ TRUE
- **B** ○ FALSE
- **C** ○ NOT GIVEN

5 Bicycles are allowed on the trams between 7.30 am and 10 am.

- **A** ○ TRUE
- **B** ○ FALSE
- **C** ○ NOT GIVEN

6 Additional trams run during the Gobridge festival period.

- **A** ○ TRUE
- **B** ○ FALSE
- **C** ○ NOT GIVEN

7 Cyclists may be asked to leave the tram if they block the exit.

- **A** ○ TRUE
- **B** ○ FALSE
- **C** ○ NOT GIVEN

Questions 8-14

Look at the five online customer reviews of sweaters, **A–E**.

For which review are the following statements true?

Write the correct letter, **A–E**, in boxes on your answer sheet.

NB You may use any letter more than once.

	A	B	C	D	E
8 The colour of the sweater did not match the website image.	○	○	○	○	○
9 The customer took some time to decide on the purchase.	○	○	○	○	○
10 The customer initially bought the wrong size.	○	○	○	○	○

	A	B	C	D	E
11 The customer changed her mind about returning a sweater.	○	○	○	○	○
12 The customer bought a bigger size than she usually does.	○	○	○	○	○
13 The sweater can be worn for smart or casual occasions.	○	○	○	○	○
14 The customer was worried that the sweater wouldn't suit her.	○	○	○	○	○

PASSAGE 2

==== Read the text below and answer Questions 15-21. ====

How to Become a Great Leader

Stepping into a new management role can be unnerving. Here's how to inspire your team:

Set the tone of your leadership style from the outset. Be confident, self-assured, and respectful with everyone you meet. Speak as you want to be spoken to, and remember to listen. The first few weeks are when people develop their perceptions of you, so work hard to earn their trust. This will be key to effective change and progress.

Part of a leader's brief is to set bold goals. They could take years to achieve, but they need to be specific enough that everyone in the organization understands them, buys into them, and is willing to work together to achieve them.

Don't do everything yourself. Great leaders surround themselves with talented individuals and they should trust them to make things happen. If things need changing, tell people and involve them in making the changes by participating in the design of a new strategy. If the team is too cautious to embrace change, give them one more chance but be clearer about what you want.

Stamp out the 'them and us' culture. In many organizations, employees feel distant from senior management. The message must be plain: we all work together, but leaders need to work hard to ensure this filters through to everyone in the organization.

Allow time for innovation. It's important to give staff time to come up with new ideas and solutions that will fix new problems. However, be clear that a decision is expected; set a time limit and stick to it.

It is likely that the formula that makes the business you are managing successful will have been created many years ago – but it's important to remember how the business started. Honour those early pioneers and instil a sense of pride across the organization.

Leaders need to accept that some risk may be required if the situation calls for it. Playing it safe is never a good business rule, and leaders must make sure their business stays ahead by being prepared to act quickly.

Show you are passionate and enthusiastic. People spend a large part of their lives working for an organization, and having a leader who is genuinely thrilled about its future is hugely inspiring.

==== Read the text below and answer Questions 22-27. ====

Resigning from a Job in a Professional Manner

When you take the decision to resign and move on to another job, you might really want to dance your way out of the door, or get your own back by criticising your boss to the whole

office. But you need to resist these temptations because in future you might find you're working with your ex-line manager or other colleagues in a different company.

Letting your manager know

Show courtesy by telling your boss first. Request a meeting to say that you're leaving, following up soon after with an official letter. Before the meeting with your boss, write a list of ongoing tasks along with status updates and suggestions concerning completion. Use the meeting to clarify any other points, such as your notice period and leaving date, and how you will inform others (colleagues or external clients, contacts and suppliers). Ask about a reference too; your employer may only supply the most basic type but your line manager might also give you a more personal one. Making sure you get a good one can make subsequent job hunting less stressful.

Preparation

Work out how you can ensure a smooth transition and minimise disruption to your employer. There may be a range of things you can do to hand over professionally, such as completing projects, working out the priorities with your line manager, and leaving clear documentation for the successor in your post concerning processes or software.

Your letter of resignation

Keep your letter short. You don't need to give lots of explanations or justification for why you're leaving. Don't be tempted to address the failings of the company or your boss, either. Instead, thanking your employer for the job and mentioning what you appreciated about it is a graceful touch. Here's an idea of what to include:

- First paragraph – the basics:

  Inform the employer that you wish to resign and confirm the agreed final date at work.

- Second paragraph – thank your employer:

  Mention any particular career-building projects you worked on or opportunities to develop skills and contribute to the employer's goals and successes. You can also mention your appreciation at being able to work in a great team.

- Third paragraph – handover:

  State your willingness to finish existing projects and hand over your work smoothly.

PART 2 — QUESTIONS

Questions 15-21

Complete the sentences below.

Choose **ONE WORD ONLY** from the text for each answer.

Write your answers in boxes on your answer sheet.

- Initially, a leader needs to focus on gaining the **15** _____ of the staff.
- A leader should decide on **16** _____ that their staff are happy to fulfil.
- Leaders should involve their staff in the process of producing a different **17** _____.
- If tricky issues arise, leaders should give staff the space to find **18** _____ to them.
- Leaders need to encourage their staff to feel **19** _____ in the past achievements of the company.
- It is important for leaders to agree to a certain degree of **20** _____ when necessary.
- If leaders find the **21** _____ of the company exciting, their staff will be more motivated to work hard.

Questions 22-27

Complete the notes below. Choose **ONE WORD ONLY** from the text for each answer. Write your answers in boxes on your answer sheet.

The best way to resign

Avoid all **22** _____ to resign in an angry way. Instead, follow this procedure:

Arrange a meeting with the boss to:

- mention any projects which are underway and give ideas for their **23** _____.
- discuss how much notice you need to give before you go.
- request information on the type of **24** _____ you will receive.

Steps you can take before you leave:

- Work to cause as little **25** _____ as possible to the organisation.
- Make sure your successor has adequate guidance on the organisation's systems.

In the resignation letter:

- avoid mentioning any **26** _____ in the organisation.
- show appreciation for aspects of the job, e.g., the chance to improve your **27** _____.

PASSAGE 3

==== Read the text and answer Questions 28-40. ====

Emojis

28

A Language always changes, of course. This is one of the few constants about it. But it's arguably changing at a faster rate now than at any previous moment in its history. And emojis – the set of picture characters that people use to punctuate their online correspondence – are at the forefront of this frenzy for change.

As a form of global communication, emojis only began their growth in 2011. Four years later, it was estimated that they were being used by over 90 per cent of the online population. In excess of six billion were being sent every day. Their prevalence in the culture was such that Oxford Dictionaries recently chose one as their word of the year. 'Words of the Year' are those judged to be reflective of the 'ethos, mood, or preoccupations of that particular year'. They're very much of their time. And often, once that time has passed, they fade from people's consciousness almost as quickly as they arose.

There's a good chance, then, that the emoji chosen by Oxford Dictionaries – the 'face with tears of joy' – will also appear to be dated in a few years. But the reasons for this offer a fascinating insight into the way that society is evolving. The little yellow circle with dots for eyes acts as a surprisingly good lens through which to view the history of human communication, and to predict its future.

29

B There are two main reasons why language changes. One is to do with the way that language mirrors the changes in how we relate to each other. As an expression of identity, language is adapted by different groups and different generations to reflect their own sense of self. It also needs to constantly assimilate fresh concepts as these evolve.

Words are being created for these reasons all the time. But what's interesting about emojis is that they've contributed to this ever-expanding storehouse in a different way. At this point in our history, the gaps in our vocabulary are being filled not simply by new words, but by an absolutely new system of expression.

30

C The second major reason that language changes is down to technology – specifically, the ways in which the technologies we use have an effect on the process of communication itself. Both hardware and new technologies result in us subtly changing the way we interact with each other and also altering the shape of the language we use.

Emojis have evolved as a solution to the needs of mobile communication. In particular, they compensate for the way that computer-mediated messaging on smartphones can sometimes tend towards the emotionally empty. Whereas face-to-face, or even voice-to-voice, conversations can express emotional closeness through facial expression or tone of voice, this is easy to miss when messages are rendered in a few short words on a small screen. Emojis are a means of restoring this emotional framing to an interaction – punctuating your message with a smile.

31

D But unlike almost any other type of language system, emojis have something akin to a built-in obsolescence. Just as smartphones and their operating systems have a frequent refresh rate, emojis also get routine enhancements. The emojis you have on your phone now will undergo subtle redesigns over the course of time, and extra characters will be added. Because of this, their usefulness is artificially limited.

In the context of communication systems, this is something that's never previously been the case. Twenty years ago, people might have bought a new landline phone when they were tired of the design of their old phone or if they wanted to get one with whatever latest innovation was going around – an inbuilt answering machine, say. But they didn't have to upgrade the language they were using as well.

Emojis, on the other hand, are a case study of how technology and the human capacity for communication are working together – of how the onward march of technology exists at the intersection of consumerism, innovation and design. Moreover, the fact that they're at the front line of a relentless wave of technologically driven change in communications practices encourages – if not necessitates – a great amount of creativity in the way they're used.

32

E Finally, there's the way they've become implicated in almost all aspects of modern society, from politics and marketing to art and entertainment. Emojis are the subject of musicals and Hollywood films. They're the inspiration for fashion design, art and architecture. They're a staple in advertising and commerce. Understanding why they've become so popular, and how they work, can not only explain something about the nature of language; it can also help us to understand our relationship with technology, society and ourselves.

PART 3 — QUESTIONS

Questions 28-32

The text has five sections, **A-E**. Choose the correct heading for each section from the list of headings below. Write the correct number, **i-viii**, in boxes on your answer sheet.

List of Headings

i. **Why emojis may have a short life**

ii. **Ways in which new emojis are designed and made available**

iii. **How words and emojis both fulfil new needs in our society**

iv. **How emojis are regarded in different ways by different cultures**

v. **The use of emojis in different fields and what this means for us**

vi. **The rapid spread of a new way of interacting**

vii. **How and where emojis were first invented**

viii. **The value of emojis for making feelings clear**

Questions 33-37

Complete the summary below. Choose **ONE WORD ONLY** from the text for each answer. Write your answers in boxes on your answer sheet.

The importance of the 'face with tears of joy'

It is probable that before long, an emoji such as the 'face with tears of joy' will seem **33** _____. This is of interest as it tells us about developments in **34** _____, providing an effective way to focus on both the **35** _____ and the future of human communication. Changes in language reflect changes in people's relationships. They reflect the ways in which the **36** _____ of groups and generations changes over time, and they allow new **37** _____ to be included. However, emojis are interesting as they are a system that expresses these ideas in a completely new way.

Questions 38-40

Choose the correct letter, **A**, **B**, **C** or **D**. Write the correct letter in boxes on your answer sheet.

38 What does the writer say about 'Words of the Year'?

A ○ They include increasing numbers of emojis.

B ○ They are soon forgotten by the public.

C ○ They are required to have social significance.

D ○ They are invented by the writers of dictionaries.

39 The writer says that the usefulness of emojis is limited because

A ○ they are constantly being changed.

B ○ they may not be correctly interpreted.

C ○ they are difficult for some people to update.

D ○ they are linked to specific operating systems.

40 What would be the best subtitle for this text?

A ○ Will emojis take over from words one day?

B ○ How can emojis be made more meaningful?

C ○ Are emojis used too much in our society today?

D ○ What do emojis tell us about the world we live in?

Answer Key

#	Answer	Explanation
1	**FALSE**	Our first tram from the city centre leaves from Marvin Square at 6.30 am, half an hour after the first city bus service
2	**FALSE**	Trams from the airport to the city centre start running at 6.15 am and leave every fifteen minutes until 7.30 pm when the evening schedule takes over. Trams then run to the main railway station at 35-minute intervals and end at 11.35 pm
3	**NOT GIVEN**	If your flight arrives later than this, the number 207 airport bus runs every hour through the night
4	**TRUE**	Check your route and make sure you buy the correct price ticket
5	**FALSE**	Bicycles may only be taken on the trams during off-peak travel periods: up to 7.30 am, between 10 am and 2.30 pm and after 7 pm
6	**NOT GIVEN**	Festivals and other large events may also mean that bicycles are prohibited as trams carry extra passengers at these times
7	**NOT GIVEN**	Once on board, riders should remain with their bicycles throughout the journey and ensure they do not obstruct the entrance, exit or any other area of public access
8	**B**	The purple one is pretty, though I expected a lighter shade from the picture
9	**A**	I spent a while thinking about buying this sweater because of the price, but I'm glad I finally did
10	**C**	I opted for the medium, but it was too tight so I exchanged it
11	**E**	I couldn't decide which colour to get so I bought the deep blue and the charcoal grey, with every intention of sending one of them back. That didn't happen, of course
12	**A**	I tend to take medium but went for large, which was a wise decision as there is plenty of room for a T-shirt underneath when I wear it with jeans
13	**E**	These sweaters are lovely to wear with jeans but also stylish enough to wear to work
14	**C**	I ordered the olive green with stripes and, although I wasn't sure it was going to look right on me, I was pleasantly surprised when I put it on

#	Answer	Explanation
15	**trust**	The first few weeks are when people develop their perceptions of you, so work hard to earn their trust
16	**goals**	Part of a leader’s brief is to set bold goals. They could take years to achieve, but they need to be specific enough that everyone in the organization understands them, buys into them, and is willing to work together to achieve them
17	**strategy**	If things need changing, tell people and involve them in making the changes by participating in the design of a new strategy
18	**solutions**	It’s important to give staff time to come up with new ideas and solutions that will fix new problems
19	**pride**	it’s important to remember how the business started. Honour those early pioneers and instil a sense of pride across the organization
20	**risk**	Leaders need to accept that some risk may be required if the situation calls for it
21	**future**	People spend a large part of their lives working for an organization, and having a leader who is genuinely thrilled about its future is hugely inspiring
22	**temptations**	But you need to resist these temptations because in future you might find you’re working with your ex-line manager or other colleagues in a different company
23	**completion**	Before the meeting with your boss, write a list of ongoing tasks along with status updates and suggestions concerning completion
24	**reference**	Ask about a reference too; your employer may only supply the most basic type but your line manager might also give you a more personal one
25	**disruption**	Work out how you can ensure a smooth transition and minimise disruption to your employer
26	**failings**	Don’t be tempted to address the failings of the company or your boss, either
27	**skills**	Mention any particular career-building projects you worked on or opportunities to develop skills and contribute to the employer’s goals and successes
28	**vi**	As a form of global communication, emojis only began their growth in 2011. Four years later, it was estimated that they were being used by over 90 per cent of the online population. In excess of six billion were being sent every day

#	Answer	Explanation
29	**iii**	Words are being created for these reasons all the time. But what's interesting about emojis is that they've contributed to this ever-expanding storehouse in a different way. At this point in our history, the gaps in our vocabulary are being filled not simply by new words, but by an absolutely new system of expression
30	**viii**	In particular, they compensate for the way that computer-mediated messaging on smartphones can sometimes tend towards the emotionally empty. Whereas face-to-face, or even voice-to-voice, conversations can express emotional closeness through facial expression or tone of voice, this is easy to miss when messages are rendered in a few short words on a small screen. Emojis are a means of restoring this emotional framing to an interaction
31	**i**	But unlike almost any other type of language system, emojis have something akin to a built-in obsolescence. Just as smartphones and their operating systems have a frequent refresh rate, emojis also get routine enhancements
32	**v**	Finally, there's the way they've become implicated in almost all aspects of modern society, from politics and marketing to art and entertainment. Emojis are the subject of musicals and Hollywood films. They're the inspiration for fashion design, art and architecture. They're a staple in advertising and commerce. Understanding why they've become so popular, and how they work, can not only explain something about the nature of language; it can also help us to understand our relationship with technology, society and ourselves
33	**dated**	There's a good chance, then, that the emoji chosen by Oxford Dictionaries – the 'face with tears of joy' – will also appear to be dated in a few years
34	**society**	But the reasons for this offer a fascinating insight into the way that society is evolving
35	**history**	The little yellow circle with dots for eyes acts as a surprisingly good lens through which to view the history of human communication, and to predict its future
36	**identity**	As an expression of identity, language is adapted by different groups and different generations to reflect their own sense of self
37	**concepts**	It also needs to constantly assimilate fresh concepts as these evolve
38	**B**	And often, once that time has passed, they fade from people's consciousness almost as quickly as they arose

#	Answer	Explanation
39	**A**	Just as smartphones and their operating systems have a frequent refresh rate, emojis also get routine enhancements. The emojis you have on your phone now will undergo subtle redesigns over the course of time, and extra characters will be added. Because of this, their usefulness is artificially limited
40	**D**	Understanding why they've become so popular, and how they work, can not only explain something about the nature of language; it can also help us to understand our relationship with technology, society and ourselves

Test 44

PASSAGE 1

==== Read the text below and answer Questions 1-7. ====

Local campsites

A Prettycoat Farm

This well-known campsite in the wild near Browbourne is a winner with campers who are looking for time out from their fast-paced jobs in the capital. Despite its limited facilities, the site, with its large tent pitches, is an ideal base for exploring the area and driving to the rock museum, the craft workshops or Gaydon Castle. Just follow the signs.

B Newgammon Wild

This campsite looks like it's going to be a winner. It only opened last year, but already the website has some very positive reviews from the handful of campers who know about it so far. It offers splendid views over some of the country's most attractive beaches, which can be accessed by steep, narrow cliff steps. You need a good level of fitness for these, and don't forget to leave some energy for the return trip at the end of the day.

C Oakerly Estate

You won't be disappointed when you reach Oakerly, despite the problems of getting there by car on such narrow roads. You'll see quite a lot of motorhomes when you hit the clifftop, but there's still plenty of room for tents on the spacious lawn that also offers a camp kitchen, restaurant and bar. Make sure you stay safe and pitch your tent within the white line around the cliff edge, though.

D South Turnbull

The emphasis at this site is on back-to-basics camping. It's advisable to come in a group as there are few facilities and you need to do all your own cooking. The area is rather exposed, and in periods of bad weather it can't be reached at all so check on the website before you go.

E Boxer Trepis

The 20-metre high rockfaces that surround this site are especially attractive to rock climbers, who come here to camp from hundreds of miles away so that they can attempt the climb – and not always with success, according to the website! It's not compulsory, of course, and there are plenty of other activities for campers to get involved in, such as birdwatching and bathing in the sea.

==== Read the text below and answer Questions *8-14. ====*

Durridge Heights (OH) Newsletter

Newsletter for people living in the seven-storey block of flats at Durridge Heights

Dear Residents

Water penetration

As a result of the recent heavy rains, water has seeped through the walls of some flats and reached a critical level. A decision has been taken to deal with this immediately. Scaffolding will be put up on the middle section of the southern wall, and the brickwork there will be sealed temporarily with a waterproof covering to prevent any further water getting in until the major building works take place next year.

Fire safety

Following our fire safety inspection, the front doors of individual flats were upgraded or replaced in order to satisfy fire safety regulations. As advised in the previous Newsletter, the decoration of the hall side of the front doors will be incorporated into the Fire Safety Project and will be carried out in due course by the company PRO Builders.

Internal redecorations

The corridor walls on the inside of the building are redecorated every three years on a rolling basis and are being done this year. Please look out for signs indicating where the paint is wet. If you have children, make sure they keep away from the walls. DH cannot be held responsible for any spoilt clothing.

Air fresheners

We have received a small number of complaints about smells in the corridors. DH installed air fresheners some years ago. However, they were costly and the liquid in their spray stained the carpets. At present, we would prefer to ask residents to make sure smells cannot escape their front door and to seal rubbish bags when they put them in the corridor for collection and disposal by the caretaker.

Noise and DIY

While most leaseholders observe the regulations on noise, we have received complaints from others about out-of-hours drilling. Please note that any work involving hammers or electrical tools can only take place between 9.00 am and 5.30 pm on weekdays and between 9.00 am and 12.30 pm on a Saturday. There can be no exceptions to this rule. If you are planning to undertake such work during these hours, it is still polite to inform your neighbours of this so that they can make any necessary arrangements.

PART 1 — QUESTIONS

Questions 1-7

Look at the five descriptions of campsites, **A-E**.

For which campsite are the following statements true?

Write the correct letter, **A-E**, in boxes on your answer sheet.

NB You may use any letter more than once.

	A	B	C	D	E
1 The site is impossible to get to at certain times.	○	○	○	○	○
2 It is in a convenient place for going by car to various tourist spots.	○	○	○	○	○
3 You should camp somewhere inside the marked zone.	○	○	○	○	○
4 Campers who enjoy a particular physical challenge come here.	○	○	○	○	○
5 The difficult journey to the site is worth the effort.	○	○	○	○	○
6 Few people have heard of this site.	○	○	○	○	○
7 Some physical effort is needed to enjoy nearby coastal areas.	○	○	○	○	○

Questions 8-14

Do the following statements agree with the information given in the text?

In boxes on your answer sheet, write

TRUE *if the statement agrees with the information*

FALSE *if the statement contradicts the information*

NOT GIVEN *if there is no information on this*

8 The water penetration in some flats is being treated as an emergency.

A ○ TRUE

B ○ FALSE

C ○ NOT GIVEN

9 The southern wall will undergo a permanent repair this year.

A ○ TRUE

B ○ FALSE

C ○ NOT GIVEN

10 Some people have failed to pay attention to 'wet paint' signs.

A ○ TRUE

B ○ FALSE

C ○ NOT GIVEN

11 Air fresheners have caused some damage in the past.

A ○ TRUE

B ○ FALSE

C ○ NOT GIVEN

12 Residents are responsible for removing their own rubbish from the building.

A ○ TRUE

B ○ FALSE

C ○ NOT GIVEN

13 Some residents have reported problems with noisy neighbours.

A ○ TRUE

B ○ FALSE

C ○ NOT GIVEN

14 DIY can take place outside the stated hours if your neighbour agrees.

A ○ TRUE

B ○ FALSE

C ○ NOT GIVEN

PASSAGE 2

==== Read the text below and answer Questions 15-20. ====

A day in the life of a care worker

Care workers in Britain provide elderly and disabled people with the opportunity to remain independent at home, rather than moving into a care home. For those interested in the work, here is what a typical day could be like for a trained care worker.

Care workers often start early, as the first client of the day may need help getting out of bed and putting on their clothes; they may suffer from a condition that prevents them from doing this easily. Providing these services helps clients to look and feel as good as possible when beginning their day. The care worker may then help to cook breakfast for the client, and this is often a good time to enjoy a conversation and catch up on how they are feeling. Many clients appreciate being able to chat to someone regularly, as some may have no family members or friends living nearby. Next, the care worker may take the opportunity to do some basic housework for the client. Housework is often something that elderly people or people with disabilities may not be able to do themselves. Even something as simple as hoovering the living room can make a huge difference to a client's day. Of course, there may be the breakfast dishes to do as well.

Later in the morning, the care worker may move on to another client in order to help them prepare their midday meal. Care workers try to ensure this is healthy because it is so important to keep clients fit and well. When that's finished, the care worker may help the client to carry out their shopping by going with them to the local supermarket.

During the afternoon, a care worker may help a third client with an outdoor activity, which could involve going for a short walk in the local area or taking the laundry to the launderette. Elderly people may not feel confident going far on their own, so having company can be a great help.

The care worker may participate in cooking dinner with their last client and, before going home, they may also get out their client's medication. This ensures the client remembers to take it before going to bed.

==== Read the text below and answer Questions 21-27. ====

How to find a good balance between your work and your personal life

A good work-life balance is beneficial to everyone. But how can it be achieved? The first step is to take a serious look at the amount of time you are devoting to work and set about reducing it. The main benefit most people notice once they stop working too much is an improvement in their general health and wellbeing.

Tips for a healthy work-life balance

A recent study showed office workers spend approximately 1,700 hours a year in front of a computer. Ensure that your workstation is set up so you're as comfortable as possible and this

will help to minimise the chance of any injuries.

Whether it's making a hot drink, going for a walk or simply chatting with a colleague, regular breaks are vital. Your brain needs a break roughly every 90 minutes or concentration declines, leaving you with difficulty focusing and feeling sleepy.

Setting goals for both your professional and personal life is great. Remember though, to make these realistic, because setting an unattainable goal is the quickest way to damage your confidence.

Activities such as sports and gymnastics are known to decrease tension and increase endurance, two important factors towards achieving a healthy work-life balance. They also boost your belief that you can do whatever you are faced with.

Sometimes it's easier said than done, but if you're juggling numerous pieces of work on a daily basis, learning to prioritise is key. Try to break down your work into various categories, depending on how urgent and important each piece of work is. This will help you to plan your day and achieve more.

Ensure you have time to do the things that make you happy. If you've got nothing nice to look forward to and can only see a long line of work days ahead of you, this can easily become overwhelming and ultimately hinder your productivity.

It's there for a reason and there are no prizes for giving it up, so make sure you take your annual holiday entitlement. You don't have to be going on an exotic foreign trip – maybe you just fancy a rest day watching films or you want to take some time off to spend with a friend you don't see enough.

Family, friends and favourite pets are the ultimate life enhancers. From evenings out to simply taking a walk in the sunshine, spending time with the ones you love is the best way to unwind fully and feel the effects of a good work-life balance.

PART 2 — QUESTIONS

Questions 15-20

Complete the flowchart below.

Choose **ONE WORD ONLY** from the text for each answer.

Write your answers in boxes on your answer sheet.

A day in the life of a care worker

It's an early start for the first client. You may have to help the client get up and dressed if they have a **15** _____ that makes this challenging.

⬇

The next task may be cooking breakfast and it's nice to have some **16** _____ at this time.

⬇

It may be a good idea to do some housework after this, such as **17** _____ and washing up.

⬇

You may then visit a second client and help them get a **18** _____ lunch ready.

⬇

Lunch may be followed by some **19** _____.

⬇

Afterwards, a third client may need help with an activity that involves going out of their home, such as doing their **20** _____.

⬇

You may cook dinner with the final client of the day and also remind them about their medication.

Questions 21-27

Complete the sentences below.

Choose **ONE WORD ONLY** from the text for each answer.

Write your answers in boxes on your answer sheet.

- People who cut down the hours they work gain most from feeling better physically and experiencing an increased sense of **21** _____.
- It is important that those who work at desks avoid **22** _____ by checking their chair, work surface and screen are in the best position.
- Having targets to work towards is useful but they should be **23** _____.
- When there are many different tasks to do, the ability to **24** _____ them is vital.
- People who give up all treats in their personal time may find their **25** _____ decreases.
- It is wise to use the full amount of **26** _____ allowance every year.
- Making time to do things with close companions, relatives or **27** _____ is a great way to relax.

PASSAGE 3

==== Read the text below and answer Questions 28-40. ====

City's 'Henry' programme gives children choices while helping parents stay in the driving seat

Leeds has become the first city in the UK to report a drop in childhood obesity after introducing a programme called 'Henry' to help parents set boundaries for their children and put them off sweets and junk food. Only a few cities in the world, notably Amsterdam, have managed to cut child obesity. As in Amsterdam, the decline in Leeds is most marked among families living in the most deprived areas, where the problem is worst and hardest to tackle.

'The improvement in the most deprived children in Leeds is startling,' said Susan Jebb, a professor of diet and population health at Oxford University, whose team has analysed the city's data. Over four years, obesity has dropped from 11.5% to 10.5% and the trajectory is steadily downwards. Among the more affluent families, there was also a decline from 6.8% to 6%. Overall the drop was from 9.4% to 8.8%. The data comes from the national child measurement programme (NCMP), which requires all children to be weighed at the start and end of primary school. The biggest decline in obesity in Leeds is 6.4% in the reception class, at about the age of four.

No such data has been reported elsewhere in the UK, where childhood obesity is a major concern. The measurement programme shares the progress made in each city with those considered comparable. For Leeds, the 15 closest 'neighbours' at the start of its study period in 2009 were Sheffield, Kirklees, Bristol, Newcastle upon Tyne, Coventry, Bolton, Wakefield, Derby, Bradford, Dudley, Medway, Liverpool, Swindon, County Durham and Warrington. The obesity rates there and across the country have not shifted. Susan Jebb added that the dropping rate in Leeds appeared to be a trend. 'This is four years, not one rogue data point,' she said at the European Congress on Obesity in Glasgow where she presented the research.

Jebb, a former government adviser, says they cannot be sure what has turned the tide in Leeds – but it could involve a programme called 'Henry' that the city introduced as the core of its obesity strategy in 2009, focusing particularly on the youngest children and poorest families. 'Henry' (Health, Exercise, Nutrition for the Really Young) supports parents in setting boundaries for their children and taking a positive stance on issues from healthy eating to bedtimes.

'Henry's' chief executive, Kim Roberts, said the drop in obesity in Leeds was 'unprecedented … The indicators are that this isn't happening in other cities'. The programme encourages authoritative rather than authoritarian parenting, she said. 'Authoritarian parenting is when children are told what to eat and what to do, such as being banned from leaving the table until they have eaten their sprouts,' said Roberts. 'Permissive parenting is asking children what they want to do. But 'Henry' encourages a third approach known as authoritative parenting, where parents make it clear they are in charge, but also respond to their children.' Instead of being asked what vegetable they want with dinner, children might be asked whether they would like

carrots or broccoli. Instead of being told to go to bed, they are asked where they want to read their story beforehand.

Lisa, who joined a ‘Henry’ parenting course when her oldest daughter was two, is enthusiastic about her family’s experience of the programme. She learned a lot about healthy eating, saved money by planning meals and lost two stone herself. ‘I think it made me a better parent because of all the parenting skills stuff. I was able to share some of the ideas with my partner and as a result the kids became calmer and happier, which helped us feel less stressed too,’ she said.

Janice Burberry, the head of public health at Leeds city council, said the early years were a good time to intervene to support families. ‘Parents want to do the best for their children,’ she said. ‘We wanted to focus on prevention because it’s very, very difficult when obesity has taken hold to tackle it. We understand that there is no magic bullet here. Parents are experts in their own lives, and they know what they can and can’t achieve. The strategy of ‘Henry’ is about sitting alongside parents and thinking through what’s right for them.’

The public health minister, Seema Kennedy, was enthusiastic. ‘There are some fantastic pockets of work happening in early years already, and while still in the early phases, it is encouraging to see what can be achieved locally through interventions like this,’ she said. ‘I know how hard it can be for busy parents to make healthy choices for their families, so anything that can make it easier is a real lifeline.’

PART 3 — QUESTIONS

Questions 28-31

Choose the correct letter, **A**, **B**, **C** or **D**.

Write the correct letter in boxes on your answer sheet.

28 In the first paragraph, what does the writer say about Amsterdam?

- **A** ○ Its 'Henry' programme was recommended to Leeds experts.
- **B** ○ It was the first world city to reduce obesity levels in children.
- **C** ○ It has experienced more severe childhood obesity levels than Leeds.
- **D** ○ Its pattern of success in cutting childhood obesity is like that of Leeds.

29 How did Susan Jebb respond to the fall in childhood obesity among poorer children in Leeds?

- **A** ○ She said she had expected it.
- **B** ○ She said she was amazed by the figures.
- **C** ○ She wanted to review some of her team's data.
- **D** ○ She felt some results were more interesting than others.

30 According to the writer, the NCMP data indicate that

- **A** ○ children should be weighed more frequently.
- **B** ○ most primary school children need to lose weight.
- **C** ○ children from wealthy families have less weight to lose than others.
- **D** ○ the youngest children show the highest levels of weight loss.

31 What links the 15 places listed in the third paragraph?

- **A** ○ They are not representative of the country overall.
- **B** ○ They all joined the 'Henry' programme at the same time.

C ○ Their childhood obesity levels have remained the same since 2009.

D ○ They are battling childhood obesity in a different way from Leeds.

Questions 32-35

Look at the following statements and the list of people below.

Match each statement with the correct person, **A, B, C or D**.

Write the correct letter, **A, B, C or D**, in boxes on your answer sheet.

NB *You may use any letter more than once.*

List of People

A Susan Jebb

B Kim Roberts

C Janice Burberry

D Seema Kennedy

	A	B	C	D
32 The aim in Leeds was to take steps to stop weight gain among children before it became a real problem.	○	○	○	○
33 Childhood obesity levels in Leeds have fallen consistently over a period of time.	○	○	○	○
34 Something that simplifies the struggle to get children to eat well is very helpful to parents.	○	○	○	○
35 Parents in general are realistic about their potential to make changes to their children's lifestyle.	○	○	○	○

Questions 36-39

Complete the summary below.

Choose **ONE WORD ONLY** from the text for each answer.

Write your answers in boxes on your answer sheet.

The 'Henry' programme

'Henry' was used in Leeds from 2009 in the fight against childhood obesity. The programme focuses on situations such as mealtimes and bedtimes, and it encourages parents to set firm **36** _____ during these periods.

According to Kim Roberts, 'Henry' aims to help people become more **37** _____ as parents. In this way, they do not instruct children to do things, nor give them total freedom of choice as in a **38** _____ parenting style. Instead, they allow children to make some decisions for themselves. This might be a choice of vegetable at the dinner table or a decision about where a **39** _____ should be enjoyed in the evening.

Lisa, a parent who joined the programme, felt enthusiastic about her children's responses to it and the effect it had overall on her family.

Questions 40-40

Choose the correct letter, **A**, **B**, **C** or **D**.

Write the correct letter in box on your answer sheet.

40 Which title is the most suitable for the text?

- **A** ○ A look at what 'Henry' has achieved in Leeds
- **B** ○ 'Henry's the best,' according to Leeds children
- **C** ○ Leeds parents discuss how 'Henry' has helped them
- **D** ○ It's all about saying 'no', according to 'Henry'

Answer Key

#	Answer	Explanation
1	**D**	The area is rather exposed, and in periods of bad weather it can't be reached at all so check on the website before you go
2	**A**	Despite its limited facilities, the site, with its large tent pitches, is an ideal base for exploring the area and driving to the rock museum, the craft workshops or Gaydon Castle
3	**C**	Make sure you stay safe and pitch your tent within the white line around the cliff edge, though
4	**E**	The 20-metre high rockfaces that surround this site are especially attractive to rock climbers, who come here to camp from hundreds of miles away so that they can attempt the climb – and not always with success, according to the website
5	**C**	You won't be disappointed when you reach Oakerly, despite the problems of getting there by car on such narrow roads
6	**B**	It only opened last year, but already the website has some very positive reviews from the handful of campers who know about it so far
7	**B**	It offers splendid views over some of the country's most attractive beaches, which can be accessed by steep, narrow cliff steps. You need a good level of fitness for these, and don't forget to leave some energy for the return trip at the end of the day
8	**TRUE**	As a result of the recent heavy rains, water has seeped through the walls of some flats and reached a critical level. A decision has been taken to deal with this immediately
9	**FALSE**	Scaffolding will be put up on the middle section of the southern wall, and the brickwork there will be sealed temporarily with a waterproof covering to prevent any further water getting in until the major building works take place next year
10	**NOT GIVEN**	Please look out for signs indicating where the paint is wet. If you have children, make sure they keep away from the walls. DH cannot be held responsible for any spoilt clothing
11	**TRUE**	However, they were costly and the liquid in their spray stained the carpets
12	**FALSE**	seal rubbish bags when they put them in the corridor for collection and disposal by the caretaker

#	Answer	Explanation
13	**TRUE**	While most leaseholders observe the regulations on noise, we have received complaints from others about out-of-hours drilling
14	**FALSE**	Please note that any work involving hammers or electrical tools can only take place between 9.00 am and 5.30 pm on weekdays and between 9.00 am and 12.30 pm on a Saturday. There can be no exceptions to this rule
15	**condition**	Care workers often start early, as the first client of the day may need help getting out of bed and putting on their clothes; they may suffer from a condition that prevents them from doing this easily
16	**conversation**	The care worker may then help to cook breakfast for the client, and this is often a good time to enjoy a conversation and catch up on how they are feeling
17	**hoovering**	Next, the care worker may take the opportunity to do some basic housework for the client. Housework is often something that elderly people or people with disabilities may not be able to do themselves. Even something as simple as hoovering the living room can make a huge difference to a client's day. Of course, there may be the breakfast dishes to do as well
18	**healthy**	Care workers try to ensure this is healthy because it is so important to keep clients fit and well
19	**shopping**	When that's finished, the care worker may help the client to carry out their shopping by going with them to the local supermarket
20	**laundry**	During the afternoon, a care worker may help a third client with an outdoor activity, which could involve going for a short walk in the local area or taking the laundry to the launderette
21	**wellbeing**	The main benefit most people notice once they stop working too much is an improvement in their general health and wellbeing
22	**injuries**	Ensure that your workstation is set up so you're as comfortable as possible and this will help to minimise the chance of any injuries
23	**realistic**	Setting goals for both your professional and personal life is great. Remember though, to make these realistic, because setting an unattainable goal is the quickest way to damage your confidence
24	**prioritise / prioritize**	Sometimes it's easier said than done, but if you're juggling numerous pieces of work on a daily basis, learning to prioritise is key
25	**productivity**	If you've got nothing nice to look forward to and can only see a long line of work days ahead of you, this can easily become overwhelming and ultimately hinder your productivity

#	Answer	Explanation
26	**holiday**	It’s there for a reason and there are no prizes for giving it up, so make sure you take your annual holiday entitlement
27	**pets**	Family, friends and favourite pets are the ultimate life enhancers
28	**D**	As in Amsterdam, the decline in Leeds is most marked among families living in the most deprived areas, where the problem is worst and hardest to tackle
29	**B**	‘The improvement in the most deprived children in Leeds is startling,’ said Susan Jebb, a professor of diet and population health at Oxford University, whose team has analysed the city’s data
30	**D**	The data comes from the national child measurement programme (NCMP), which requires all children to be weighed at the start and end of primary school. The biggest decline in obesity in Leeds is 6.4% in the reception class, at about the age of four
31	**C**	For Leeds, the 15 closest ‘neighbours’ at the start of its study period in 2009 were Sheffield, Kirklees, Bristol, Newcastle upon Tyne, Coventry, Bolton, Wakefield, Derby, Bradford, Dudley, Medway, Liverpool, Swindon, County Durham and Warrington. The obesity rates there and across the country have not shifted
32	**C**	We wanted to focus on prevention because it’s very, very difficult when obesity has taken hold to tackle it
33	**A**	Susan Jebb added that the dropping rate in Leeds appeared to be a trend. ‘This is four years, not one rogue data point,’ she said at the European Congress on Obesity in Glasgow where she presented the research
34	**D**	I know how hard it can be for busy parents to make healthy choices for their families, so anything that can make it easier is a real lifeline
35	**C**	Parents are experts in their own lives, and they know what they can and can’t achieve
36	**boundaries**	‘Henry’ (Health, Exercise, Nutrition for the Really Young) supports parents in setting boundaries for their children and taking a positive stance on issues from healthy eating to bedtimes
37	**authoritative**	The programme encourages authoritative rather than authoritarian parenting, she said.
38	**permissive**	‘Permissive parenting is asking children what they want to do. But ‘Henry’ encourages a third approach known as authoritative parenting, where parents make it clear they are in charge, but also respond to their children.’

#	Answer	Explanation
39	**story**	Instead of being told to go to bed, they are asked where they want to read their story beforehand
40	**A**	Leeds has become the first city in the UK to report a drop in childhood obesity after introducing a programme called ‘Henry’ to help parents set boundaries for their children and put them off sweets and junk food

Test 45

PASSAGE 1

==== Read the text below and answer Questions 1–8. ====

A - Purple Rainbow: The Truth

Having actors playing popular rock band Purple Rainbow seemed like a bad idea, but in fact they're impressive musicians themselves. Their fans in the film were actual fans of the group and transferred their enthusiasm to the actors very convincingly. I assumed there would be plenty of music, linked by weak dialogue, but I was wrong. And the support that band members gave to lead singer Jerry Cosgrove when tragedy entered his life had me close to tears, giving me a new appreciation of the band.

B - Home Fires

I expected a standard, rather dull, story about domestic life, like the director's last two films. Instead, Home Fires had me on the edge of my seat with excitement. It's certainly worth a second viewing. Having said that, although it is apparently a film intended for all ages, many children would find the long discussions of relationship issues boring, and they contributed little or nothing to the film.

C - The Jeffersons

One of the most popular films of the past half century is Mary and Tom, and a remake of it seems unnecessary. Nevertheless, The Jeffersons has some delightful elements, particularly the acting of Yvonne Richards. She really brought the character she played to life, but sadly, neither she nor the other actors could make the script sound natural.

D - Space Challenge 5

This film makes an important ethical point about treating other people with respect, but that is likely to be missed by many teenagers, the target audience, as it assumes familiarity with the world as it was 20 years ago. With change happening so fast these days, many of the references will leave them confused.

E - Uplands

Uplands could have been a delightful film: it has a charming story, witty dialogue, and is visually breathtaking. But the two lead actors are at their best in thrillers, not films like this one. James Petherick, who plays the hero, fails to gain the sympathy of the audience, who should be moved by the ups and downs in his life.

==== Read the text below and answer Questions 9–14. ====

Sports events in New Zealand

A - McLeans Island Run

This unique running and cycling event winds its way through the Canterbury countryside and finishes in Orana Park, where your spectators will include lions, tigers, gorillas and giraffes. Whether you're a first-timer or a seasoned professional, there's a distance to suit you. Choose from the short, the sprint or the standard distance. You can race to help other people too – if you get some friends or workmates to take part, you'll be in with a chance to win $25,000 to put towards a good cause of your choice.

B - The Pioneer

The Pioneer is an awe-inspiring seven-day mountain bike race through New Zealand's pristine Southern Alps. It is the first race of its kind to link together over 500 km of farm tracks, cycle trails, double track and single track riding in a very special part of the world where soaring mountain peaks, crystal-clear lakes, and high country await. If you're looking for a mountain bike race to get you inspired, this is it!

C - Race Drive Experience

If you have ever wanted to experience the extreme thrill of driving a 6000cc race car, then this is definitely for you! You start off your Race Drive Experience by meeting the skilled team of racing drivers at the Motorsport Park Raceway, before being fully kitted out with one of our race suits and safety helmet. Then you are strapped into the passenger seat of one of our racing cars and taken on a demo drive, covering racing lines, braking points and race driving tricks. Finally you take the driver's seat and can undertake your own high-speed laps of the circuit.

D - Banks Peninsula Walking Festival

The Banks Peninsula Walking Festival offers guided walks all over the Banks Peninsula. The guides, all volunteers, are local people who love to share their passion for this special place with those from the wider community. Participants are guaranteed an enjoyable experience as they relax, get to know new people and absorb the stories and atmosphere of this fantastic land.

PART 1 — QUESTIONS

Questions 1-8

Look at the five film reviews, **A–E**.

For which film review are the following statements true?

Write the correct letter, **A–E**, in boxes on your answer sheet.

NB You may use any letter more than once.

	A	B	C	D	E
1 The reviewer thinks some of the cast are unsuitable for their roles.	○	○	○	○	○
2 The dialogue in this film seems unrealistic.	○	○	○	○	○
3 The reviewer found this film unexpectedly emotional.	○	○	○	○	○
4 This film contains dialogue that is uninteresting for some viewers.	○	○	○	○	○
5 This film carries a moral message.	○	○	○	○	○
6 Non-actors take part in this film.	○	○	○	○	○
7 The reviewer thinks this film should be seen again.	○	○	○	○	○
8 This film mentions things that audience members won't know about.	○	○	○	○	○

Questions 9-14

Look at the four advertisements for sports events, **A–D**.

For which event are the following statements true?

Write the correct letter, **A–D**, in boxes on your answer sheet.

NB You may use any letter more than once.

	A	B	C	D
9 You see spectacular scenery.	○	○	○	○
10 You are provided with special clothing.	○	○	○	○
11 You may be watched while you are doing the activity.	○	○	○	○
12 You watch someone else before doing the activity yourself.	○	○	○	○
13 You meet people who are expert at the activity.	○	○	○	○
14 You can raise money for a charity.	○	○	○	○

PASSAGE 2

==== Read the text below and answer Questions 15–21. ====

What to do if you are made redundant

Employees are made redundant when a company has to reduce the workforce because a job or jobs are no longer needed. It has nothing to do with the employees' ability to do their jobs. However, dealing with redundancy can be difficult. Here are some tips on how to cope.

First of all, don't panic. It's common for people to either rush into a flurry of activity or be frozen by the shock of being suddenly made redundant. The best course of action is to keep calm and draw up a list of all of the things you need to arrange in the months ahead. It's important to find out what your rights are. Obtain a copy of the in-house redundancy policy if there is one and check out your contract for exit terms.

Try to maintain good relations wherever possible with your employer, even if you are angry about the manner of your exit. You will still need a reasonable reference when the time comes to move on, and it may be that your boss can make useful introductions or offer you consultancy work.

Help from a professional outplacement company can make a huge difference to your job search success and reduce the amount of time taken to find your next role. You can purchase this yourself, but there are advantages to having it arranged via your company.

Don't rush into applying for any or every job that comes up. Take stock of what you have to offer, what you want to do, and carry out in-depth research to find out what employers are actually looking for. Talk to people in your target industry for career advice and information. This information will be invaluable in helping you identify potential employers.

Assess whether there are any gaps in experience or qualifications that could be a barrier to getting another job and address them. Enrol on some of those courses you have always been too busy to go on: not only will this enhance your skills, it also shows your commitment to continuous professional development.

Redundancy enables you to move your career forward in line with your own personal agenda. Although it can be traumatic, many people find that redundancy is actually the incentive they need to take their career in the direction they actually want to go. So think about what you really want, and go for it.

==== Read the text below and answer Questions 22–27. ====

Palvin's Restaurant

Instructions to new kitchen staff

Dress standards at our restaurants are extremely important whichever area you work in. The following information will help ensure that you have a professional appearance every day as you

carry out your foodservice duties.

Palvin's Restaurant chain provides new kitchen staff with their uniforms and you are advised to come to work with a note of your chest, waist and hip measurements to assist in this process. On your first day, you'll be issued with two pairs of trousers, two aprons, two jackets and two hats. Once you're happy that you have the correct size, please take the garments home and add a name tag to each one. Put these inside the garments so that they cannot be seen.

Kitchen work can be messy, and it is up to you to make sure that your uniform is kept clean, but you will receive a laundry allowance to help you do this. Towels are available at work, but it's a good idea to bring your own too in case you need it. You can keep this and any other personal items safe in the lockers that are available for use while you're on duty. It's advisable to bring your own small padlock for these.

Uniforms should not be worn outside work. You should wear your normal clothes to and from work but make sure they're respectable. For example, hoodies and other similar tops are not acceptable in the kitchens; if it's cold, wear a jacket. When you arrive at work, you can use the changing facilities located next to the lockers to put on your uniform. You can wear your own shoes in the kitchens as long as they're sturdy and enclosed. We strongly recommend rubber soles so that they do not slip on the floor.

If you incur any injuries that require crutches while you're working for the company, you cannot then take on any tasks that involve standing up. However, if such a situation should occur, we will make every effort to place you in an appropriate area where you can sit down to work so you will not need to take time off. Employees who have smaller injuries, such as hand cuts, need to check with their manager whether they can come to work: you may have to take time off to avoid infection.

PART 2 — QUESTIONS

Questions 15-21

Complete the notes below.

Choose **ONE WORD ONLY** from the text for each answer.

Write your answers in boxes on your answer sheet.

Dealing with redundancy

Initial steps

Start by considering what needs to be done and make a **15** _____ to work through.

Get the company's policy concerning laying off staff and check personal work-related documents.

Dealing with the company

Avoid letting the management see you are annoyed because:

- you want to receive a positive **16** _____ from them for a future post.
- you might get some **17** _____ projects from them in the future.

Moving on

Find an organisation that specialises in **18** _____ to help you look for another job.

Invest time in doing serious **19** _____ concerning the current requirements in your sector.

Consider if your work and training records contain **20** _____ that might prevent you finding work.

Sign up for any relevant courses to improve your chances of being selected for a new post.

Conclusion

Look on redundancy as a useful **21** _____ to advance, rather than the end of your career.

Questions 22-27

Complete the sentences below.

Choose **NO MORE THAN TWO WORDS** from the text for each answer.

Write your answers in boxes on your answer sheet.

- New staff must record their own body **22** _____ before arriving at work.
- You should use your **23** _____ to ensure that your uniform is never dirty.
- Clothes worn to travel to work must be **24** _____.
- Casual wear, such as **25** _____, should not be worn in the kitchen area.
- Staff using **26** _____ may still come to work.
- Please contact the manager before arriving at the kitchens if you have any **27** _____ or other similar injuries.

PASSAGE 3

==== Read the text below and answer Questions 28–40. ====

The forgotten role of women in medieval arts

A A team of archaeologists recently and unexpectedly revealed direct archaeological evidence of the involvement of medieval women in the production of manuscripts. This challenges the widespread assumptions that men were the sole producers of books throughout the period in European history known as the Middle Ages (600–1500 AD). They did so by identifying particles of blue pigment in the fossilised dental plaque of a medieval woman as lapis lazuli, an extremely valuable stone at the time. The findings are the first of their kind and strongly suggest it will be possible to increase the profile of ancient female artists in the historical and archaeological record by analysing their dirty teeth.

B This discovery was made possible by applying technological advances in the field of archaeological science to a little-studied deposit on teeth known as tartar, which is mineralised dental plaque. In most societies today, oral hygiene practices are part of our daily routine, meaning that dental plaque is regularly removed and doesn't have a chance to build up on our teeth. This was not the case in the past. Plaque built up and mineralised over the course of people's lives. This solid deposit has unique archaeological potential. A key characteristic of dental plaque is that while it forms it has the ability to entrap a wide range of microscopic and molecular debris that enters a person's mouth. When dental plaque hardens and becomes tartar, it can entomb these particles and molecules for hundreds or thousands of years – potentially even millions.

C The majority of scholarly work conducted on ancient tartar has been centred on what people ate but, besides taking in food, the human mouth is subject to a constant influx of particles of different types directly from the environment. Tree and grass pollen, spores, cotton fibres, medicinal plants and micro-charcoal have all been reported among the finds from this type of dental analysis. Despite such promising evidence, the value of tartar as environmental evidence has not, so far, been much exploited.

D The team analysed the skeletal remains of a female individual, known as B78, who lived in the 11th–12th century. She was buried in the grounds of a former women's monastery in Dalheim, Germany, that is in ruins today but was occupied by various religious groups for around a thousand years. They found well over 100 bright blue particles, in the form of small crystals and individual flecks, scattered throughout the tartar which was still preserved on her teeth. Her skeletal remains had not indicated anything particular about her life, besides a general indication that she probably did not do any hard labour. The blue particles were unlike any other discovery – firstly because of their colour, and secondly because of their sheer number.

E To be sure about the nature of the particles of bright blue powder trapped in the woman's tartar, a range of microscopy techniques were used. All techniques provided the same results: the blue specks were lazurite, the blue portion of the lapis lazuli stone, a substance more

precious than gold in Medieval Europe. Afghanistan was the only source of the stone at the time, and the preparation of the pigment took great skill.

F So how did particles of this precious material end up deposited on this woman's teeth? A variety of reasons were possible, from painting to accidental ingestion during pigment preparation, or even the consumption of the powder as a medicine. But the way in which the blue particles were found in her tartar – single flecks in different areas – pointed to repeated exposure, not a single intake. And creating a vivid blue pigment from lapis lazuli required an Arabic method of oil flotation that did not appear in European artists' manuals until after the 15th century. This all suggests that it's more likely that this ultramarine pigment was brought into the region as a finished product for use by artists.

G The most likely explanation, then, is that this was an artist who repeatedly used her lips to make a fine point on the end of her brush in order to paint intricate detail on manuscripts. This finding suggests that women were more involved in the production of books throughout the Middle Ages than tends to be thought. Before the 12th century fewer than one per cent of the books that still remain can be traced to the work of women. Additionally, artists are largely invisible in both the historic and archaeological records as they rarely signed their work before the 15th century and, until now, there have been no known skeletal markers directly associated with producing art. The work strongly points to the possibility of using microscopic particles entombed in ancient tartar to track the artists of ancient times. It also suggests that it may be possible to track other 'dusty' crafts using this method and thereby reveal the invisible workforce behind many forms of art.

PART 3 — QUESTIONS

Questions 28-32

Choose the correct letter, **A, B, C** or **D**.

Write the correct letter in boxes on your answer sheet.

28 In Paragraph A, what does the writer say about the archaeology team's work?

- **A** ○ It confirmed what they had assumed when they started it.
- **B** ○ It was hard to persuade other historians about their findings.
- **C** ○ It could reveal the importance of various women in history.
- **D** ○ It could help identify the number of books written in the Middle Ages.

29 What point does the writer make about dental tartar in Paragraph C?

- **A** ○ Archaeologists could make more use of it than they do at present.
- **B** ○ Some particles are more easily trapped in it than others.
- **C** ○ The environment can cause it to break down.
- **D** ○ Changes in people's diet have influenced its composition.

30 What did the skeleton of B78 suggest about her?

- **A** ○ She had not been very old when she died.
- **B** ○ Her life had not been very physically demanding.
- **C** ○ Her teeth had more tartar than most skeletons of that age.
- **D** ○ She had been given a grander burial than other women of her time.

31 What is the writer doing in Paragraph F?

- **A** ○ supporting the team's view that the blue pigment was imported
- **B** ○ explaining why artists in Europe liked to use the blue pigment
- **C** ○ comparing artistic designs using the blue pigment in different parts of the world

D ○ criticising arguments put forward by other scientists about the blue pigment

32 What problem does the writer highlight about medieval artists in Paragraph G?

A ○ the poor facilities available to females in the profession

B ○ the small number of projects available to them

C ○ the difficulties locating their skeletal remains for study

D ○ the lack of evidence for their contribution to books

Questions 33-36

The text has seven paragraphs, **A–G**.

Which paragraph mentions the following?

Write the correct letter, **A–G**, in boxes on your answer sheet.

	A	B	C	D	E	F	G
33 reference to the possible length of time that tartar can preserve particles from the air	○	○	○	○	○	○	○
34 two reasons why the particles that the team found in teeth were unique	○	○	○	○	○	○	○
35 various examples of the types of particle that can be discovered in old teeth	○	○	○	○	○	○	○
36 a suggestion that the blue pigment might have been used in medieval times to cure illness	○	○	○	○	○	○	○

Questions 37-40

Complete the summary below.

Choose **ONE WORD ONLY** from the text for each answer.

Write your answers in boxes on your answer sheet.

Lapis lazuli

A blue pigment used to create artworks in Europe in the Middle Ages was derived from a stone called lapis lazuli. In medieval times, even **37** _____ was not as valuable. Lapis lazuli could only be found in Afghanistan and a lot of **38** _____ was needed to make the pigment from the stone.

The procedure used to do this appeared much later in the manuals used by European artists and this suggests that the product came to their countries as an imported powder. Artists often had to make a **39** _____ on their brushes using their mouths, which then enabled them to produce the fine features needed for **40** _____ and books.

Answer Key

#	Answer	Explanation
1	**E**	But the two lead actors are at their best in thrillers, not films like this one
2	**C**	She really brought the character she played to life, but sadly, neither she nor the other actors could make the script sound natural
3	**A**	I assumed there would be plenty of music, linked by weak dialogue, but I was wrong. And the support that band members gave to lead singer Jerry Cosgrove when tragedy entered his life had me close to tears, giving me a new appreciation of the band
4	**B**	Having said that, although it is apparently a film intended for all ages, many children would find the long discussions of relationship issues boring, and they contributed little or nothing to the film
5	**D**	This film makes an important ethical point about treating other people with respect, but that is likely to be missed by many teenagers, the target audience
6	**A**	Their fans in the film were actual fans of the group and transferred their enthusiasm to the actors very convincingly
7	**B**	It’s certainly worth a second viewing
8	**D**	This film makes an important ethical point about treating other people with respect, but that is likely to be missed by many teenagers, the target audience, as it assumes familiarity with the world as it was 20 years ago. With change happening so fast these days, many of the references will leave them confused
9	**B**	The Pioneer is an awe-inspiring seven-day mountain bike race through New Zealand’s pristine Southern Alps. It is the first race of its kind to link together over 500 km of farm tracks, cycle trails, double track and single track riding in a very special part of the world where soaring mountain peaks, crystal-clear lakes, and high country await
10	**C**	You start off your Race Drive Experience by meeting the skilled team of racing drivers at the Motorsport Park Raceway, before being fully kitted out with one of our race suits and safety helmet

#	Answer	Explanation
11	**A**	This unique running and cycling event winds its way through the Canterbury countryside and finishes in Orana Park, where your spectators will include lions, tigers, gorillas and giraffes
12	**C**	Then you are strapped into the passenger seat of one of our racing cars and taken on a demo drive, covering racing lines, braking points and race driving tricks. Finally you take the driver's seat and can undertake your own high-speed laps of the circuit
13	**C**	You start off your Race Drive Experience by meeting the skilled team of racing drivers at the Motorsport Park Raceway
14	**A**	You can race to help other people too – if you get some friends or workmates to take part, you'll be in with a chance to win $25,000 to put towards a good cause of your choice
15	**list**	The best course of action is to keep calm and draw up a list of all of the things you need to arrange in the months ahead
16	**reference**	Try to maintain good relations wherever possible with your employer, even if you are angry about the manner of your exit. You will still need a reasonable reference when the time comes to move on
17	**consultancy**	it may be that your boss can make useful introductions or offer you consultancy work
18	**outplacement**	Help from a professional outplacement company can make a huge difference to your job search success and reduce the amount of time taken to find your next role
19	**research**	Take stock of what you have to offer, what you want to do, and carry out in-depth research to find out what employers are actually looking for
20	**gaps**	Assess whether there are any gaps in experience or qualifications that could be a barrier to getting another job and address them
21	**incentive**	Although it can be traumatic, many people find that redundancy is actually the incentive they need to take their career in the direction they actually want to go
22	**measurements**	Palvin's Restaurant chain provides new kitchen staff with their uniforms and you are advised to come to work with a note of your chest, waist and hip measurements to assist in this process
23	**laundry allowance**	Kitchen work can be messy, and it is up to you to make sure that your uniform is kept clean, but you will receive a laundry allowance to help you do this

#	Answer	Explanation
24	**respectable**	You should wear your normal clothes to and from work but make sure they're respectable
25	**hoodies**	For example, hoodies and other similar tops are not acceptable in the kitchens; if it's cold, wear a jacket
26	**crutches**	If you incur any injuries that require crutches while you're working for the company, you cannot then take on any tasks that involve standing up. However, if such a situation should occur, we will make every effort to place you in an appropriate area where you can sit down to work so you will not need to take time off
27	**hand cuts**	Employees who have smaller injuries, such as hand cuts, need to check with their manager whether they can come to work: you may have to take time off to avoid infection
28	**C**	The findings are the first of their kind and strongly suggest it will be possible to increase the profile of ancient female artists in the historical and archaeological record by analysing their dirty teeth
29	**A**	Despite such promising evidence, the value of tartar as environmental evidence has not, so far, been much exploited
30	**B**	Her skeletal remains had not indicated anything particular about her life, besides a general indication that she probably did not do any hard labour
31	**A**	And creating a vivid blue pigment from lapis lazuli required an Arabic method of oil flotation that did not appear in European artists' manuals until after the 15th century. This all suggests that it's more likely that this ultramarine pigment was brought into the region as a finished product for use by artists
32	**D**	Additionally, artists are largely invisible in both the historic and archaeological records as they rarely signed their work before the 15th century and, until now, there have been no known skeletal markers directly associated with producing art
33	**B**	When dental plaque hardens and becomes tartar, it can entomb these particles and molecules for hundreds or thousands of years – potentially even millions
34	**D**	The blue particles were unlike any other discovery – firstly because of their colour, and secondly because of their sheer number
35	**C**	Tree and grass pollen, spores, cotton fibres, medicinal plants and micro-charcoal have all been reported among the finds from this type of dental analysis

#	Answer	Explanation
36	**F**	A variety of reasons were possible, from painting to accidental ingestion during pigment preparation, or even the consumption of the powder as a medicine
37	**gold**	the blue portion of the lapis lazuli stone, a substance more precious than gold in Medieval Europe
38	**skill**	Afghanistan was the only source of the stone at the time, and the preparation of the pigment took great skill
39	**point**	The most likely explanation, then, is that this was an artist who repeatedly used her lips to make a fine point on the end of her brush in order to paint intricate detail on manuscripts
40	**manuscripts**	The most likely explanation, then, is that this was an artist who repeatedly used her lips to make a fine point on the end of her brush in order to paint intricate detail on manuscripts

Test 46

PASSAGE 1

==== Read the text below and answer Questions 1–5. ====

Customer reviews of cafés in the town of Artingly

A - Coffee Dream

The décor of this café is great, but why don't the owners make it easier to queue up? There's so little space around the counter that everyone is squashed together when they order. I'd also recommend checking that there's somewhere to sit when you go in as it can get very crowded.

B - Cafélingo

Local media are right in saying that this café makes the best cup of coffee in town, but remember to take the time to appreciate the local artwork displayed on the walls around you while you're sipping your cappuccino.

C - Billy Ding's Café

As this café had been recommended by someone staying in our hotel, we decided to try it out. Despite being on the first floor, it was already crowded by ten in the morning, and it quickly became clear to us that this is a place that residents in the area use regularly. Fortunately, a family group left just as we arrived, and we were lucky enough to get a table overlooking the street. There we enjoyed some delicious pancakes, which we washed down with the biggest 'small' coffee we've ever had!

D - Drink in the Park

No one can deny that this coffee house is located in a beautiful setting. If the outside tables are full, you can simply take your cup of coffee over to one of the many park benches and enjoy it there, which is what we often do.

E - Chocolotta's

We've been here several times and always order the same drinks and food. The last few times, however, we've noticed that the rolls have less filling and the coffee tastes watery. Perhaps the company is trying to cut costs, but this will only lead to customers going elsewhere.

F - Café Soloist

After a considerable search, we eventually found Café Soloist tucked away behind an organic grocery store. There was nothing outside to indicate that it was there, which would have been helpful! Once inside, we were presented with a menu that had more coffee options than we had ever seen before. Twenty minutes and a lot of discussion later, we finally decided what we

wanted. We could then sit back and enjoy the happy chatter and welcoming atmosphere around us.

==== Read the text below and answer Questions 6–14. ====

Frog Valley development

Creating a better area to meet the needs of the local community

The proposal to develop the part of our city known as Frog Valley has now been passed to the local council for consideration and approval. In case you missed earlier newspaper reports, here briefly are some of the changes and improvements that are being planned for the site.

An area of land in the south-east corner of Frog Valley has been allocated to the construction of a new primary school which, if building does go ahead, will accommodate 300 children. The size and location of the school mean that admission will not be limited to families who live in the area.

Another feature that will bring people together will be the new shopping mall. Plans are to move all the existing local shops, which are currently located in small groups around the site, into one shopping zone, and this will see the addition of an organic farm shop and a vegan store.

A community centre will be central to the development of the site. It will provide a much needed meeting place for clubs and societies that, until now, have had to meet wherever they can find a venue. The pride of the centre will be a multi-gym with swimming pool – something younger residents have been requesting for some time but that has never been possible, due to cost.

For many years now, local businesspeople have been asking for better business premises, and this is now a priority for Frog Valley. Twenty thousand square metres of space will be used to house anything from small startups to large existing local businesses. It will be built to the south-east of the site, with dedicated car parking for office workers, either within each office area or in a single car park.

At our public consultation meeting, some residents asked if it would be possible to include services such as dentistry and various types of medical testing facilities within the health centre. This would mean adding to the existing building and there are no plans to do this at present. However, it will be possible to see a doctor at weekends and in the evenings, which is a welcome development.

PART 1 — QUESTIONS

Questions 1-5

Look at the six reviews of cafés in the town of Artingly, **A–F**.

For which café are the following statements true?

Write the correct letter, **A–F**, in boxes on your answer sheet.

NB You may use any letter more than once.

	A	B	C	D	E	F
1 Cup sizes are more generous than you might expect.	○	○	○	○	○	○
2 Recent changes are likely to have a negative impact.	○	○	○	○	○	○
3 It needs better signage for customers.	○	○	○	○	○	○
4 It has a strong local customer base.	○	○	○	○	○	○
5 It deserves the public praise it has received.	○	○	○	○	○	○

Questions 6-14

Do the following statements agree with the information given in the text?

In boxes on your answer sheet, write

TRUE *if the statement agrees with the information*

FALSE *if the statement contradicts the information*

NOT GIVEN *if there is no information on this*

6 Builders have already started work on the new primary school.

A ○ TRUE

B ○ FALSE

C ○ NOT GIVEN

7 The new school will take in children from outside Frog Valley.

A ○ TRUE

B ○ FALSE

C ○ NOT GIVEN

8 There will be an increase in the number of shops.

A ○ TRUE

B ○ FALSE

C ○ NOT GIVEN

9 The community centre will replace an existing social club building.

A ○ TRUE

B ○ FALSE

C ○ NOT GIVEN

10 The swimming pool will be free for residents of Frog Valley.

A ○ TRUE

B ○ FALSE

C ○ NOT GIVEN

11 The office space will accommodate businesses of different sizes.

A ○ TRUE

B ○ FALSE

C ○ NOT GIVEN

12 The business car parking area will be underground.

A ○ TRUE

B ○ FALSE

C ○ NOT GIVEN

13 The health centre will offer a wide range of new services.

- **A** ○ TRUE
- **B** ○ FALSE
- **C** ○ NOT GIVEN

14 At present, there are too few doctors at the health centre.

- **A** ○ TRUE
- **B** ○ FALSE
- **C** ○ NOT GIVEN

PASSAGE 2

==== Read the text below and answer Questions 15—24. ====

Percil Training Institute

Welcome to the Percil Training Institute. We hope that you will enjoy your course of training with us. This information is provided to introduce our Institute and to let you know some of the important features of our professional training courses.

Courses

Percil Training Institute was established to provide high quality short-duration training programmes for a range of professional needs. It has a highly trained and experienced teaching staff, many of whom have taught overseas.

Percil Training Institute provides courses in ten-week modules. Most courses (e.g. Office Management, Librarianship, Medical Records Organisation) consist of two modules, although some courses (Biotechnology, Computer Analysis) are three or four modules long. There is a break of two weeks between each module but since projects or assignments are set for completion in these periods, it is not possible to take vacations during this time.

Since each course has varying needs, there are not necessarily any set hours for classes across all programmes. You will need to consult the timetable for your course, which is printed at the front of your own course manual.

Please be reminded that Percil Training Institute cannot provide attendance or achievement certificates for students who have missed part of their course as a result of not reading their own course timetables properly. Legitimate reasons for non-attendance (e.g. illness) will be given consideration provided that documentary evidence is provided. In this case, an achievement certificate only will be issued.

Facilities

The opening times of the snack bar, coffee lounge and restaurant are printed below your course timetable. No bookings are required for any of the eating places except the restaurant for Friday and Saturday dinner. The coffee lounge and restaurant are not normally open on public holidays. However, a group booking may be made for the restaurant for dinner on such days, provided that there is a minimum of 20 people in the group. A non-refundable deposit will be required for such a booking.

The Institute has a very fine sports complex. The swimming pool is open daily from 8.00 am to 8.00 pm and can be used free of charge by all Percil students who present a valid student enrolment card. The squash courts can be booked by any student with a valid student card and the hire cost is $4.50 per half hour. The gymnasium is available for a ten-week membership fee of $40.00, or $5.00 per visit, or an annual subscription of $100. Guests of Percil students are welcome to use the swimming pool but not the gymnasium areas.

Security

Please be careful that you do not leave valuable items in the classroom areas at any time. Percil Training Institute cannot be held responsible for any loss or damage to students' property as a result of student negligence. After 8.30 pm the front doors of the Institute are locked. If you need to gain access to the Institute after this time, please contact the caretaker by pressing the doorbell and speaking through the intercom. If you are admitted by the caretaker you will be required to show your student card.

Medical Care

Minor accidents and injuries can usually be attended to on the premises, in the Health Centre on the third floor. These services are free. Headache pills and other analgesics are available at standard pharmacy prices.

==== Read the text below and answer Questions 25–27. ====

Percil Memorial Training Scholarships

(3 offered per year)

Percil Training Institute offers a number of scholarships for people from overseas who plan to live in Australia and need re-training. These scholarships are available for full-time study only and are not offered for courses of less than 20 weeks' duration.

Requirements/eligibility

Applicants for these scholarships must be of high academic ability as revealed in the qualifications they have already gained in their home country; alternatively, they must have at least five years of significant work experience in their chosen field and must produce evidence in the form of references from at least two employers or supervisors.

The award

These scholarships offer return airfares to Australia from your home country, provided that the distance by air from your city of departure to Sydney is not more than 2,500 kilometres. If the distance exceeds this amount, you will be provided with airline vouchers. Travel expenses to and from airports on both the outward and return journeys are paid for, and there is an airline excess baggage allowance of 120 kg.

Personal removal expenses for scholarship holders are not paid. If the scholarship holder is married at the time of applying for the scholarship, some travel and removal costs may be paid for the husband or wife. Travel costs or support for dependent children are at the scholarship holder's expense.

Scholars are eligible for assistance with accommodation within the Sydney metropolitan area, although married accommodation is unavailable on the Percil Institute campus. Since demand for accommodation on the campus is always high, scholarship applicants are advised to apply at least ten weeks before intending to come into residence.

PART 2 — QUESTIONS

Questions 15-24

Do the following statements agree with the information given in the text?

In boxes on your answer sheet, write

TRUE *if the statement agrees with the information*

FALSE *if the statement contradicts the information*

NOT GIVEN *if there is no information on this*

15 All of the staff have overseas teaching experience.

- **A** ○ TRUE
- **B** ○ FALSE
- **C** ○ NOT GIVEN

16 All modules are of equal length.

- **A** ○ TRUE
- **B** ○ FALSE
- **C** ○ NOT GIVEN

17 Students are encouraged to take holidays in the two-week breaks between modules.

- **A** ○ TRUE
- **B** ○ FALSE
- **C** ○ NOT GIVEN

18 Courses may have very different timetables.

- **A** ○ TRUE
- **B** ○ FALSE
- **C** ○ NOT GIVEN

19 You can still obtain an attendance certificate if you have been absent through illness.

- **A** ○ TRUE
- **B** ○ FALSE
- **C** ○ NOT GIVEN

20 Permission is required for students to bring guests into the restaurant.

- **A** ○ TRUE
- **B** ○ FALSE
- **C** ○ NOT GIVEN

21 The coffee lounge is closed in the evenings.

- **A** ○ TRUE
- **B** ○ FALSE
- **C** ○ NOT GIVEN

22 Groups of 20 or more can make reservations to dine at the restaurant on public holidays.

- **A** ○ TRUE
- **B** ○ FALSE
- **C** ○ NOT GIVEN

23 Guests may use the swimming pool.

- **A** ○ TRUE
- **B** ○ FALSE
- **C** ○ NOT GIVEN

24 Students are unable to enter the institute after 8.30 pm.

- **A** ○ TRUE
- **B** ○ FALSE

C ○ NOT GIVEN

Questions 25-27

Choose **NO MORE THAN THREE WORDS AND/OR A NUMBER** from the text for each answer.

Write your answers in boxes on your answer sheet.

25 To obtain a scholarship, what is the minimum course length? _____

26 What do scholarship winners receive towards their airfares if they live over 2,500 km from Sydney? _____

27 Who pays for dependent children to travel? _____

PASSAGE 3

==== Read the text below and answer Questions 28–40. ====

Divided opinions about letting farmland return to its natural state

Close to London's Gatwick Airport is Knepp Castle Estate, owned by Charlie Burrell. It is an intensive 3,500-acre farm that has been 'rewilded', that is, allowed to return to its natural, uncultivated state. After barely a decade, nature has come back astonishingly quickly. Neat fields of maize have been replaced with a landscape that resembles the typical grasslands of Africa. The original narrow clipped hedges that edged the farmland are now eight metres wide, and deer race through ragwort, thistles, and other weeds in the meadows. The estate boasts more of the unusual purple emperor butterflies than anywhere else in Britain. It's also thought to be the only place where Britain's fastest-declining birds, turtle doves, are multiplying. But as rewilding blossoms, so do controversies.

In Wales, one ecologist says the concept can't even be mentioned to farmers. Even the harmless beaver is the subject of fierce debate: while it was recognised as a native animal in Scotland last year, beavers reintroduced in south-west England roam free only on a government trial. 'For us it is strange to see the British struggling with the beaver. Come on, we have thousands of them!' Dutch ecologist Leo Linnartz told a rewilding conference. Linnartz says that many Dutch objected to 'nature development' 30 years ago but rewilding principles are now mainstream.

In Britain, the rewilding movement started by writer and environmental activist George Monbiot is popularly seen to seek the return of large carnivores – bears, wolves and lynx. In practice, it is returning more modest herbivores like ponies and deer to the countryside. For decades, ecologists believed the end result of allowing a landscape to run wild would be dense forest and a mass extinction of sun-loving wild flowers and butterflies. But this belief has been demolished by Dutch ecologist Frans Vera. Since the 1980s, Vera has introduced wild cattle, horses and deer to rewilded marshland, and proved that 'natural' grazing creates a more dynamic landscape, a constantly changing pattern of open glades and wooded groves.

In the Scottish Highlands, rewilding is taking a different form as large landowners restore ancient pine forest. But David Balharry, former Scotland director of Rewilding Britain, cautions that rewilding in Scotland will only be championed by policymakers and politicians when it is led by local communities.

For Burrell, rewilding has been a pragmatic way to revive the struggling family farm. Ecotourism there makes as much profit as his conventional farm did. Knepp's unproductive soil meant Burrell could not compete with globalised food production. His profits may be steady while conventional dairy and cattle farm incomes fall dramatically, but no farmers have yet followed his example. 'It takes a new eye to look at this and say, "that's beautiful", rather than go, "that's just a real mess", says Burrell. Other farmers may have a moral attitude towards it too – "why are you stopping food production?" Many criticise rewilding for abandoning productive farmland when the world's population is growing.

Wouter Helmer, director of Rewilding Europe, sees no conflict between food production and rewilding: 'Europe is heading for a future of food produced more intensively in fewer areas, releasing less productive land for rewilding,' he says. Farming is being done by fewer and fewer farmers on a larger scale on the best soils. They leave the less profitable lands to become adventure land for an increasingly urban population.

Helmer says there is no point in seeking to feed the world with traditional organic farming because there is no one to do the labour: when he asks Dutch students who wants to farm, none raise their hands. 'They have a completely different relationship to nature to their parents or grandparents. They are not fighting with it on a daily basis. On one hand they are disconnected from nature but on the other hand they are becoming more relaxed with nature – it's hunting and gathering but hunting with a camera and gathering experiences.' The part of the countryside which is not used for intensive farming starts to serve all these new urban needs.

Yet some environmentalists worry how rewilding connects with urban populations. 'The challenge is how to make rewilding an issue that people in their ordinary lives can take action on,' says Elaine Gilligan of Friends of the Earth. She thinks it is great for engaging people in nature but doubts whether it is seen as important in large urban areas like Birmingham.

Rewilders argue that reducing flood risks for cities is one practical way rewilding can enhance urban life. Ted Green, founder president of the Ancient Tree Forum, believes that intensive farming can worsen flash flooding, and cause fertile earth to be swept downriver and out to sea. 'The land may belong to the landowner but the soil must belong to the nation,' says Green. 'When you see people cleaning out their houses after floods, you don't see them removing water, you see them removing mud. It's no longer an engineering problem – it's a farming problem.

Some conservationists worry, however, that rewilding could replace the traditional protection of rare species on small nature reserves. If rewilding really takes off, there's a risk people will say, "Oh we don't have to do any of that old stuff," says Matt Shardlow, chief executive of Buglife. 'But we still have habitat fragmentation and species in tiny places and we have to take care of them even if you have some areas made bigger for wildlife.' Whatever happens, we need more projects like Knepp.

PART 3 — QUESTIONS

Questions 28-30

Complete the summary below.

Choose **ONE WORD ONLY** from the text for each answer.

Write your answers in boxes on your answer sheet.

Knepp Castle estate

About ten years ago, the decision was taken to rewild the farmland at Knepp Castle. Now the **28** _____ that used to be grown there has disappeared and the countryside is more like parts of **29** _____. The hedges surrounding the fields have been allowed to expand and deer can be seen running among the wild flowers. The estate hosts the largest number of **30** _____ of a particular species in the whole country and bird numbers are increasing. All these changes have happened remarkably quickly.

Questions 31-36

Look at the following statements and the list of people below.

Match each statement with the correct person, **A–G**.

Write the correct letter, **A–G**, in boxes on your answer sheet.

List of People

A. Charlie Burrell

B. Leo Linnartz

C. George Monbiot

D. Frans Vera

E. David Balharry

F. Wouter Helmer

G. Elaine Gilligan

	A	B	C	D	E	F	G
31 Some people are against rewilding as it reduces the amount of crops that could provide much needed nourishment.	○	○	○	○	○	○	○
32 It may not be easy to get city residents to take part in rewilding.	○	○	○	○	○	○	○
33 Rewilding does not necessarily lead to a landscape thickly covered in trees.	○	○	○	○	○	○	○
34 It is acceptable to turn fields which do not yield many crops into natural spaces for people to enjoy.	○	○	○	○	○	○	○
35 The support of people living in the area is needed to make the authorities take rewilding seriously.	○	○	○	○	○	○	○
36 There is evidence that people get used to the idea of rewilding with time.	○	○	○	○	○	○	○

Questions 37-40

Choose the correct letter, **A, B, C** or **D**.

Write the correct letter in boxes on your answer sheet.

37 In the fifth paragraph, the writer points out that Burrell

A ○ had clear financial reasons for rewilding his farm.

B ○ is worried that his land now looks extremely untidy.

C ○ has considerably increased the money he makes from his farm.

D ○ was initially guided by other people who had let their land go wild.

38 What does Helmer say about young people and the land?

A ○ They want to leave it and find work in the city.

B ○ Many want to take over running their families' farms.

C ○ They have developed new ways of interacting with it.

D ○ Many are interested in building businesses on farmland.

39 Ted Green is particularly concerned that

A ○ there are increasing problems with water pollution in cities.

B ○ money needs to be invested to create more dams across rivers.

C ○ modern agricultural methods mean rain washes away productive soil.

D ○ more barriers are needed to prevent rivers flooding domestic homes.

40 In the final paragraph, what point is made about rewilding?

A ○ It will be very difficult to organise efficiently in large expanses of countryside.

B ○ It may attract so much public interest that smaller projects get forgotten.

C ○ It has caused problems for certain types of animals and insects in Britain.

D ○ It may be a trend that will lose its popularity quite quickly.

Answer Key

#	Answer	Explanation
1	**C**	There we enjoyed some delicious pancakes, which we washed down with the biggest ‘small’ coffee we’ve ever had
2	**E**	The last few times, however, we’ve noticed that the rolls have less filling and the coffee tastes watery. Perhaps the company is trying to cut costs, but this will only lead to customers going elsewhere
3	**F**	There was nothing outside to indicate that it was there, which would have been helpful
4	**C**	it quickly became clear to us that this is a place that residents in the area use regularly
5	**B**	Local media are right in saying that this café makes the best cup of coffee in town, but remember to take the time to appreciate the local artwork displayed on the walls around you while you’re sipping your cappuccino
6	**FALSE**	An area of land in the south-east corner of Frog Valley has been allocated to the construction of a new primary school which, if building does go ahead, will accommodate 300 children
7	**TRUE**	The size and location of the school mean that admission will not be limited to families who live in the area
8	**TRUE**	Plans are to move all the existing local shops, which are currently located in small groups around the site, into one shopping zone, and this will see the addition of an organic farm shop and a vegan store
9	**FALSE**	It will provide a much needed meeting place for clubs and societies that, until now, have had to meet wherever they can find a venue
10	**NOT GIVEN**	The pride of the centre will be a multi-gym with swimming pool – something younger residents have been requesting for some time but that has never been possible, due to cost
11	**TRUE**	Twenty thousand square metres of space will be used to house anything from small startups to large existing local businesses
12	**NOT GIVEN**	It will be built to the south-east of the site, with dedicated car parking for office workers, either within each office area or in a single car park

#	Answer	Explanation
13	**FALSE**	some residents asked if it would be possible to include services such as dentistry and various types of medical testing facilities within the health centre. This would mean adding to the existing building and there are no plans to do this at present
14	**NOT GIVEN**	However, it will be possible to see a doctor at weekends and in the evenings, which is a welcome development
15	**FALSE**	It has a highly trained and experienced teaching staff, many of whom have taught overseas
16	**TRUE**	Percil Training Institute provides courses in ten-week modules
17	**FALSE**	There is a break of two weeks between each module but since projects or assignments are set for completion in these periods, it is not possible to take vacations during this time
18	**TRUE**	Since each course has varying needs, there are not necessarily any set hours for classes across all programmes
19	**FALSE**	Legitimate reasons for non-attendance (e.g. illness) will be given consideration provided that documentary evidence is provided. In this case, an achievement certificate only will be issued
20	**NOT GIVEN**	No bookings are required for any of the eating places except the restaurant for Friday and Saturday dinner
21	**NOT GIVEN**	The opening times of the snack bar, coffee lounge and restaurant are printed below your course timetable
22	**TRUE**	However, a group booking may be made for the restaurant for dinner on such days, provided that there is a minimum of 20 people in the group
23	**TRUE**	Guests of Percil students are welcome to use the swimming pool but not the gymnasium areas
24	**FALSE**	After 8.30 pm the front doors of the Institute are locked. If you need to gain access to the Institute after this time, please contact the caretaker by pressing the doorbell and speaking through the intercom. If you are admitted by the caretaker you will be required to show your student card
25	**twenty weeks / 20 weeks / 20 weeks' duration**	These scholarships are available for full-time study only and are not offered for courses of less than 20 weeks' duration
26	**vouchers / airline vouchers**	If the distance exceeds this amount, you will be provided with airline vouchers
27	**scholarship holder / the scholarship**	Travel costs or support for dependent children are at the scholarship holder's expense

#	Answer	Explanation
	holder	
28	**maize**	Neat fields of maize have been replaced with a landscape that resembles the typical grasslands of Africa
29	**Africa**	Neat fields of maize have been replaced with a landscape that resembles the typical grasslands of Africa
30	**butterflies**	The estate boasts more of the unusual purple emperor butterflies than anywhere else in Britain
31	**A**	Other farmers may have a moral attitude towards it too – “why are you stopping food production?” Many criticise rewilding for abandoning productive farmland when the world’s population is growing.
32	**G**	‘The challenge is how to make rewilding an issue that people in their ordinary lives can take action on,’ says Elaine Gilligan of Friends of the Earth. She thinks it is great for engaging people in nature but doubts whether it is seen as important in large urban areas like Birmingham
33	**D**	For decades, ecologists believed the end result of allowing a landscape to run wild would be dense forest and a mass extinction of sun-loving wild flowers and butterflies. But this belief has been demolished by Dutch ecologist Frans Vera. Since the 1980s, Vera has introduced wild cattle, horses and deer to rewilded marshland, and proved that ‘natural’ grazing creates a more dynamic landscape, a constantly changing pattern of open glades and wooded groves.
34	**F**	Farming is being done by fewer and fewer farmers on a larger scale on the best soils. They leave the less profitable lands to become adventure land for an increasingly urban population
35	**E**	But David Balharry, former Scotland director of Rewilding Britain, cautions that rewilding in Scotland will only be championed by policymakers and politicians when it is led by local communities
36	**B**	Linnartz says that many Dutch objected to ‘nature development’ 30 years ago but rewilding principles are now mainstream
37	**A**	For Burrell, rewilding has been a pragmatic way to revive the struggling family farm. Ecotourism there makes as much profit as his conventional farm did. Knepp’s unproductive soil meant Burrell could not compete with globalised food production.
38	**C**	‘They have a completely different relationship to nature to their parents or grandparents. They are not fighting with it on a daily basis. On one hand they are disconnected from nature but on the other hand they are becoming more relaxed with nature – it’s

#	Answer	Explanation
		hunting and gathering but hunting with a camera and gathering experiences.'
39	**C**	Ted Green, founder president of the Ancient Tree Forum, believes that intensive farming can worsen flash flooding, and cause fertile earth to be swept downriver and out to sea
40	**B**	Some conservationists worry, however, that rewilding could replace the traditional protection of rare species on small nature reserves. If rewilding really takes off, there's a risk people will say, "Oh we don't have to do any of that old stuff," says Matt Shardlow, chief executive of Buglife

Test 47

PASSAGE 1

Read the text below and answer Questions 1–5.

Top campsites to visit

A Woodside Park

This campsite, which opens in the summer months only, is in the middle of a country park. The site is next to a large lake and there's woodland nearby to explore. If you don't fancy sleeping in a tent, you can book a pod. These are all heated and furnished with beds. Facilities on site include hot showers and a small shop.

B Treetops Farm

This campsite, which is on a working farm, is open all year. The site itself is a car-free zone and you'll need to park near the farmhouse and carry your belongings and tent to the camping area. The facilities are simple but the washrooms, which are closed daily for an hour from midday for cleaning, have free hot water for showers.

C The Downs

This campsite, which is open from April to November but closed during the coldest months, is surrounded by beautiful countryside that's perfect for cycling and walking. Facilities on site include a laundry room as well as showers and a small shop. There's a pub that serves hot food each evening in the nearby village, which is only a ten-minute drive away.

D Bluewater Bay

This perfectly flat grass campsite, which is open in the summer months only, is only a few minutes' walk from the beach. There's a shower room on site and also a farm shop (which is open until 8 pm), where you can buy anything you need for a BBQ. If you haven't got a tent, the site offers pre-pitched ones that can be rented by the day.

E Dean Park

This large campsite, which is open all year, offers a range of facilities. As well as several shower rooms and a café serving cooked meals daily, there's an indoor pool and games room. For anyone keen on countryside walks there are miles of footpaths in the nearby national park.

F Rock Harbour

This small, family-owned campsite has space for 50 tents and is only open in the summer. It's just a five-minute walk to the sea so is perfect for anyone looking for a beach holiday. There's a small shop on site and there's always someone in the campsite office from 9 am–9 pm if you need assistance or have a problem.

_____

Read the text below and answer Questions 6–14.

Cycling in Plymouth

Cycling in the city is relatively stress free. As well as providing a growing number of cycle paths that are traffic free, local government has also added dedicated cycle lanes to many routes. A journey in the city by bike is generally quicker than the same journey by car – especially at peak times, and you can travel door to door, which saves additional time. A further benefit of cycling is that it's cheaper than running a car – even if you include the cost of an occasional taxi. It's also good for you: you'll need to cycle for a recommended minimum of twenty minutes a day if you want to improve your overall fitness.

If you've only recently decided to take up cycling, summer is a good time to start. However, the weather is rarely so bad in Plymouth that it will stop you cycling. To get started, you can hire a bike – various apps are available where you are charged by the hour. If you want to buy a bike, you should think first about the size you'll need and what you plan to use it for – commuting, shopping or recreation. When selecting your bike, it's helpful to remember that ones with lighter frames and good gears make cycling easier, but are more expensive.

Although most train companies allow bikes on their trains, there are peak-time restrictions. Therefore, if you want to take a bike on a local train at peak times, you will need one that folds up. Even outside peak times, most trains have limited space for bikes of any kind so a reservation in advance of your journey is essential.

If you plan to maintain your bike, you'll also need to buy certain equipment: a pump, a spare inner tube, and tyre levers for mending punctures. If you get a puncture, see if you can find out the cause, such as a piece of broken glass, and remove it. If you need to replace an inner tube, its size is usually shown on the tyre.

PART 1 — QUESTIONS

Questions 1-5

Look at the six reviews of campsites, A–F.

For which campsite are the following statements true?

Write the correct letter, A–F.

A. Woodside Park

B. Treetops Farm

C. The Downs

D. Bluewater Bay

E. Dean Park

F. Rock Harbour

	A	B	C	D	E	F
1 You can pay to hire a tent at this campsite.	○	○	○	○	○	○
2 There is a short period each day when you cannot use the showers.	○	○	○	○	○	○
3 There is a place on site where you can wash clothes.	○	○	○	○	○	○
4 A member of staff is available all day to help visitors.	○	○	○	○	○	○
5 Visitors to this campsite can go swimming in the winter.	○	○	○	○	○	○

Questions 6-14

Do the following statements agree with the information given in the text?

On your answer sheet, write

TRUE if the statement agrees with the information

FALSE if the statement contradicts the information

NOT GIVEN if there is no information on this

6 The number of traffic-free cycle paths in the city is increasing.

- **A** ○ TRUE
- **B** ○ FALSE
- **C** ○ NOT GIVEN

7 You are likely to reach your destination faster if you drive in the city than if you cycle.

- **A** ○ TRUE
- **B** ○ FALSE
- **C** ○ NOT GIVEN

8 There are numerous days in the winter when the weather prevents you cycling.

- **A** ○ TRUE
- **B** ○ FALSE
- **C** ○ NOT GIVEN

9 Using a bike app to hire a bike is very popular.

- **A** ○ TRUE
- **B** ○ FALSE
- **C** ○ NOT GIVEN

10 You will have to pay a higher price to buy a bike that is light.

- **A** ○ TRUE
- **B** ○ FALSE
- **C** ○ NOT GIVEN

11 Only folding bikes can be taken on local trains at any time.

- **A** ○ TRUE
- **B** ○ FALSE

C ○ NOT GIVEN

12 You need to book to take a bike on a train at least a week before you travel.

A ○ TRUE

B ○ FALSE

C ○ NOT GIVEN

13 If you are repairing a puncture, you will need a piece of equipment called a tyre lever.

A ○ TRUE

B ○ FALSE

C ○ NOT GIVEN

14 Broken glass is the most common cause of tyre punctures.

A ○ TRUE

B ○ FALSE

C ○ NOT GIVEN

PASSAGE 2

Read the text below and answer Questions 15–21.

Learning to conduct difficult conversations in the workplace

Many of us struggle to say what we need to at work. Whether it's asking for a pay rise, or confronting a co-worker over unsatisfactory behaviour, these conversations can be difficult to have without appearing offensive.

There are several reasons why we don't raise difficult topics at work. Perhaps we've learned not to rock the boat, we fear being responsible for conflict, or we think that nothing will change even if we do pluck up the courage to speak out. So we stay quiet.

Here are some tips on how to tackle your next difficult conversation:

First, you need to plan what you're going to say. Think about how long you need for the conversation and where to have it. The right environment is key – you don't want somewhere too formal that will intimidate your colleague, or somewhere too casual where you may be overheard.

The second thing you need to do is write down the key messages you want to get across in the conversation. Practise saying them out loud (I like to record them on my phone and play them back). You are not preparing a script, but this preparation helps you to be brief and clear. If you are particularly nervous, rehearse what you plan to say in front of a friend so you know you are coming across as you wish to.

The language you use is also important. Consider the difference between these two phrases: 'Steve, we're very close to deadline date and you told me you're a bit behind. I'd like to support you and agree a way to get the deadlines met.' and 'Steve, you're behind again. This has got to stop!' If you use the first example, you come across as looking for solutions together. That creates trust and openness. The second example is less likely to get a successful outcome.

Finally, put yourself in the other person's shoes – however frustrating that person might be. The useless boss who never gives you feedback is simply struggling with her own extremely heavy workload. The team member who only has negative comments to make in the team meeting simply doesn't have the skills to ask for what he wants directly.

To manage your emotions during a difficult conversation, it helps to calm things down by taking some long breaths. And finally, if you feel under pressure, remember to respond slowly rather than reacting quickly.

Read the text below and answer Questions 22–27.

Making a success out of a new business

Running your own business can be very rewarding, but success is not always guaranteed. Half of small businesses fail in the first couple of years, according to official reports, but there are certain steps you can take to give your business the best chance.

First, does your business have a clear mission, yearly goals and a long-term business plan? Ensure your goals are specific, measurable and achievable. Introduce regular reviews of these goals and set new ones when appropriate. Most importantly, communicate your mission and goals to your employees. Their livelihood is tied to the success of your business, so make sure they know what they need to do to keep your business healthy.

A shortage of cash is generally what sinks small businesses, so learning to monitor your cashflow is critical. Check the dates of major outgoings, such as tax and payments for rent and rates, to ensure that you have enough cash for when these need to be paid.

If you're setting up a partnership, choosing the right person is vital. Once you have made your choice, put in place an agreement which sets out the rights and responsibilities of each partner in the business. The agreement should also deal with what happens when difficulties arise; for example, does one partner have the ability to buy the other out? Or should the business simply be closed down – which could result in the end of a successful business?

Knowing your market and accurately assessing the potential demand for a product is the key to an idea succeeding or failing. If your product has a very limited market, you won't be able to sell enough to create a successful business. You should take time to understand who your competitors are and identify what distinguishes your business from theirs. Perhaps you can provide a better service or compete on price. It all boils down to understanding why customers would rather buy from you than other companies in the field.

There is a lot to think about when starting your own business, but avoiding these common pitfalls will give your business a good chance of success.

PART 2 — QUESTIONS

Questions 15-21

Complete the sentences below.

Choose ONE WORD ONLY from the text for each answer.

Write your answers on your answer sheet.

- A lot of people find it hard to challenge colleagues about their poor **15** _____.
- People are often afraid of causing **16** _____ with colleagues if they raise tricky issues.
- It is important to select the most suitable **17** _____ for a difficult talk.
- It may help to consult a **18** _____ for feedback on how you are communicating the main points.
- It often works best if the speaker sounds as if they want to find **19** _____ to the problem under discussion.
- A line manager that fails to communicate may have an excessive **20** _____.
- If colleagues never have anything good to say, they may lack the appropriate **21** _____ to make requests appropriately.

Questions 22-27

Complete the notes below.

Choose ONE WORD ONLY from the text for each answer.

Write your answers on your answer sheet.

Creating a successful business

Statistically, out of all new business ventures, **22** _____ will not survive two years.

To avoid this possibility:

- set clear targets and

    - arrange frequent **23** _____ to ensure these goals are still practicable
    - make sure all **24** _____ are fully aware of them
- ensure the projected cashflow will be adequate to get through the year by
    - noting **25** _____ for paying tax and other outgoings
- select business partners carefully and draw up a document stating
    - their **26** _____ and what they are responsible for doing in the business
    - the procedure to follow if the business faces difficulties
- research the market:
    - find out how your product differs from what **27** _____ offer
    - consider if the price of the product could be lowered

PASSAGE 3

Read the text on pages 24 and 25 and answer Questions 28–40.

A A group of excited children are instructing community archaeologist Colin Shepherd when to drop a china mug on the floor so that they can see how it breaks on impact. They will use the results of this experiment to better understand an archaeological find: the broken pieces of an old marmalade jar, last used for breakfast around 100 years ago. The children had recently excavated the jar from woodland as part of an archaeological investigation.

B When schoolchildren are invited to visit archaeological excavations, they rarely have much specific knowledge about the site's history. They are normally given straightforward tasks like washing and sorting finds, that is, any discoveries that are of archaeological interest. What is less common is to find primary school pupils working as partners with an archaeologist. Our project lets primary school children take a joint role in an archaeological investigation, working actively alongside an expert in the field.

C The children's archaeological investigations were part of a larger project initiated by a community group which works to study and preserve the landscape of the Bennachie hills region in Aberdeenshire, Scotland. The main project was developed with a team from the University of Aberdeen and funded by a Community Heritage fund and the National Lottery. It focused on the history and archaeology of an abandoned mid-19th-century settlement, located on common ground on the lower slopes of the Bennachie hills. Colin Shepherd set up two additional archaeological projects with local primary school children and their teachers. Each project investigated the history of the place in which the pupils live and go to school.

D At one of the schools, the excavation took place in woodland where pupils usually take part in outdoor learning. Before the archaeology project began, the children viewed the woodland as existing only in the present. Through their work, they became aware of its history and the people who lived and worked on the land near their school in the past. Taking on the role of historians and working with primary source materials, such as maps, census returns and tax payments, the children were able to develop their own lines of enquiry. Their research suggested that there had been a water mill in the area, so their excavations set out to find it. The children, working with the community archaeologist, found evidence for this. They also discovered the remains of a 19th- or 20th-century midden, or rubbish dump, containing many pieces of broken pottery.

E My role as a teacher educator specialising in history education was to work alongside pupils and staff to create an exhibition for their families and the general public. Following a visit to the university to see the museum there, the children produced a timeline of everything they had found to show the period in history to which each item belonged. They went on to invent a 'guess the object' game to engage visitors in their discoveries. The children were given the use of the museum's replica of a 17th-century collector's cabinet for their exhibition. During the identification of the pottery pieces, one was identified as coming from the distinctive Seaton workshop in Aberdeen, so a complete example was borrowed from the museum and included in the cabinet alongside it. Because it used a high-quality display cabinet, the children's exhibition

gained a similar status to that of a real museum for the parents and community members who came to see it.

F The project meant the children could lead their own historical investigations and expand their understanding of the places in which they live and the heritage of their family and community. This is a key principle in the Social Studies section of Scotland's Curriculum for Excellence, the national framework for learning for children between the ages of three and 18. Not only did the children learn the history of the place, they learned to understand the process of creating historical knowledge. Through their museum visit, they learned how to select items for display and to think about how to talk to other people about the history they had created.

G Setting up the exhibition and showing it to people aided conversations between children and their community. One of the children discovered that their great-grandfather had once owned the Seaton workshop. The grandmother of another child recounted her memories of making oatmeal porridge in a small bowl decorated with the same floral design as a pottery piece on display. The archaeological investigations carried out by the children created a real-life context for them to play an active part in learning – educating not just themselves but their community too.

PART 3 — QUESTIONS

Questions 28-32

The text has seven paragraphs, A–G.

Which paragraph mentions the following?

Write the correct letter, A–G.

	A	B	C	D	E	F	G
28 how unusual it is for archaeologists and children to have equal responsibilities	○	○	○	○	○	○	○
29 the relevance of the children's achievements to a country's educational requirements	○	○	○	○	○	○	○
30 the location of the archaeologists' main project	○	○	○	○	○	○	○
31 a place where a large amount of archaeological material was found	○	○	○	○	○	○	○
32 a relative's connection to a local business	○	○	○	○	○	○	○

Questions 33-36

Choose the correct letter, A, B, C or D.

Write the correct letter on your answer sheet.

33 The experiment described in paragraph A is designed to show

- **A** ○ why objects break up when they are left in woodland.
- **B** ○ how modern objects differ from those made in the past.
- **C** ○ what happens to a breakable object when it hits the ground.
- **D** ○ how long it takes to put a broken object back together again.

34 In paragraph B, what does the writer say most schoolchildren do when they visit archaeological sites?

A ○ They meet with experts at the site.

B ○ They talk to people living near the site.

C ○ They are given information about the site.

D ○ They engage in simple activities at the site.

35 The water mill is an example of something that the children

A ○ had read about in history lessons.

B ○ discovered using written documents.

C ○ had heard about from local people.

D ○ remembered from previous activities.

36 What does the writer say about one child's grandmother?

A ○ She recognised the pattern on some pottery.

B ○ She showed the children how to decorate pottery.

C ○ She regularly cooked using a pot that was very old.

D ○ She offered the children an old pot that she had kept.

Questions 37-39

Complete the summary below.

Choose ONE WORD ONLY from the text for each answer.

Write your answers on your answer sheet.

The children's exhibition

The writer helped the children to exhibit what they had found. First the children went to look at the exhibits on display at the **37** _____ museum. After that, they placed their discoveries on a timeline to show the age of the objects. Then they created a **38** _____ for visitors to test their knowledge of the items.

The children were allowed to use a cabinet that belonged to the museum to display all the things they had found. One piece of pottery was recognised as being made at a particular

39 _____. It was placed next to an unbroken example of the pottery.

The quality of the display area raised the status of the children's exhibition for everyone who went to see it.

Questions 40-40

Choose the correct letter, A, B, C or D.

Write the correct letter on your answer sheet.

40 What would be a suitable title for the article?

- **A** ○ Children make an exciting archaeological discovery
- **B** ○ Archaeology is becoming a new hobby for children
- **C** ○ The benefits for children of working with archaeologists
- **D** ○ Communities appreciate the teachings of archaeologists

Answer Key

#	Answer	Explanation
1	**D**	If you haven't got a tent, the site offers pre-pitched ones that can be rented by the day
2	**B**	The facilities are simple but the washrooms, which are closed daily for an hour from midday for cleaning, have free hot water for showers
3	**C**	Facilities on site include a laundry room as well as showers and a small shop
4	**F**	there's always someone in the campsite office from 9 am–9 pm if you need assistance or have a problem
5	**E**	This large campsite, which is open all year, offers a range of facilities. As well as several shower rooms and a café serving cooked meals daily, there's an indoor pool and games room
6	**TRUE**	As well as providing a growing number of cycle paths that are traffic free, local government has also added dedicated cycle lanes to many routes
7	**FALSE**	A journey in the city by bike is generally quicker than the same journey by car – especially at peak times, and you can travel door to door, which saves additional time
8	**FALSE**	However, the weather is rarely so bad in Plymouth that it will stop you cycling
9	**NOT GIVEN**	To get started, you can hire a bike – various apps are available where you are charged by the hour
10	**TRUE**	When selecting your bike, it's helpful to remember that ones with lighter frames and good gears make cycling easier, but are more expensive
11	**TRUE**	Therefore, if you want to take a bike on a local train at peak times, you will need one that folds up. Even outside peak times, most trains have limited space for bikes of any kind so a reservation in advance of your journey is essential
12	**NOT GIVEN**	Even outside peak times, most trains have limited space for bikes of any kind so a reservation in advance of your journey is essential
13	**TRUE**	If you plan to maintain your bike, you'll also need to buy certain equipment: a pump, a spare inner tube, and tyre levers for

#	Answer	Explanation
		mending punctures
14	**NOT GIVEN**	If you get a puncture, see if you can find out the cause, such as a piece of broken glass, and remove it
15	**behaviour / behavior**	Whether it's asking for a pay rise, or confronting a co-worker over unsatisfactory behaviour, these conversations can be difficult to have without appearing offensive
16	**conflict**	we fear being responsible for conflict
17	**environment**	The right environment is key – you don't want somewhere too formal that will intimidate your colleague, or somewhere too casual where you may be overheard
18	**friend**	If you are particularly nervous, rehearse what you plan to say in front of a friend so you know you are coming across as you wish to
19	**solutions**	If you use the first example, you come across as looking for solutions together
20	**workload**	The useless boss who never gives you feedback is simply struggling with her own extremely heavy workload
21	**skills**	The team member who only has negative comments to make in the team meeting simply doesn't have the skills to ask for what he wants directly
22	**half**	Half of small businesses fail in the first couple of years, according to official reports, but there are certain steps you can take to give your business the best chance
23	**reviews**	Introduce regular reviews of these goals and set new ones when appropriate
24	**employees**	Most importantly, communicate your mission and goals to your employees. Their livelihood is tied to the success of your business, so make sure they know what they need to do to keep your business healthy
25	**dates**	Check the dates of major outgoings, such as tax and payments for rent and rates, to ensure that you have enough cash for when these need to be paid
26	**rights**	Once you have made your choice, put in place an agreement which sets out the rights and responsibilities of each partner in the business
27	**competitors**	You should take time to understand who your competitors are and identify what distinguishes your business from theirs. Perhaps you can provide a better service or compete on price. It all boils

#	Answer	Explanation
		down to understanding why customers would rather buy from you than other companies in the field
28	**B**	What is less common is to find primary school pupils working as partners with an archaeologist. Our project lets primary school children take a joint role in an archaeological investigation, working actively alongside an expert in the field
29	**F**	This is a key principle in the Social Studies section of Scotland's Curriculum for Excellence, the national framework for learning for children between the ages of three and 18
30	**C**	The main project was developed with a team from the University of Aberdeen and funded by a Community Heritage fund and the National Lottery. It focused on the history and archaeology of an abandoned mid-19th-century settlement, located on common ground on the lower slopes of the Bennachie hills
31	**D**	They also discovered the remains of a 19th- or 20th-century midden, or rubbish dump, containing many pieces of broken pottery
32	**G**	One of the children discovered that their great-grandfather had once owned the Seaton workshop
33	**C**	A group of excited children are instructing community archaeologist Colin Shepherd when to drop a china mug on the floor so that they can see how it breaks on impact
34	**D**	They are normally given straightforward tasks like washing and sorting finds, that is, any discoveries that are of archaeological interest
35	**B**	Taking on the role of historians and working with primary source materials, such as maps, census returns and tax payments, the children were able to develop their own lines of enquiry. Their research suggested that there had been a water mill in the area, so their excavations set out to find it
36	**A**	The grandmother of another child recounted her memories of making oatmeal porridge in a small bowl decorated with the same floral design as a pottery piece on display
37	**university**	Following a visit to the university to see the museum there, the children produced a timeline of everything they had found to show the period in history to which each item belonged
38	**game**	They went on to invent a 'guess the object' game to engage visitors in their discoveries
39	**workshop**	During the identification of the pottery pieces, one was identified as coming from the distinctive Seaton workshop in Aberdeen, so

#	Answer	Explanation
		a complete example was borrowed from the museum and included in the cabinet alongside it
40	**C**	The archaeological investigations carried out by the children created a real-life context for them to play an active part in learning – educating not just themselves but their community too

Test 48

PASSAGE 1

Read the text below and answer Questions 1-7.

Great cycling trails

Why not take the bike and try one of these wonderful cycling routes next weekend?

A Bo'ness to Blackness Castle, Edinburgh

If you like cycling on flat ground and enjoy having interesting things to look at, this is one of the best trails in Scotland. Among its plus points, there are fantastic views of three of the bridges across the river Forth. Simply return by the same path or continue on to South Queensferry for a longer day out.

B The Montgomery Canal cycle path, Wales

Dragonflies, swans, buzzards, fish and other creatures can be spotted as you cycle alongside the canal. The path is in good condition and broad enough for a family to ride safely. A day out cycling in the area can also include a visit to the nearby thirteenth-century Powis Castle and its beautiful gardens.

C A walking and cycling path in Birmingham, West Midlands

The busy city of Birmingham has several well-known bike trails, including a quiet route along the Bourn Brook to Woodgate Valley country park. One hump-backed bridge is best walked across, but the rest of the route is flat and suitable for a range of bikes. It's then 2km along the signposted path to Woodgate Valley, which is perfect for picnics, has a family-friendly visitor attraction especially known for its sheep, and offers a break from cycling.

D The Cycle Trail in the Forest of Dean, Gloucestershire

The path is on a former railway route from the time when the area was involved in coal mining. Cyclists can visit sites from this period on the way, but those just along for the views won't be disappointed. Stop for lunch at one of the numerous picnic spots along the way. The route is circular, fully marked and suitable for the whole family, including the dog.

E The Wirral Trail, Liverpool

The trail is safe, flat and with plenty of cafés on the way. Take in the views of North Wales, have a rest on the beach at Caldy or Thurstaston, then cross the border into Cheshire and on towards Chester. Both West Kirby and Chester have regular direct trains back to Liverpool.

Read the text below and answer Questions 8–14.

What steps to take to become a fashion designer

First, it's important to think about what types of fashion designers are in demand currently. There are so many womenswear designers, yet not as many menswear, sportswear or accessories designers. Opportunities might be greater in those categories.

When applying for internships, think about what you'll bring to the company as well as what they can offer you: Is the company going to teach you skills that are relevant to your future career? What mix of skills can you bring to the company that is relevant to their needs? Try to find the company that's the right fit for you, and you are much more likely to be what the company is looking for as well.

Knocking on doors can lead to fantastic opportunities: Designers are very busy and overwhelmed with people applying to work with them, but they're far more impressed by people that try that little bit harder. For example, some graduates go overseas to New York or Milan to deliver a self-directed design project and CV to the designer of their choice. Of course that can lead to considerable expense, but it often results in success.

Make use of online fashion and business networking sites. Create your profile on each one, as you never know who might be looking. Apply to as many fashion hiring agencies as you can - there are more than 20 in the UK alone. Not all of them take on new graduates, but try them all anyway.

Consider your training and fill in any gaps in it. Assistant designers and interns can make themselves more employable through investing time in obtaining, for example, computer-aided design (CAD) skills. Unfortunately, not all colleges and universities have CAD as an integral part of their courses. If this has affected you, you should study using online learning applications.

Finally, talent is not enough – you need to get out there and make sure everybody knows about your skills. Graduates should be aware that they need to be proactive and persistent. It's all down to developing new contacts and utilising the ones you already have.

PART 1 — QUESTIONS

Questions 1-7

Look at the five descriptions of cycle trails, A-E.

For which cycle trail are the following statements true?

Write the correct letter, A-E.

NB You may use any letter more than once.

	A	B	C	D	E
1 People who like finding out about industrial history may find this cycle trail interesting.	○	○	○	○	○
2 Cyclists might find it advisable to get off their bikes on this trail and go a short distance on foot.	○	○	○	○	○
3 It is possible to buy something to eat when cycling along this trail.	○	○	○	○	○
4 People can stop on this trail and see some farm animals.	○	○	○	○	○
5 Cyclists can stop for a while on this trail and sit by the sea.	○	○	○	○	○
6 A very old building is close to this trail and is open to the public.	○	○	○	○	○
7 Riders can extend the distance they cycle if they take this trail.	○	○	○	○	○

Questions 8-14

Complete the flow-chart below.

Choose ONE WORD ONLY from the text for each answer.

Write your answers on your answer sheet.

Design graduates – how to get work in the fashion industry

Consider whether to specialise in a less popular area, such as **8** _____ rather than clothing.

↓

Try to get an internship in a business where you will be a good **9** _____.

↓

Having identified a business where you want to work, go and hand in the application personally, even if this involves significant **10** _____.

↓

To get your work seen, make sure you produce a **11** _____ on various digital platforms and approach specialist **12** _____ involved in recruiting fashion designers.

↓

Review the **13** _____ you have done and make sure it is as comprehensive as possible by gaining further expertise.

↓

Do not rely on your ability alone, and establish as many useful **14** _____ as possible.

PASSAGE 2

Read the text below and answer Questions 15–21.

Types of training in business

The type of training provided in a business will depend on the resources available for training, the type of company, and the priority the company places on training.

Technical training is a type of training meant to teach the new employee the technological aspects of the job. For example, in a consulting business, technical training might be used so the consultant knows how to operate the system to input the number of hours that should be charged to a client. In a restaurant, the server might need to be trained on how to process customers' orders using a tablet.

In production focussed businesses, quality training involves familiarizing employees with the means of preventing, detecting, and eliminating non-quality products. In a world where quality can set your business apart from competitors, this type of training provides employees with the knowledge to recognize products that are not up to quality standards and teaches them what action to take in this scenario. This type of training can result in cost savings in production as well as provide an edge in the marketing of the product.

Skills training includes proficiencies needed to actually perform the job. For example, an administrative assistant might be trained in how to answer the phone, while a salesperson might be trained in assessment of customer needs and on how to offer the customer the necessary information to make a buying decision. A cashier needs to know not only the technology to ring something up on the till, but what to do if something has been given the wrong price.

A fourth type of training is called 'soft skills' training. Soft skills refer to personality traits and personal habits that may influence relationships with other people. Executives say there is an increasing need for people who have not only the technical skills to do a job but also the necessary soft skills, such as being good at different types of communication, including listening to colleagues and customers. In a retail or restaurant environment, essential soft skills might include how to motivate others, establish rapport and keep a conversation going. Skills such as these are used in every interaction with customers and are a key component of the customer experience.

Read the text below and answer Questions 22-27.

The small business lifecycle

From the moment you make the decision to set up a business, you're in the 'business lifecycle'. This will see you progress from idea to startup, and if successful, through to the growth and maturity phases.

Stage 1 is Initial Development. This is the very beginning of the business lifecycle. You've got your business idea and you're ready to take the plunge. But before you do this you should get as many opinions as possible from friends, family, colleagues, or any industry specialists you have access to. Ultimately, the success of your business will come down to your own abilities, the state of the market and, of course, the decisions you make about the source of finance for your startup.

Once you're satisfied that your idea is ready to go, you move on to Stage 2, which is Startup. Many believe this is the riskiest stage of the entire lifecycle, since mistakes made then can have an impact many years later. Based on the feedback from your first customers, you have to be ready to adapt your product or service. It can even get to the point where you are making so many changes to it that you start to feel a bit confused about what you're doing. Don't worry—this feeling will soon disappear as your company develops.

Stage 3 is Establishment. You should now be seeing your profits improve slowly and steadily, but you may struggle to divide the time available to you between the growing demands of your business. Employing the right people is essential, so you need to take a major part in recruitment. It is your job now to start establishing order and cohesion as you mobilize your team according to clearly defined and communicated goals.

By Stage 4, Expansion, you may see rapid growth in profits and wish to move forward. However, you need to be aware of the risks of expanding too carelessly, and should keep an eye on how far expansion might affect the quality of what you provide to your existing customers.

Stage 5 is Maturity. Here you may wish to further expand the business. Many companies in this situation bring in a new leader at this stage, to face the new challenges. Other entrepreneurs may decide that they should sell the company at this stage, and move on to a new project.

PART 2 — QUESTIONS

Questions 15-21

Complete the table below.

Choose ONE WORD ONLY from the text for each answer.

Write your answers on your answer sheet.

Types of training in business		
Type of training	**Aim**	**Examples**
Technical	To teach technological aspects of the job	Consulting: keeping a record of the **15** _____ worked Restaurants: dealing with computerised **16** _____
Quality	To avoid the production of non-quality items	Factory workers: identification of low-quality products and the appropriate action resulting in lower production costs and more effective **17** _____
Skills	To teach necessary proficiencies for the job	Administrative assistant: using the **18** _____ Sales: evaluating the **19** _____ of clients and providing assistance Cashier: using a cash till and dealing with an incorrect **20** _____
Soft skills	To teach skills that affect human relationships	Skills in communication, e.g. **21** _____ Retail/restaurants: interacting effectively with customers

Questions 22-27

Complete the flow-chart below.

Choose ONE WORD ONLY from the text for each answer.

Write your answers on your answer sheet.

The small business lifecycle

Stage 1 Initial Development

Once you have your business idea, ask for different people's **22** _____ about it.

You need to be clear about what you can do, whether your idea will find a market, and where the finance will come from.

↓

Stage 2 Startup

Remember that **23** _____ at this stage can affect the future success of the business.

Listen to what your customers say and be prepared to adapt your original idea.

Don't worry if you are **24** _____ by all the changes at this stage.

↓

Stage 3 Establishment

You should now be seeing a steady increase in profits.

The demands of this stage mean you must be good at managing your time.

It's particularly important to be personally involved with **25** _____ and to build up an effective team with clear goals.

↓

Stage 4 Expansion

It's important to expand but the risks involved must also be considered.

Careful planning is necessary to ensure that **26** _____ is not affected.

↓

Stage 5 Maturity

To maintain growth rates, it may be necessary for the company to have a different **27** _____.

Another possibility is to sell the business.

PASSAGE 3

Read the text on pages 45 and 46 and answer Questions 28–40.

The nursery that took all the children's toys away

Do toys stifle children's creativity? One Munich nursery decided to find out. Sarah Jewell reports

Children are ready consumers, particularly of toys. Their toy chests may be bursting but they are still desperate for the latest doll or train set. Depriving children of their toys seems unkind, yet a growing number of nurseries in Germany do just this. For three months of the year they put away their toys and all that is left to play with are the tables, chairs and a few blankets.

The project is called Der Spielzeugfreie Kindergarten (the nursery without toys) and was founded by Rainer Strick and Elke Schubert, public health officers who worked with adults suffering from various forms of addiction. They were concerned about the addictive habits that start early in childhood and wanted to show that children can play happily and creatively when they are not being 'suffocated' by their toys.

One of the nurseries that has been following this project for the past two years is the Friedrich-Engels-Bogen nursery in Munich. Gisela Marti, a teacher there, says: 'In these three months we offer the children space and time to get to know themselves.' The aim is to make the children 'self-confident, able to bear conflict and frustration, able to say "yes" as well as "no" and also aware of their weaknesses and strengths'. According to Gisela Marti, the children's day is deliberately unstructured as one of the basic beliefs of the project is that children spend too much time being rushed around from one activity to another and they end up with a 'reduced space for life'. The children are encouraged to do what they want, in their own way.

A video taken of the children during the three-month toy-free period shows them on the first day staring at each other hesitantly and looking apprehensively around the big, empty classroom. One of the nursery teachers, Gudrun Huber, says: 'We left them alone, even if they were bored, because sometimes things in life are boring and you have to learn to cope.' On the second day the children are filmed playing with the chairs and blankets. They make a den by draping the blankets over the tables and weighing them down with shoes, and then they start running around the room, chatting and laughing excitedly. Gudrun Huber explains how this put them in an entirely different mood: 'Once the children realised they could do what they liked and they were in control, they really went a bit mad - they got very boisterous and excited, climbing all over the furniture.' Initially it was difficult for the staff, not just because it was unbearably noisy, but because, as Gudrun Huber says: 'It was difficult to hold back and let the children be.'

Like Gudrun Huber, Gisela Marti found it hard to re-evaluate the rules she was used to: 'They weren't allowed to do anything really dangerous, but they were allowed to jump on the chairs and tables, and that is not something they would normally be allowed to do. As a teacher you do

have to have confidence in the children.' But she adds: 'Everyone has to work within their own boundaries and some teachers will allow more dangerous and active play than others.'

Gisela Marti found that once the children settled down to the new regime, they invented games: 'They loved acting and putting on a show, or pretending to be in a circus or on a train, but most importantly, all the time they were playing, they were learning to socialise.'

Two weeks before the end of the project the teachers and children had a group discussion about which toys they would like brought back. The children were happy to get their toys back, but they were also aware that they had fun without them. As one little boy in Gudrun Huber's class said: 'I like having no toys because then you can use your imagination instead.'

At the end of the project, Elke Schubert thought there were definite benefits. 'We find that children on the project concentrate better when they work, integrate better into groups and communicate better than the children who didn't take part.'

The parents were also positive about how the 'time without toys' affected their children. Some parents have even copied the nursery's example. As one father said: 'Klaus used to get out all his toys and spread them all over the room and they got in such a mess that he wasn't playing properly with any of them. So we put all the toys away in the cellar and now we only get out what he actually wants to play with and he gets much less frustrated.'

Elsa Davies is Director of the National Playing Fields Association. She says: 'The most natural and durable learning happens through play and often play which is freely chosen by the child. Teachers often underestimate the power of that learning.'

PART 3 — QUESTIONS

Questions 28-30

Choose the correct letter, A, B, C or D.

Write the correct letter on your answer sheet.

28 What does Gisela Marti criticise about nurseries in the third paragraph?

- **A** ○ the length of time children spend there
- **B** ○ the number of arguments children have there
- **C** ○ the lack of physical space for children's play there
- **D** ○ the amount of organisation children are exposed to there

29 When talking about danger, Gisela Marti suggests that teachers may have to

- **A** ○ learn how to reduce it.
- **B** ○ adjust their response to it.
- **C** ○ explore what causes it.
- **D** ○ agree when to avoid it.

30 How did the children feel about getting their toys back?

- **A** ○ They were impatient to get them back.
- **B** ○ They had not expected to get them back.
- **C** ○ They had lost interest in getting them back.
- **D** ○ They had mixed feelings about getting them back.

Questions 31-35

Look at the following statements and the list of people below.

Match each statement with the correct person, A-E.

Write the correct letter, A-E.

A. Gisela Marti

B. Gudrun Huber

C. Elke Schubert

D. Klaus's father

E. Elsa Davies

	A	B	C	D	E
31 Those children who are not part of the project have poorer social skills than those who are.	○	○	○	○	○
32 A goal of the project is to enable children to express both agreement and disagreement.	○	○	○	○	○
33 An excess of toys can lead to irritation in a child.	○	○	○	○	○
34 People working in education may fail to appreciate the importance of children deciding themselves how to fill their time.	○	○	○	○	○
35 At first, the employees at the nursery found it hard to allow the children to do whatever they wanted to do.	○	○	○	○	○

Questions 36-40

Complete the summary below.

Choose ONE WORD ONLY from the text for each answer.

Write your answers on your answer sheet.

The 'nursery without toys' project

On the first day of the project, a video shows that the children at the nursery did not know what to do in the **36** _____ because it contained no toys. The next day, they used tables, blankets and **37** _____ to build a den. The excitement of doing this changed their mood and resulted in a lot of noise and activity.

According to Gisela Marti, once they had adapted to the new approach, they began to make up **38** _____ and do shows. They might have imagined they were in the **39**

_____, for example, or travelling on a train. All these activities taught them how to

40 _____.

Answer Key

#	Answer	Explanation
1	**D**	The path is on a former railway route from the time when the area was involved in coal mining. Cyclists can visit sites from this period on the way, but those just along for the views won't be disappointed
2	**C**	One hump-backed bridge is best walked across, but the rest of the route is flat and suitable for a range of bikes
3	**E**	The trail is safe, flat and with plenty of cafés on the way
4	**C**	It's then 2km along the signposted path to Woodgate Valley, which is perfect for picnics, has a family-friendly visitor attraction especially known for its sheep, and offers a break from cycling
5	**E**	have a rest on the beach at Caldy or Thurstaston
6	**B**	A day out cycling in the area can also include a visit to the nearby thirteenth-century Powis Castle and its beautiful gardens
7	**A**	Simply return by the same path or continue on to South Queensferry for a longer day out
8	**accessories**	There are so many womenswear designers, yet not as many menswear, sportswear or accessories designers. Opportunities might be greater in those categories
9	**fit**	Try to find the company that's the right fit for you, and you are much more likely to be what the company is looking for as well
10	**expense**	Of course that can lead to considerable expense, but it often results in success
11	**profile**	Make use of online fashion and business networking sites. Create your profile on each one, as you never know who might be looking
12	**agencies**	Make use of online fashion and business networking sites. Create your profile on each one, as you never know who might be looking. Apply to as many fashion hiring agencies as you can – there are more than 20 in the UK alone. Not all of them take on new graduates, but try them all anyway
13	**training**	Consider your training and fill in any gaps in it
14	**contacts**	It's all down to developing new contacts and utilising the ones you already have

#	Answer	Explanation
15	**hours**	For example, in a consulting business, technical training might be used so the consultant knows how to operate the system to input the number of hours that should be charged to a client
16	**orders**	In a restaurant, the server might need to be trained on how to process customers' orders using a tablet
17	**marketing**	This type of training can result in cost savings in production as well as provide an edge in the marketing of the product
18	**phone**	For example, an administrative assistant might be trained in how to answer the phone, while a salesperson might be trained in assessment of customer needs and on how to offer the customer the necessary information to make a buying decision
19	**needs**	For example, an administrative assistant might be trained in how to answer the phone, while a salesperson might be trained in assessment of customer needs and on how to offer the customer the necessary information to make a buying decision
20	**price**	A cashier needs to know not only the technology to ring something up on the till, but what to do if something has been given the wrong price
21	**listening**	Executives say there is an increasing need for people who have not only the technical skills to do a job but also the necessary soft skills, such as being good at different types of communication, including listening to colleagues and customers
22	**opinions**	But before you do this you should get as many opinions as possible from friends, family, colleagues, or any industry specialists you have access to
23	**mistakes**	Many believe this is the riskiest stage of the entire lifecycle, since mistakes made then can have an impact many years later
24	**confused**	It can even get to the point where you are making so many changes to it that you start to feel a bit confused about what you're doing
25	**recruitment**	Employing the right people is essential, so you need to take a major part in recruitment. It is your job now to start establishing order and cohesion as you mobilize your team according to clearly defined and communicated goals
26	**quality**	However, you need to be aware of the risks of expanding too carelessly, and should keep an eye on how far expansion might affect the quality of what you provide to your existing customers
27	**leader**	Many companies in this situation bring in a new leader at this stage, to face the new challenges

#	Answer	Explanation
28	**D**	According to Gisela Marti, the children's day is deliberately unstructured as one of the basic beliefs of the project is that children spend too much time being rushed around from one activity to another and they end up with a 'reduced space for life'
29	**B**	Like Gudrun Huber, Gisela Marti found it hard to re-evaluate the rules she was used to: 'They weren't allowed to do anything really dangerous, but they were allowed to jump on the chairs and tables, and that is not something they would normally be allowed to do. As a teacher you do have to have confidence in the children.' But she adds: 'Everyone has to work within their own boundaries and some teachers will allow more dangerous and active play than others.'
30	**D**	The children were happy to get their toys back, but they were also aware that they had fun without them
31	**C**	At the end of the project, Elke Schubert thought there were definite benefits. 'We find that children on the project concentrate better when they work, integrate better into groups and communicate better than the children who didn't take part.'
32	**A**	The aim is to make the children 'self-confident, able to bear conflict and frustration, able to say "yes" as well as "no" and also aware of their weaknesses and strengths'
33	**D**	As one father said: 'Klaus used to get out all his toys and spread them all over the room and they got in such a mess that he wasn't playing properly with any of them. So we put all the toys away in the cellar and now we only get out what he actually wants to play with and he gets much less frustrated.'
34	**E**	Teachers often underestimate the power of that learning.'
35	**B**	Initially it was difficult for the staff, not just because it was unbearably noisy, but because, as Gudrun Huber says: 'It was difficult to hold back and let the children be.'
36	**classroom**	A video taken of the children during the three-month toy-free period shows them on the first day staring at each other hesitantly and looking apprehensively around the big, empty classroom
37	**shoes**	They make a den by draping the blankets over the tables and weighing them down with shoes, and then they start running around the room, chatting and laughing excitedly
38	**games**	Gisela Marti found that once the children settled down to the new regime, they invented games: 'They loved acting and putting on a show, or pretending to be in a circus or on a train, but most

#	Answer	Explanation
		importantly, all the time they were playing, they were learning to socialise.'
39	**circus**	'They loved acting and putting on a show, or pretending to be in a circus or on a train, but most importantly, all the time they were playing, they were learning to socialise.'
40	**socialise / socialize**	'They loved acting and putting on a show, or pretending to be in a circus or on a train, but most importantly, all the time they were playing, they were learning to socialise.'

Test 49

PASSAGE 1

Read the text below and answer Questions 1-7.

Why not visit Wales and go to a festival?

A Winter Food and Craft Festival

Our ever-popular Winter Food and Craft Festival is back! This year it's going to be bigger and better than ever. The event will host a variety of stalls, selling items ranging from fashion and personal ornaments, including beautiful necklaces or earrings, to handmade gifts. There will also be a large seating area where visitors can enjoy some of the hot and cold ready-to-eat delights on offer.

B Other Voices

On 1st and 2nd November, Other Voices makes its way from its home in Dingle on the west coast of Ireland to the town of Cardigan on the west coast of Wales, for a phenomenal weekend which celebrates the longstanding cultural and musical ties between these regions. Over the weekend we will showcase a line-up of over 30 free musical and cultural events, featuring incredible vocal performances.

C Festival of Senses

Festival of Senses is an annual free festival in the West Wales town of Llandeilo. It offers craft and fashion stalls, food stalls and more. The Country Market will be open all day on Friday and Saturday. Do visit us for light snacks and to view our wide range of goods, all produced in the area by our cooks, crafters and growers.

D Craft Festival Cardiff

Craft Festival Cardiff (formerly Made by Hand Cardiff) moved to City Hall, Cardiff in 2014. There is a range of bookable workshops for all ages. Our workshops are very popular and most sell out quickly. To book you must be over 16 years of age. We also have a range of free workshops for children between the ages of 2 and 18.

E Sparks in the Park

Our annual event enables up to 20,000 people to view one of the UK's largest firework displays, accompanied by live presenters from HeartFM radio, a full fun-fair, food and drinks stalls and a carnival atmosphere. Two displays will be taking place again this year: a children's firework display from 6 pm and Wales's largest firework display from 7 pm onwards. All funds raised will be distributed to organisations that help people in need.

_____

Read the text below and answer Questions 8–14.

The benefits of taking an advanced driving course

Once you have passed the practical and theory components of the driving test and have your full driving licence, you may think you are an expert driver. However, there are lots of things you can do to improve your road skills, making you a safer and more competent driver.

What is an advanced driving course?

The course gives you advanced feedback and guidance on your driving habits. The series of lessons provides you with the opportunity to learn additional skills that will help you to anticipate hazards when you are driving and turn you into a more systematic and disciplined road user.

Each available course differs in structure depending on the company that you choose to use. However, they all have the same goal. And as well as producing safer drivers, the advanced driving course may help reduce your fuel consumption and keep your car in better shape for longer.

There are a few advanced driving courses you can choose from, depending on which driving skills you need to work on. Here are two examples:

IAM Roadsmart

Once you have purchased the course, the company will match you with a local expert who will observe your driving habits over a series of lessons. The instructor will then give you personalised feedback which will help ensure that you are driving in the safest way possible.

IAM Roadsmart offers a number of different advanced packages, including courses intended for users of both cars and motorcycles.

The BAC

The BAC has a wide range of specialist courses suitable for every type of driver. If there are certain elements of road use that you find particularly challenging, such as driving at night or using rural roads, you will be able to find a course that is tailored to suit you. The BAC also has a course intended to help improve confidence for more general road use.

Prices vary depending on how many hours you wish to undertake and what you wish to practise, so it is best to contact the BAC directly for more information.

PART 1 — QUESTIONS

Questions 1-7

Look at the five advertisements for entertainment events in Wales, A-E.

For which event are the following statements true?

Write the correct letter, A-E.

NB You may use any letter more than once.

	A	B	C	D	E
1 This event used to be known by a different name.	○	○	○	○	○
2 At the end of this event any profits are handed over to charities.	○	○	○	○	○
3 People can buy refreshments here that have all been made locally.	○	○	○	○	○
4 This event has increased in size since it was last held.	○	○	○	○	○
5 It is advisable to reserve places for certain activities at this event.	○	○	○	○	○
6 This event also takes place in another country.	○	○	○	○	○
7 People can listen to a range of singers here without paying.	○	○	○	○	○

Questions 8-14

Do the following statements agree with the information given in the text?

Write

TRUE if the statement agrees with the information

FALSE if the statement contradicts the information

NOT GIVEN if there is no information on this

8 An advanced driving course aims to teach drivers to predict problems on the road ahead.

A ○ TRUE

B ○ FALSE

C ○ NOT GIVEN

9 Every advanced driving course follows a standard format.

A ○ TRUE

B ○ FALSE

C ○ NOT GIVEN

10 An advanced driving course can show participants how to use less petrol.

A ○ TRUE

B ○ FALSE

C ○ NOT GIVEN

11 IAM Roadsmart courses are becoming available in more places.

A ○ TRUE

B ○ FALSE

C ○ NOT GIVEN

12 IAM Roadsmart courses operate on a one-to-one basis.

A ○ TRUE

B ○ FALSE

C ○ NOT GIVEN

13 IAM Roadsmart runs courses for professional drivers.

A ○ TRUE

B ○ FALSE

C ○ NOT GIVEN

14 The BAC only provides lessons to people who have particular driving requirements.

- **A** ○ TRUE
- **B** ○ FALSE
- **C** ○ NOT GIVEN

PASSAGE 2

Read the text below and answer Questions 15–21.

Cambridge is a city of cycles

For anyone in Cambridge for a few hours or a few days, hiring a bike is the easiest way to get the freedom of the city.

Come to Darren's Bike Hire, where a large selection of bikes are all available for hire at only £25.00 a day (cost of basket and lock inclusive). They are also fitted with lights front and rear for those wishing to retain the bike overnight.

Booking

Just email info@DBH.com to ensure that there is a bike waiting for you when you need one.

This is particularly necessary during the school holiday period of July and August.

Cycling is for all the family

All sizes of bikes are available for hire and, for those too small to pedal themselves, there are bikes fitted with child seats.

Hire charges

1 day £25.00 2 weeks £55.00

2 days £30.00 3 weeks £70.00

3 days £35.00 4 weeks £80.00

1 week £45.00

The hire charge must be paid in advance.

In addition, a £40.00 deposit must be paid. This is returned to the hirer on the safe return of the bicycle.

Rates are reduced for longer periods, especially in winter.

Read the text below and answer Questions 22–27.

Natural Environment Research Council HOW TO APPLY FOR A JOB ONLINE

How do I start an application?

Once you've found a post in the Current Vacancies that you'd like to apply for and viewed the job description, click the Apply Now tab below. Then you will be presented with a screen that asks you to create a new account. Scroll down the section that says First Time Applicant to enter your email address, which is used to create your account. You also have to agree to the data collection policy before an application form will appear on screen.

How do I fill the application form in?

The form has a series of tabs at the top, with names such as Personal Details, Education, etc. These are split up to enable you to work on small sections of the application at any one time. Every time you click a tab, the data is saved. You can also alter your application at any point and then click Save Changes at the bottom of the form.

Some sections of the application form are required information. These will be indicated with an asterisk (*).

When you have finished, click the Complete tab. You then type your name (this is instead of a signature) and click Submit. You will be asked to confirm that you really want to submit your application.

Can I save my application and come back and work on it later?

The application does not need to be completed in one sitting. When you sign up for the first time, you will be sent the password for your account. You can use this to log in and continue your application. Click the login link; there will be an option on the left called My Applications. This contains a list of your applications that are in progress at the current time.

How do I apply for more than one vacancy at the same time?

You will need to submit an application form to the recruitment office for every position you are interested in being considered for. Please do not submit one application form to apply for a number of different posts.

PART 2 — QUESTIONS

Questions 15-21

Do the following statements agree with the information given in the text?

Write

TRUE if the statement agrees with the information

FALSE if the statement contradicts the information

NOT GIVEN if there is no information on this

15 Darren's Bike Hire is open 7 days a week.

- **A** ○ TRUE
- **B** ○ FALSE
- **C** ○ NOT GIVEN

16 All bicycles cost the same to hire.

- **A** ○ TRUE
- **B** ○ FALSE
- **C** ○ NOT GIVEN

17 You have to pay extra for a basket and lock.

- **A** ○ TRUE
- **B** ○ FALSE
- **C** ○ NOT GIVEN

18 Reservations are advised at some times of year.

- **A** ○ TRUE
- **B** ○ FALSE
- **C** ○ NOT GIVEN

19 All bikes come with child seats.

- **A** ○ TRUE
- **B** ○ FALSE
- **C** ○ NOT GIVEN

20 The deposit is non-refundable.

- **A** ○ TRUE
- **B** ○ FALSE
- **C** ○ NOT GIVEN

21 It can be cheaper to hire a bike during the winter months.

- **A** ○ TRUE
- **B** ○ FALSE
- **C** ○ NOT GIVEN

Questions 22-27

Complete the sentences below.

Choose NO MORE THAN THREE WORDS AND/OR A NUMBER from the text for each answer.

- Select a job you like in the **22** _____ section.
- Sign up for a new account in the section named **23** _____.
- Work on your application form. You can move between tabs, and this allows you to fill in **24** _____ of the application form, completing one at a time.
- When you're satisfied with your application, click the Complete tab, and then click Submit after putting in your **25** _____.
- You do not have to finish your application in **26** _____. You can have a break and then go into My Applications to continue working on applications currently in progress there.
- NB If you are applying for multiple posts, the **27** _____ will need a separate application for each post.

PASSAGE 3

Read the text and answer Questions 28-40.

WIND POWER – A TURN FOR THE BETTER

In an effort to find alternative sources of energy, some governments have turned to wind power as a possible solution. However, this has proved controversial, as Steve Rose reports

A Think of wind power and the first image to spring to mind is most likely a giant, three-bladed propeller spinning atop a slim tower, probably in a rural area. Chances are that's actually the only image that springs to mind - and that's the problem.

B To renewable-energy supporters, wind turbines symbolise the hope of a green, clean future, but to opponents, they might as well be invaders from outer space. In the UK, with plans for new wind farms proceeding apace in an effort to meet the government's interim target for renewable-sourced energy, the debate has reached crisis point. Anti-wind farm groups have been springing up wherever wind farms are proposed; some opponents say they would rather have a nuclear power station in their backyard than see the rural landscape covered in propellers on sticks. And as long as propellers on sticks are the only option, pro- and anti-wind farm camps are unlikely ever to agree. The debate is clearly as much about the aesthetics of wind power as the politics and practicalities but, at present, wind turbines barely rank above electricity pylons in terms of aesthetic consideration. Members of the design community are, however, rising to the challenge.

C One of the most striking projects rethinks the idea of the turbine entirely. It is called an Aerogenerator and it looks nothing like a propeller on a stick. The Aerogenerator, designed by Grimshaw Architects, is arguably the first wind turbine design to capture the spirit of pioneering optimism that these structures sought to express. It could also be a very practical option, especially since it would be situated offshore, far away from anyone's backyard. While conventional turbines rotate on a horizontal axis, the tall, V-shaped Aerogenerator spins on a vertical axis, like a record. Unlike horizontal-axis designs, vertical-axis turbines can harness wind energy from any direction, and because the moving parts and the generator are at ground level, they are easier to maintain.

D 'Our engineer thought about the problems with traditional turbines and developed a new design,' says Theo Bird, founder of Windpower Ltd., who is funding this new Aerogenerator project through a combination of a government grant and the money he was saving to buy a new house. 'By making our turbine so large, we can build offshore, where there's more wind. It's got to be something strong and simple to work at sea. And in the future, you could possibly double the power from each turbine by harnessing tidal power beneath the surface of the sea.' 'Also,' adds Bird, 'we saw it as a striking landmark that could enhance the entrance of a harbour or an industrial port.'

E Beyond making more attractive wind farms, there is also potential for integrating turbines directly into buildings. After all, if nobody wants wind turbines in the countryside, why not put

them in the cities? Cities already have high-rise structures in which to incorporate turbines that would be in tune with a man-made environment. Added to this, there would be less need to transport the electricity large distances to its users.

F It took a long time for architects to successfully incorporate effective wind turbines into buildings. The architect Richard Rogers proposed an integral turbine for the Tomigaya Tower in Tokyo in 1993, but his plan was turned down. In more recent efforts, such as William Pedersen's sports centre in New York, wind turbines seem to be environmentally friendly but do not provide a real solution to energy requirements.

G Going a step further, several years ago a European Commission-sponsored organisation named Project WEB (Wind Energy for the Built Environment) investigated in detail the possibility of constructing a purpose-built wind-powered skyscraper. According to Project WEB's environmental engineer, Sinisa Stankovic, under the right circumstances such a building could generate nearly all of its own energy needs. Yet despite the proven effectiveness of Project WEB's designs (which also included a four-tower design that could harness wind from any direction), the realities of the construction industry kept them on the drawing board.

H A project that came closer to realisation was the controversial Freedom Tower in New York. At the top of this enormous tower, architects intended to create a 150 m-high open cage structure containing a wind turbine. The skyscraper beneath it was shaped to channel the wind up into it, and it could have generated a quarter of the building's needs – a genuine urban wind farm. Despite this design receiving widespread approval, other factors came to take precedence over environmental considerations. So instead of a powerful advertisement for wind power's potential to the world, the Freedom Tower became a rather ordinary office block. Guy Battle, a much respected expert in the field of environmental and sustainable architecture, was consulting engineer for the project.

I As energy from fossil fuels becomes more scarce and expensive, the energy performance of buildings can only increase in importance. 'Traditional buildings have been a drain on infrastructure - water, electricity, waste disposal, etc.' says Battle. 'It's no longer about just responding to cultural and social urban factors. It's a whole different layer of architecture coming through that will begin to change the face of our cities.'

PART 3 — QUESTIONS

Questions 28-34

The text has nine paragraphs, A–I.

Which paragraph mentions the following?

Write the correct letter, A–I.

	A	B	C	D	E	F	G	H	I
28 a comparison between new and traditional turbine designs	○	○	○	○	○	○	○	○	○
29 two unsatisfactory attempts to include wind turbines in buildings	○	○	○	○	○	○	○	○	○
30 an official policy relating to energy production	○	○	○	○	○	○	○	○	○
31 disappointing modifications to plans for an innovative corporate building	○	○	○	○	○	○	○	○	○
32 a claim that changes in building design will impact the way urban areas look	○	○	○	○	○	○	○	○	○
33 wind farms in urban areas as one solution to the problem of appearance	○	○	○	○	○	○	○	○	○
34 a source of finance for the development of a new turbine for an offshore project	○	○	○	○	○	○	○	○	○

Questions 35-40

Look at the following projects and the list of people below.

Match each project with the correct person, A–E.

Write the correct letter, A-E.

NB You may use any letter more than once.

A. Theo Bird

B. Richard Rogers

C. William Pedersen

D. Sinisa Stankovic

E. Guy Battle

	A	B	C	D	E
35 an ambitious design which resulted in a boring building	○	○	○	○	○
36 a venture partially financed by personal wealth	○	○	○	○	○
37 a building designed for leisure activities	○	○	○	○	○
38 a design for a building capable of producing virtually all its own energy	○	○	○	○	○
39 a project supported by a group of countries	○	○	○	○	○
40 a structure that may make use of more than one natural energy source	○	○	○	○	○

Answer Key

#	Answer	Explanation
1	**D**	Craft Festival Cardiff (formerly Made by Hand Cardiff) moved to City Hall, Cardiff in 2014
2	**E**	All funds raised will be distributed to organisations that help people in need
3	**C**	Do visit us for light snacks and to view our wide range of goods, all produced in the area by our cooks, crafters and growers
4	**A**	This year it's going to be bigger and better than ever
5	**D**	There is a range of bookable workshops for all ages. Our workshops are very popular and most sell out quickly
6	**B**	On 1st and 2nd November, Other Voices makes its way from its home in Dingle on the west coast of Ireland to the town of Cardigan on the west coast of Wales, for a phenomenal weekend which celebrates the longstanding cultural and musical ties between these regions
7	**B**	Over the weekend we will showcase a line-up of over 30 free musical and cultural events, featuring incredible vocal performances
8	**TRUE**	The series of lessons provides you with the opportunity to learn additional skills that will help you to anticipate hazards when you are driving and turn you into a more systematic and disciplined road user
9	**FALSE**	Each available course differs in structure depending on the company that you choose to use
10	**TRUE**	And as well as producing safer drivers, the advanced driving course may help reduce your fuel consumption and keep your car in better shape for longer
11	**NOT GIVEN**	IAM Roadsmart offers a number of different advanced packages, including courses intended for users of both cars and motorcycles
12	**TRUE**	Once you have purchased the course, the company will match you with a local expert who will observe your driving habits over a series of lessons. The instructor will then give you personalised feedback which will help ensure that you are driving in the safest way possible

#	Answer	Explanation
13	**NOT GIVEN**	IAM Roadsmart offers a number of different advanced packages, including courses intended for users of both cars and motorcycles
14	**FALSE**	The BAC has a wide range of specialist courses suitable for every type of driver. If there are certain elements of road use that you find particularly challenging, such as driving at night or using rural roads, you will be able to find a course that is tailored to suit you. The BAC also has a course intended to help improve confidence for more general road use
15	**NOT GIVEN**	Come to Darren's Bike Hire, where a large selection of bikes are all available for hire at only £25.00 a day (cost of basket and lock inclusive)
16	**TRUE**	Come to Darren's Bike Hire, where a large selection of bikes are all available for hire at only £25.00 a day (cost of basket and lock inclusive)
17	**FALSE**	Come to Darren's Bike Hire, where a large selection of bikes are all available for hire at only £25.00 a day (cost of basket and lock inclusive)
18	**TRUE**	This is particularly necessary during the school holiday period of July and August
19	**FALSE**	All sizes of bikes are available for hire and, for those too small to pedal themselves, there are bikes fitted with child seats
20	**FALSE**	In addition, a £40.00 deposit must be paid. This is returned to the hirer on the safe return of the bicycle
21	**TRUE**	Rates are reduced for longer periods, especially in winter
22	**Current Vacancies**	Once you've found a post in the Current Vacancies that you'd like to apply for and viewed the job description, click the Apply Now tab below
23	**First Time Applicant**	Scroll down the section that says First Time Applicant to enter your email address, which is used to create your account
24	**sections / small sections**	These are split up to enable you to work on small sections of the application at any one time
25	**name**	When you have finished, click the Complete tab. You then type your name (this is instead of a signature) and click Submit
26	**one sitting / 1 sitting**	The application does not need to be completed in one sitting
27	**recruitment office**	You will need to submit an application form to the recruitment office for every position you are interested in being considered for

#	Answer	Explanation
28	**C**	While conventional turbines rotate on a horizontal axis, the tall, V-shaped Aerogenerator spins on a vertical axis, like a record. Unlike horizontal-axis designs, vertical-axis turbines can harness wind energy from any direction, and because the moving parts and the generator are at ground level, they are easier to maintain
29	**F**	The architect Richard Rogers proposed an integral turbine for the Tomigaya Tower in Tokyo in 1993, but his plan was turned down. In more recent efforts, such as William Pedersen's sports centre in New York, wind turbines seem to be environmentally friendly but do not provide a real solution to energy requirements
30	**B**	In the UK, with plans for new wind farms proceeding apace in an effort to meet the government's interim target for renewable-sourced energy, the debate has reached crisis point
31	**H**	A project that came closer to realisation was the controversial Freedom Tower in New York. At the top of this enormous tower, architects intended to create a 150 m-high open cage structure containing a wind turbine. The skyscraper beneath it was shaped to channel the wind up into it, and it could have generated a quarter of the building's needs – a genuine urban wind farm. Despite this design receiving widespread approval, other factors came to take precedence over environmental considerations. So instead of a powerful advertisement for wind power's potential to the world, the Freedom Tower became a rather ordinary office block
32	**I**	It's a whole different layer of architecture coming through that will begin to change the face of our cities.
33	**E**	Beyond making more attractive wind farms, there is also potential for integrating turbines directly into buildings. After all, if nobody wants wind turbines in the countryside, why not put them in the cities? Cities already have high-rise structures in which to incorporate turbines that would be in tune with a man-made environment. Added to this, there would be less need to transport the electricity large distances to its users
34	**D**	'Our engineer thought about the problems with traditional turbines and developed a new design,' says Theo Bird, founder of Windpower Ltd., who is funding this new Aerogenerator project through a combination of a government grant and the money he was saving to buy a new house. 'By making our turbine so large, we can build offshore, where there's more wind. It's got to be something strong and simple to work at sea. And in the future, you could possibly double the power from each turbine by harnessing tidal power beneath the surface of the sea.'

#	Answer	Explanation
35	**E**	A project that came closer to realisation was the controversial Freedom Tower in New York. At the top of this enormous tower, architects intended to create a 150 m-high open cage structure containing a wind turbine. The skyscraper beneath it was shaped to channel the wind up into it, and it could have generated a quarter of the building's needs – a genuine urban wind farm. Despite this design receiving widespread approval, other factors came to take precedence over environmental considerations. So instead of a powerful advertisement for wind power's potential to the world, the Freedom Tower became a rather ordinary office block. Guy Battle, a much respected expert in the field of environmental and sustainable architecture, was consulting engineer for the project
36	**A**	'Our engineer thought about the problems with traditional turbines and developed a new design,' says Theo Bird, founder of Windpower Ltd., who is funding this new Aerogenerator project through a combination of a government grant and the money he was saving to buy a new house
37	**C**	In more recent efforts, such as William Pedersen's sports centre in New York, wind turbines seem to be environmentally friendly but do not provide a real solution to energy requirements
38	**D**	According to Project WEB's environmental engineer, Sinisa Stankovic, under the right circumstances such a building could generate nearly all of its own energy needs
39	**D**	several years ago a European Commission-sponsored organisation named Project WEB (Wind Energy for the Built Environment) investigated in detail the possibility of constructing a purpose-built wind-powered skyscraper. According to Project WEB's environmental engineer, Sinisa Stankovic, under the right circumstances such a building could generate nearly all of its own energy needs
40	**A**	'By making our turbine so large, we can build offshore, where there's more wind. It's got to be something strong and simple to work at sea. And in the future, you could possibly double the power from each turbine by harnessing tidal power beneath the surface of the sea.'

Test 50

PASSAGE 1

Read the text and answer Questions 1–7.

The best bags for taking things to the sports centre or gym

A Fjällräven vardag duffel 30

This premium outdoor brand has a newly released lightweight bag in its product range. Constructed from the brand's special water-resistant fabric, it's also great from an eco-perspective, as it's made from 65 per cent recycled polyester and 35 per cent organic cotton. This bag is definitely strong, and you'll be able to squeeze it into a tight space without worrying about damaging it.

B Filson medium rugged twill duffel bag

This brand has a great tradition of producing simply the best quality gear. If you're inclined to treat yourself to a bag that should last you a lifetime, this is for you. Admittedly it's likely you'll need to save up for this one, but it's well worth it.

C Deuter trans alpine pro 28

This pack has got so many features, which does, however, make it on the heavier side. For example, the pouch at the back is expandable to put your bike helmet (or trainers / towel / other sizeable gear) in, and the side pockets are perfect for water bottles.

D Columbia unisex convey 25l rolltop daypack

The full-width zip means you can easily push stuff in. There's one main compartment which also has a separate padded sleeve for a tablet plus an extra zip pocket for valuables at the top and convenient metal rings to attach items like bike helmets if required.

E The North Face base camp duffel

This top-of-the-range bag has a very generous 50 litre storage capacity. If that's too much for you, there's always the trimmer 31 litre equivalent (which retails a little cheaper). There's an internal pocket to separate some gear out and an extra small external zip pocket on one of the ends.

F Under Armour sports style duffel

A simple yet effective and stylish bag. At 24 litres it's neat in size, and a separate smaller waterproof compartment at one of the ends is ideal for putting damp gear in so that everything else is unaffected by it. It also comes with a removable strap so you can wear it over one shoulder. It's a decent option for an everyday gym bag that won't break the bank.

_____

Read the text below and answer Questions 8–14.

Why not try coasteering in North Devon?

Coasteering is an adventure sport which involves coastal exploration. When you try coasteering from our centre, you go along the local coast, staying at sea level. You do this by, for example, running over rough ground, climbing rocks, swimming, and jumping off cliffs into the sea. In this way you can explore the impact zone, which is the area where the sea and the land meet and you will get an entirely new view of the coast and on some days you may even be able to observe a variety of marine wildlife.

Our centre is located in the centre of the village of Croyde in the south-west of England, which has some very beautiful coastal scenery. From our centre you're transported to the coasteering location on Baggy Point. Once you've completed your coasteering experience we'll return you to our centre, which has changing facilities and warm showers, and you can also get a drink or snack in the café.

Your coasteering guide will check the tide and conditions at sea before your trip. Checks on your safety equipment to make sure it fits effectively are important too. If your guide feels that the risks are too high, then your trip will be rescheduled. It should be noted that the minimum age is 8 years old.

We have a range of experiences for participants to try, such as the family coasteering route, which includes a variety of exciting things to look at. Then there is the adventurer challenge and the more challenging thrill-seeker route. Coastal adventures can be arranged as a part of a group or in a private session. The choice is entirely yours. Sessions are £40 per person, which covers the use of wetsuits, helmets and a buoyancy aid to help you float in the sea. Towels can be hired for a small fee. You'll need to bring a pair of shorts to wear over your wetsuit to protect it when you slide over rocks and a pair of trainers to help you grip on slippery surfaces.

If you're also interested in surfing, you can add lessons to your coasteering sessions at our centre in Croyde.

PART 1 — QUESTIONS

Questions 1-7

Look at the six reviews of gym bags, A-F.

For which gym bag are the following statements true?

Write the correct letter, A-F.

NB You may use any letter more than once.

	A	B	C	D	E	F
1 Owners of this bag can put wet swimwear in it and keep other items dry.	○	○	○	○	○	○
2 This bag will not wear out quickly.	○	○	○	○	○	○
3 If someone is looking for an environmentally friendly bag, this one would be appropriate.	○	○	○	○	○	○
4 People can choose from two different sizes of this bag.	○	○	○	○	○	○
5 This bag would suit someone who does not want to spend too much.	○	○	○	○	○	○
6 This bag has only just appeared on the market.	○	○	○	○	○	○
7 This bag weighs more than some other gym bags.	○	○	○	○	○	○

Questions 8-14

Do the following statements agree with the information given in the text?

Write

TRUE if the statement agrees with the information

FALSE if the statement contradicts the information

NOT GIVEN if there is no information on this

8 The coasteering centre guarantees participants will see animals in the sea during their session.

- **A** ○ TRUE
- **B** ○ FALSE
- **C** ○ NOT GIVEN

9 Participants need to walk from the centre in Croyde to the start of their coasteering session.

- **A** ○ TRUE
- **B** ○ FALSE
- **C** ○ NOT GIVEN

10 Refreshments in the café are included in the fee for the course.

- **A** ○ TRUE
- **B** ○ FALSE
- **C** ○ NOT GIVEN

11 The thrill-seeker route is the most popular one.

- **A** ○ TRUE
- **B** ○ FALSE
- **C** ○ NOT GIVEN

12 Participants need to pay extra to hire the necessary items of safety equipment.

- **A** ○ TRUE
- **B** ○ FALSE
- **C** ○ NOT GIVEN

13 The centre recommends participants put on a particular type of footwear.

- **A** ○ TRUE

B ○ FALSE

C ○ NOT GIVEN

14 It is possible to combine coasteering with learning another sport.

A ○ TRUE

B ○ FALSE

C ○ NOT GIVEN

PASSAGE 2

Read the text below and answer Questions 15–21.

Opportunities for graduates – freelance writing

If you want to start a career in writing or journalism, freelancing could be for you. Here is some advice on finding opportunities, and building your portfolio:

There are more graduates than ever entering an increasingly diminished market, so they are having to be more creative in the ways they get income and gain experience in their chosen field. For those with a talent for writing, working freelance can be worthwhile.

When starting out, many people turn to specialist websites listing a range of current writing projects offered by different organisations, which freelancers can apply to complete. These sites can be useful but just make sure any organisation is genuine first. Otherwise you might find you've spent hours on work which you never get paid for.

When looking to get work for magazines and newspapers, keep the pitches - in which you present what you could write for them - brief and interesting. Even if you're sending your fifth in a row of rejected ones, be polite and professional.

The advantages

The positives of freelancing as a graduate are numerous. It's incredibly satisfying to be working for yourself and having the responsibility of determining your own workload. Making a living doing what you love is hugely rewarding, and of course the flexibility of the work hours may suit you. New graduates are generally used to working unusual hours, so if you're most comfortable working late at night or at the weekend, then freelancing may be the way to go. Depending on how much work you manage to get, which can vary wildly, especially when you're just starting out, it also leaves it open for you to get a part-time job, however basic, which would bring in a regular amount.

The disadvantages

It is not steady and it is not always profitable. Graduate writers are notorious for working for no actual payment, and it's because there are so many people willing to do it that companies simply assume that it's acceptable, and of course this suits the companies.

Freelancing is probably not for people who lack motivation. If you don't go looking for work, spending your days shooting off emails, then it is very unlikely the work will come to you. For most people, freelancing does not provide regular work at the beginning. So if you find it stressful not getting paid at the end of every week or month, then it's worth looking at other options.

Read the text below and answer Questions 22–27.

How to make sure your CV catches the hiring manager's eye

To be successful in today's job market, it pays to put yourself in the shoes of the hiring manager. After all, their perception of your CV could result in a job interview or a rejection.

Hiring managers are pushed for time, so they will usually spend a few seconds skimming your CV for must-have terms before they decide to commit to reading it fully. To pass this preliminary test, make sure your CV is extremely easy to read and is divided into appropriate sections.

Never make readers wade through large amounts of writing or you will risk losing their interest quickly. You should also research your target role thoroughly to identify what skills are most needed and ensure these are clearly included near the beginning of your CV. Providing a pleasant reading experience and reflecting the company's needs in your CV will create a perfect first impression.

Once managers have scanned your CV quickly, they will look at your present or most recent post. This is easily the best way to assess you, so managers will review this part of your CV thoroughly. Give this description your full attention and think about the questions that managers will want answers to, such as 'Where do you sit within the organisation?' and 'How do you contribute to the company?'

Many job seekers make bold claims in their CVs, but very few back them up with facts. Demonstrate the scale of your responsibilities by including numbers such as the size of budget you control, or the number of locations you work in. These numbers provide a scale that everybody can understand and leave readers in no doubt of the level you work at. You can also prove your impact by including quantifiable achievements you have had. Perhaps you have generated sales of £300k within six months, or maybe you have delivered a project that affected 3 million customers.

Even the smallest weakness can deter managers from shortlisting you. Obvious spelling and grammar mistakes will be warning signs, but they will also be on the lookout for gaps in the list of posts you have held, or facts that just don't add up. Proofread your CV thoroughly, including all of your dates, and don't be tempted to add any white lies. Keep everything looking as professional as possible and don't give them any reason to doubt you.

PART 2 — QUESTIONS

Questions 15-21

Complete the notes below.

Choose ONE WORD ONLY from the text for each answer.

How to become a freelance writer

Freelancing gives would-be writers a chance to get some paid experience

Sources of work

- specialist websites:
  - best to check out that potential employers are **15** _____ before agreeing to do any work
- the press:
  - ensure all **16** _____ are persuasive and kept to a minimum length

Advantages of freelance writing

- the power to decide on the size of the **17** _____
- the **18** _____ in the scheduling of the work
- the chance to commit to a second **19** _____ to generate income

Disadvantages of freelance writing

- it is largely expected that young freelancers will be happy to complete assignments without **20** _____
- graduates whose **21** _____ is limited may not get any work
- it may be hard trying to live without money coming in at fixed times

Questions 22-27

Complete the sentences below.

Choose ONE WORD ONLY from the text for each answer.

- The writer should make sure that they have separated the CV into suitable **22** _____.

- If the text of a CV is too long, there is a risk that the reader's **23** _____ will not be held.
- It is advisable to highlight the essential **24** _____ for the post early on in the CV.
- Writers should support statements in their CV with facts, for example how big is the **25** _____ that they are in charge of.
- It is worth giving details of any past **26** _____, together with any relevant statistics.
- Checking that no **27** _____ appear in the language used in the CV is vital.

PASSAGE 3

Read the text and answer Questions 28–40.

How archaeologists made some exciting discoveries in southeast Turkey

28

A It's a sad fact of archaeological life that we can often only find things when they're about to be lost forever. Construction of the Ilisu Dam, on the river Tigris in southeast Turkey, is now complete, and the flooding of 300 km² of land behind it has begun. The dam will provide much needed water and electricity to the local region, but it will flood up to 500 archaeological sites. However, its construction has also provided a great opportunity to learn about the past of this region, because when the dam was proposed in the early 1990s, the government invited teams of local and international archaeologists to work in the Tigris valley upstream of Ilisu to recover as much as they could before the dam was completed. The result was a series of intensive survey projects, followed by more than twenty excavations, which amazingly came across places with archaeological remains ranging from deep prehistory to the Ottoman period. The area to be flooded is now the best-studied archaeological landscape in eastern Turkey.

29

B One of the biggest Ilisu Dam salvage excavations was at the site of Ziyaret Tepe, an imposing mound rising 22 metres above the plain, within which lies the ancient Assyrian city of Tušhan.

Tušhan was a provincial centre which guarded the northern border of the mighty Assyrian Empire for almost 300 years (882–611 BCE). It never approached the grandeur of the Assyrian capital Nineveh, but it was part of the Assyrian network of imperial control which imposed authority over conquered regions. Tušhan was home not just to Assyrian settlers, but to deportees from all over the empire, who had been uprooted from their homelands as a further means of subjugation.

30

C Archaeological work at Ziyaret Tepe began in 1997 and ran for eighteen years. The results of all those long hot summers in the field are now finally ready to be presented, with the publication of the project's first book. It provides the most complete picture of an Assyrian imperial town yet known. It includes a mass of information on the governor's palace at Tušhan, which sat on the eastern side of the high mound. It was built under King Ashurnasirpal II, who boasted about its construction in an inscription found not far away. Unlike Ashurnasirpal's magnificent palace at Nimrud, Tušhan's provincial palace had no raised stone carvings of historical figures. Instead, its white plastered walls were decorated with finely painted

geometric patterns in blue, red, orange and black. The reception suite was equipped with a trackway for a moveable heating brazier and with neatly tiled bathrooms, giving it a touch of luxury.

The remains of some of the governors themselves may have been found. Under the paving of the palace, five intact burials of human ashes were excavated. Whether or not these were the governors of Tušhan, they were certainly important people, whose bodies had been burnt on beds with ivory fittings, and provided with bronze bowls, lamps and ornaments. Intriguingly, cremation was not an Assyrian practice and these burials suggest that Tušhan's ruling elite had either adopted local customs, or were not themselves Assyrians.

31

D To the south of the high mound, Tušhan had a substantial lower town and this is where the real work of the city took place. Over many seasons, the excavation team uncovered a series of sizeable structures, all set around large courtyards paved with beautiful black and white mosaics made of thousands of small, plain black or white pebbles collected from local river beds. Most were high-status homes but one had more complex functions. The entrance chamber to this building yielded hundreds of tiny tokens in a range of forms standing for different numbers and commodities. These are thought to have been used for keeping records as merchandise and people passed in and out. The administrative function of the building was confirmed when an archive of 28 tablets with cuneiform writing was found. These include lists of different personnel, but most concern the movement of barley. These transactions are visible throughout the building in the form of standardised weights and huge jars to keep it in. This building was the commercial and administrative centre of Tušhan.

32

E The frontier character of the city, which stood on the border with hostile Shubria, is clear from the massive fortifications which surrounded both the high mound and the lower town. The mudbrick city wall was two kilometres long and almost three metres thick, with a substantial ditch in front of it. Despite these precautions, Tušhan fell with the rest of the Assyrian Empire. The imperial capital at Nineveh fell after a dramatic siege in 612 BCE, after which the remaining Assyrian forces retreated steadily north-westward towards the site of the empire's last stand at the city of Harran. In the path of the army of Medes and Babylonians as they marched up the Tigris river lay Tušhan.

33

F Now Tušhan faces another threat, as the water from the Ilisu Dam advances along the same route as that used by the Medes and Babylonians 2,600 years ago. It remains to be seen to what extent the site will eventually be flooded, but even though its physical remains may be lost, along with the other Ilisu sites, there is some consolation in the fact that a rich record of the town of Tušhan, some of its history, its people and way of life, is now preserved in the archives and publications of the Ziyaret Tepe project.

PART 3 — QUESTIONS

Questions 28-33

The text has six sections, A-F.

Choose the correct heading for each section from the list of headings below.

Write the correct number, i-viii.

i. **Defences which proved inadequate**

ii. **Why Tušhan's governors were so important**

iii. **An approaching force of a different type**

iv. **A detailed description of one building on the site**

v. **An important link in the chain of defences**

vi. **How domestic buildings in the lower town were furnished**

vii. **The main reason for the archaeological investigations**

viii. **Where the trade deals were done**

Questions 34-37

Complete the summary below.

Choose ONE WORD ONLY from Section D of the text for each answer.

Tušhan's lower town

Below the mound where the governor's palace stood was a large lower town. Archaeologists found some houses of considerable size there, which had spacious courtyards in the middle. These had attractively patterned **34** _____ on the floors.

Archaeologists discovered a large number of differently shaped artefacts in one of the buildings. They discovered a large number of very small **35** _____, which represented a variety of goods and quantities. They were probably adopted by the townspeople to maintain **36** _____ of goods, as well as men and women, that entered and left the town. Later, a number of inscribed tablets were discovered, which mostly recorded the transport of **37** _____. This trade was also evident in the remains of some enormous jars that were found, which had been used for storage.

Questions 38-40

Choose the correct letter, A, B, C or D.

38 What do we learn about the ancient city of Tušhan?

- **A** ○ It was built in an area which the Assyrians had taken over.
- **B** ○ It was an impressive city the same size as Nineveh.
- **C** ○ It was situated in the middle of the northern region of Assyria.
- **D** ○ It was inhabited mainly by Assyrian soldiers and their families.

39 Why do archaeologists consider the burials under the palace significant?

- **A** ○ Assyrian cremations did not generally include any bronze bowls.
- **B** ○ They indicate that some governors may have been foreigners.
- **C** ○ The furniture that was found there was unusual for the period.
- **D** ○ They were the only bodies that were excavated in Tušhan.

40 In Section F, what conclusion does the writer come to?

- **A** ○ It is clear that Tušhan will soon be completely under water.
- **B** ○ Everything is now known about the history of the Tušhan area.
- **C** ○ Other cities will be researched through the Ziyaret Tepe project.
- **D** ○ It is likely that documents will be the only source of information on Tušhan.

Answer Key

#	Answer	Explanation
1	**F**	A simple yet effective and stylish bag. At 24 litres it’s neat in size, and a separate smaller waterproof compartment at one of the ends is ideal for putting damp gear in so that everything else is unaffected by it
2	**B**	If you’re inclined to treat yourself to a bag that should last you a lifetime, this is for you
3	**A**	Constructed from the brand’s special water-resistant fabric, it’s also great from an eco-perspective, as it’s made from 65 per cent recycled polyester and 35 per cent organic cotton
4	**E**	This top-of-the-range bag has a very generous 50 litre storage capacity. If that’s too much for you, there’s always the trimmer 31 litre equivalent (which retails a little cheaper)
5	**F**	It’s a decent option for an everyday gym bag that won’t break the bank
6	**A**	This premium outdoor brand has a newly released lightweight bag in its product range
7	**C**	This pack has got so many features, which does, however, make it on the heavier side
8	**FALSE**	In this way you can explore the impact zone, which is the area where the sea and the land meet and you will get an entirely new view of the coast and on some days you may even be able to observe a variety of marine wildlife
9	**FALSE**	From our centre you’re transported to the coasteering location on Baggy Point
10	**NOT GIVEN**	and you can also get a drink or snack in the café
11	**NOT GIVEN**	We have a range of experiences for participants to try, such as the family coasteering route, which includes a variety of exciting things to look at. Then there is the adventurer challenge and the more challenging thrill-seeker route
12	**FALSE**	Sessions are £40 per person, which covers the use of wetsuits, helmets and a buoyancy aid to help you float in the sea
13	**TRUE**	You’ll need to bring a pair of shorts to wear over your wetsuit to protect it when you slide over rocks and a pair of trainers to help you grip on slippery surfaces

#	Answer	Explanation
14	**TRUE**	If you're also interested in surfing, you can add lessons to your coasteering sessions at our centre in Croyde
15	**genuine**	These sites can be useful but just make sure any organisation is genuine first. Otherwise you might find you've spent hours on work which you never get paid for
16	**pitches**	When looking to get work for magazines and newspapers, keep the pitches – in which you present what you could write for them – brief and interesting
17	**workload**	It's incredibly satisfying to be working for yourself and having the responsibility of determining your own workload
18	**flexibility**	Making a living doing what you love is hugely rewarding, and of course the flexibility of the work hours may suit you. New graduates are generally used to working unusual hours, so if you're most comfortable working late at night or at the weekend, then freelancing may be the way to go
19	**job**	Depending on how much work you manage to get, which can vary wildly, especially when you're just starting out, it also leaves it open for you to get a part-time job, however basic, which would bring in a regular amount
20	**payment**	Graduate writers are notorious for working for no actual payment, and it's because there are so many people willing to do it that companies simply assume that it's acceptable, and of course this suits the companies
21	**motivation**	Freelancing is probably not for people who lack motivation. If you don't go looking for work, spending your days shooting off emails, then it is very unlikely the work will come to you
22	**sections**	To pass this preliminary test, make sure your CV is extremely easy to read and is divided into appropriate sections
23	**interest**	Never make readers wade through large amounts of writing or you will risk losing their interest quickly
24	**skills**	You should also research your target role thoroughly to identify what skills are most needed and ensure these are clearly included near the beginning of your CV
25	**budget**	Demonstrate the scale of your responsibilities by including numbers such as the size of budget you control, or the number of locations you work in
26	**achievements**	You can also prove your impact by including quantifiable achievements you have had. Perhaps you have generated sales of

#	Answer	Explanation
		£300k within six months, or maybe you have delivered a project that affected 3 million customers
27	**mistakes**	Obvious spelling and grammar mistakes will be warning signs, but they will also be on the lookout for gaps in the list of posts you have held, or facts that just don't add up
28	**vii**	However, its construction has also provided a great opportunity to learn about the past of this region, because when the dam was proposed in the early 1990s, the government invited teams of local and international archaeologists to work in the Tigris valley upstream of Ilisu to recover as much as they could before the dam was completed
29	**v**	Tušhan was a provincial centre which guarded the northern border of the mighty Assyrian Empire for almost 300 years (882–611 BCE)
30	**iv**	It includes a mass of information on the governor's palace at Tušhan, which sat on the eastern side of the high mound. It was built under King Ashurnasirpal II, who boasted about its construction in an inscription found not far away. Unlike Ashurnasirpal's magnificent palace at Nimrud, Tušhan's provincial palace had no raised stone carvings of historical figures. Instead, its white plastered walls were decorated with finely painted geometric patterns in blue, red, orange and black. The reception suite was equipped with a trackway for a moveable heating brazier and with neatly tiled bathrooms, giving it a touch of luxury
31	**viii**	This building was the commercial and administrative centre of Tušhan
32	**i**	The frontier character of the city, which stood on the border with hostile Shubria, is clear from the massive fortifications which surrounded both the high mound and the lower town. The mudbrick city wall was two kilometres long and almost three metres thick, with a substantial ditch in front of it. Despite these precautions, Tušhan fell with the rest of the Assyrian Empire
33	**iii**	Now Tušhan faces another threat, as the water from the Ilisu Dam advances along the same route as that used by the Medes and Babylonians 2,600 years ago
34	**mosaics**	Over many seasons, the excavation team uncovered a series of sizeable structures, all set around large courtyards paved with beautiful black and white mosaics made of thousands of small, plain black or white pebbles collected from local river beds

#	Answer	Explanation
35	**tokens**	The entrance chamber to this building yielded hundreds of tiny tokens in a range of forms standing for different numbers and commodities
36	**records**	These are thought to have been used for keeping records as merchandise and people passed in and out
37	**barley**	These include lists of different personnel, but most concern the movement of barley
38	**A**	Tušhan was home not just to Assyrian settlers, but to deportees from all over the empire, who had been uprooted from their homelands as a further means of subjugation
39	**B**	Intriguingly, cremation was not an Assyrian practice and these burials suggest that Tušhan’s ruling elite had either adopted local customs, or were not themselves Assyrians
40	**D**	but even though its physical remains may be lost, along with the other Ilisu sites, there is some consolation in the fact that a rich record of the town of Tušhan, some of its history, its people and way of life, is now preserved in the archives and publications of the Ziyaret Tepe project

Test 51

PASSAGE 1

Read the text below and answer Questions 1-7.

Carnival Events Guide

A

Crazy Colin

Children's Entertainer

will be appearing around the Carnival site 9.00-12.00. Free balloon for children and adults. Try balloon modelling and stilt walking! Colin's assistant Kathy will also be available for face-painting.

B

Punch and Judy Show

The Carnival would like to welcome back Punch and Judy after a three-year absence. Come and see everyone's favourite puppets.

Free entry but please feel free to make a donation.

Shows at 1 p.m., 2.30 p.m. and 3.30 p.m.

C

The Carnival Committee

invite you for tea and coffee at the main tent. Browse our second-hand book stalls and buy some of our beautiful homemade cakes and biscuits.

Open throughout the Carnival:

9.00 a.m. Close: 4.00 p.m.

50p Entrance Fee

D

Carnival Procession

This year the theme of our procession is 'fashion through the ages'. Watch children and adults from the local community model clothes from different periods throughout history. The

procession sets off from St Bartholomew's Church at 12.30 p.m. and arrives at the main Carnival gates at lunchtime (approximately 1.00-1.30 p.m.).

_____

Read the text below and answer Questions 8-13.

Physiotherapy Appointment

Dear Sir

Re: Your Physiotherapy Appointment

Following our telephone conversation, this is to confirm that an appointment has been made for you at our Physiotherapy Unit with Sam Major at the following time:

Saturday June 14th 10.30 a.m.

Physiotherapy Unit

Slowerbridge Hospital

Lower Lane

Stowerbridge

Please report to the main reception on arrival. If you are unable to attend please phone 0543 1146 to arrange a new appointment. Patients who fail to notify us may be disqualified from further treatment.

You will be required to carry out some light exercise during your treatment. Please wear loose clothing. You should also avoid eating a heavy meal prior to your appointment.

Please bring a list of all current medication when you attend.

On completion of your treatment please report again to reception to arrange any future sessions and to be signed out of the Physiotherapy Unit.

Parking is available at the hospital. Charges apply except for patients in receipt of benefits (pension, unemployment etc). To claim free parking please supply relevant documents at the reception desk.

We look forward to seeing you at your appointment.

Physiotherapy unit

PART 1 — QUESTIONS

Questions 1-7

Look at the advertisements for events A, B, C and D.

For which event are the following statements true?

Write the correct letter, A, B, C or D.

NB You may use any letter more than once.

	A	B	C	D
1 Invites people to make a donation	○	○	○	○
2 Charges for the service	○	○	○	○
3 Appears in the morning only	○	○	○	○
4 Is returning to the Carnival after a break	○	○	○	○
5 Offers free gifts	○	○	○	○
6 Appears at the Carnival at lunchtime only	○	○	○	○
7 Is available all day	○	○	○	○

Questions 8-13

Look at the letter relating to a physiotherapy appointment.

Do the following statements agree with the information given in the text? Write

TRUE if the statement agrees with the information

FALSE if the statement contradicts the information

NOT GIVEN if there is no information on this

8 Patients must go to the reception when they arrive.

A ○ TRUE

B ○ FALSE

C ○ NOT GIVEN

9 Patients may be fined for not keeping an appointment.

A ○ TRUE

B ○ FALSE

C ○ NOT GIVEN

10 It is possible to arrange an alternative appointment if necessary.

A ○ TRUE

B ○ FALSE

C ○ NOT GIVEN

11 Patients should bring with them all medicines they are currently taking.

A ○ TRUE

B ○ FALSE

C ○ NOT GIVEN

12 There is a limit to the number of sessions available.

A ○ TRUE

B ○ FALSE

C ○ NOT GIVEN

13 All patients must pay for parking.

A ○ TRUE

B ○ FALSE

C ○ NOT GIVEN

PASSAGE 2

Read the text below and answer Questions 14-20.

Sports Centre

Terms of membership - Clarenden Engineering employees

- We offer three levels of membership to Clarenden Engineering employees - Platinum, Gold and Silver. The level of membership will determine when you are able to use the facilities. Please refer to the brochure available from reception for further details.
- Discounts are only available to those employed with Clarenden Engineering. Applicants must show evidence of their employment with the company.
- Subscriptions must be paid in advance. This can be in full or by monthly direct debit. Please note that membership is for the period of one year. Refunds will only be made under special circumstances. Should you cancel your membership, cards must be returned immediately.
- All new members are required to undertake an induction session during which use of the equipment and facilities is explained. Non-attendance at an induction session will result in you being refused entry to the facilities. The centre reserves the right to withdraw membership from, and take appropriate action against, any person found to have wilfully misused the equipment or facilities within the centre.
- Squash and badminton courts must be booked in advance. Bookings can be made up to 7 days in advance by calling 0773 2139 or in person at reception. In order to ensure optimum use of our facilities, members must inform the centre if they do not intend to keep an appointment. Failure to notify us can result in staff refusing to make further reservations. The gymnasium and swimming pool can be used without the need to book a session.
- Members will not be given access to the facilities without the presentation of a valid membership card.
- Please note that we cannot be held responsible for any personal injury you may suffer whilst using our facilities. Should you believe you have an existing medical condition that may be affected by the use of our facilities, we strongly recommend you seek medical advice before using the centre.

The text below has seven sections, A-G.

A home from home at Melborough University!

A Our relationship with Bechamp Logistics has been a long and fruitful one and we continue to welcome its employees to Melborough University for an education that is second to none. Whether you are about to start a full-time MBA or joining one of our part-time courses, we look forward to welcoming you to the university. We appreciate how important it is that you quickly

and easily find somewhere to live during your time here. This leaflet will outline how we work with you to choose the right accommodation.

21 _____

B Obtaining suitable accommodation is a priority for those who are leaving their friends, colleagues and family to spend a period of time away from home. For this reason we promise that all Bechamp Logistics employees who have been accepted on a course with us will receive help with accommodation should they need it.

22 _____

C If you are planning on relocating during your studies or just renting during the week, we recommend you live on campus as experience has shown this will help you settle into your studies more quickly. We have economy single rooms in our halls of residence, or for those looking for a little more luxury we have Soho House, our dedicated hall for company-sponsored students. Should you prefer to live off campus we can offer you a single-room apartment or rooms in a shared house in the city centre or suburbs.

Please visit the accommodation section of our website for further details.

23 _____

D To help you make your choice you will find extensive information on our website with detailed descriptions of all our accommodation including photos and video tours of rooms and halls. You will also find a full price list for the various accommodation types. For people who are able to visit the university before the application deadline, you are welcome to contact our accommodation office for help with viewing places.

24 _____

E Students with dependent children can apply for accommodation in any of our dedicated family-friendly halls. There are limited spaces available and you will need to contact us quickly to be sure of obtaining a place on campus. Should these not be available we are always able to help with accommodation off campus. You should go through the application process as usual and be sure to complete the section marked 'dependents'. This will alert our staff to your requirements so they can prioritise your application.

25 _____

F Once you have been offered a place at the university you are advised to apply for accommodation immediately. All applications are made online. Once we have received your application we will arrange a time for you to be called by our accommodation office where we will talk to you about your options. Following this conversation, we will either reserve your

campus accommodation or represent you should you be looking for a place to live off campus in private accommodation. You will receive written confirmation of your residence no later than two weeks before the start of term.

26

G Our accommodation office will be pleased to answer any questions you may have when you arrive at university. Before handing over the keys we ask you to sign a contract outlining your responsibilities. Please note that included in these terms is a commitment to pay for your accommodation for the full academic year.

PART 2 — QUESTIONS

Questions 14-20

Look at the text.

Do the following statements agree with the information given in the text? Write

TRUE if the statement agrees with the information

FALSE if the statement contradicts the information

NOT GIVEN if there is no information on this

14 All members are free to use the centre whenever they wish.

- **A** ○ TRUE
- **B** ○ FALSE
- **C** ○ NOT GIVEN

15 Membership is only available to employees at the company.

- **A** ○ TRUE
- **B** ○ FALSE
- **C** ○ NOT GIVEN

16 Membership fees are paid in advance.

- **A** ○ TRUE
- **B** ○ FALSE
- **C** ○ NOT GIVEN

17 Induction sessions are not compulsory.

- **A** ○ TRUE
- **B** ○ FALSE
- **C** ○ NOT GIVEN

18 Members must pay for any damage they cause to the equipment.

- **A** ○ TRUE
- **B** ○ FALSE
- **C** ○ NOT GIVEN

19 Members must reserve a court if they want to play squash or badminton.

- **A** ○ TRUE
- **B** ○ FALSE
- **C** ○ NOT GIVEN

20 Employees with a medical condition should ask the centre for medical advice.

- **A** ○ TRUE
- **B** ○ FALSE
- **C** ○ NOT GIVEN

Questions 21-26

Choose the correct heading for sections B-G from the list of headings below.

Write the correct number, i-ix.

i. **Our guarantee to you**

ii. **The application process**

iii. **A wide choice**

iv. **Having friends to stay**

v. **On arrival**

vi. **A warm welcome from Melborough**

vii. **Sources of information**

viii. **Meeting our representatives**

ix. **Family applicants**

PASSAGE 3

The text below has eight paragraphs, A-H.

Understanding the Flight of the Bumblebee

27

A Bumblebees are remarkable navigators. While their flight paths may look scattered to the casual eye, all that buzzing about is anything but random. Like the travelling salesman in the famous mathematical problem of how to take the shortest path along multiple stops, bumblebees quickly find efficient routes among flowers. And once they find a good route, they stick to it. The same goes for other animals, from hummingbirds to bats to primates, that depend on patchy resources such as nectar and fruit. Perhaps this is not such a surprising feat for animals with relatively high brain power. But how do bumblebees, with their tiny brains, manage it? As new research in this issue of *PLOS Biology* by Lars Chittka and colleagues shows, a simple strategy may be enough for a real-world solution to this complex problem.

28

B For computers, solving the travelling salesman problem means methodically calculating and comparing the lengths of all possible routes. But such an exhaustive approach isn't feasible in practice, and indeed animals can find a near-optimal foraging route, or trapline, without trying them all. Determining exactly how they do this, however, has been stymied by the difficulties of tracking animals as they forage in the wild. Chittka and colleagues got around this problem by tracking bumblebees (Bombus terrestris) on five artificial flowers set in a mown pasture. The "flowers" had landing platforms with drops of sucrose in the middle, and were fitted with motion-triggered webcams.

29

C To keep the bees' focus on the artificial flowers, the experiments were done in October, when natural sources of nectar and pollen were scarce. To make the bees want to find all five flowers, each sucrose drop was only enough to fill one-fifth of a bumblebee's crop. And to keep the bees from finding one foraging site from another visually, the flowers were arranged in a pentagon that was 50 m on each side, which is more than three times farther than bumblebees can see.

30

D The researchers released bees individually from a nest box that was about 60 m from the nearest flower, and used the webcams to track the sequence of flower visits during consecutive foraging bouts. The bees found the closest flowers first and added new flowers during

subsequent bouts. With experience, they repeated segments of the visitation sequence that shortened the overall route while abandoning those that did not. Traplines linking all five flowers in a short route were established after an average of 26 foraging bouts, which entailed trying only about 20 of the 120 possible routes.

31

E In addition, the researchers fitted five bees with transponders and tracked them with radar as they developed traplines. This revealed that flight paths between trapline segments were relatively straight and that, between their first and last bouts, bees cut their total travel distance by 80% (from 1,953 to 458 m). In contrast to computers, bees did not find the absolute shortest route of 312 m even in this simple experimental arrangement. But they came very close, which is remarkable considering that they explored only a small fraction of the possible routes, and established traplines relatively rapidly. This tradeoff between perfection and speed highlights the differences between mathematical and biological solutions to the travelling salesman problem.

32

F How do bees develop such efficient routes so fast? The researchers assessed three possibilities: that bees optimize foraging routes by visiting flowers in the order of discovery, by shuffling them randomly, or by visiting those that are closest together. But they found that the first two failed to fit their observations while the third did not fully explain them.

33

G Rather, the researchers propose that bees optimize foraging routes by combining exploration with learning from previous bouts, which enables the bees to adjust their routes as they find shorter paths. Based on the bees' movements during trapline establishment, the researchers developed a model linking experience to the likelihood of visiting particular flowers. Bees are well known to be able to compute and memorize distances between locations, and the model assumes that they remember the length of the shortest route so far, compare it to the length of the current route, and then choose the shorter of the two. Over time, choosing the more efficient route favours shorter segments over longer ones. The model is a good fit with the researchers' observations, predicting, for example, that bees will develop and stick to optimal routes in 20-25 bouts.

34

H Besides shedding light on how bees develop traplines, this work suggests that small-brained animals can use simple methods to solve complex routing problems without the need for cognitive maps of spatial relationships, as has been suggested. It remains to be seen whether big-brained animals can also develop traplines with such elementary tools. But if so, that would free up their brain power for other tasks.

PART 3 — QUESTIONS

Questions 27-34

Choose the correct heading for sections A-H from the list of headings below. Write the correct number, i-x.

i. **Surprising navigational achievements**

ii. **Inconsistent data**

iii. **Setting up the experiment**

iv. **The bees in action**

v. **Theories rejected**

vi. **Achievements explained**

vii. **Can larger brained creatures achieve the same?**

viii. **The challenge for previous researchers**

ix. **Bees versus computers**

x. **The bees' natural environment**

Questions 35-40

Choose the correct letter, A, B, C or D.

35 What does the writer say about bumble bees?

A ○ They have similar levels of intelligence to other nectar-eating creatures.

B ○ Their method for finding the shortest route isn't obvious to the casual observer.

C ○ They compete with other creatures for a scarce resource.

D ○ Their ability to find the shortest route isn't surprising.

36 What does the writer tell us about how these creatures find the quickest route between sources of food?

A ○ They would exhaust themselves if they carried out the process like a computer.

B ○ They calculate the length of all possible routes.

C ○ It is impossible to track their methods in the wild.

D ○ They are able to estimate one of the shortest routes without testing all possible options.

37 The experiment entailed

A ○ attempting to control the bees' movements.

B ○ the bees collecting one-fifth of a day's food.

C ○ discovering the role that sight plays in finding the best route.

D ○ picking a time when there was plenty of nectar.

38 The experiment showed that the bees

A ○ found the shortest route on their first flight.

B ○ went to the nearest flowers first.

C ○ tested 120 possible options.

D ○ abandoned flowers that didn't have nectar.

39 The writer thinks that

A ○ the bees aren't as efficient as computers at finding the shortest route.

B ○ the experiment was too simple to draw any conclusions.

C ○ there are benefits to be gained for the bees by not exploring every possible route.

D ○ mathematical solutions are superior to solve problems like this.

40 The researchers

A ○ have identified a pattern that the bees will follow on every flight path.

B ○ believe the bees find a short route through a process of trial and error.

C ○ were the first to discover that bees are able to memorise distances between locations.

D ○ are proposing to carry our further research in this area.

Answer Key

#	Answer	Explanation
1	**B**	Free entry but please feel free to make a donation
2	**C**	50p Entrance Fee
3	**A**	will be appearing around the Carnival site 9.00-12.00
4	**B**	The Carnival would like to welcome back Punch and Judy after a three-year absence
5	**A**	Free balloon for children and adults
6	**D**	The procession sets off from St Bartholomew's Church at 12.30 p.m. and arrives at the main Carnival gates at lunchtime (approximately 1.00-1.30 p.m.)
7	**C**	Open throughout the Carnival: 9.00 a.m. Close: 4.00 p.m
8	**TRUE**	Please report to the main reception on arrival
9	**FALSE**	Patients who fail to notify us may be disqualified from further treatment
10	**TRUE**	If you are unable to attend please phone 0543 1146 to arrange a new appointment
11	**FALSE**	Please bring a list of all current medication when you attend
12	**NOT GIVEN**	On completion of your treatment please report again to reception to arrange any future sessions and to be signed out of the Physiotherapy Unit
13	**FALSE**	Charges apply except for patients in receipt of benefits (pension, unemployment etc)
14	**FALSE**	The level of membership will determine when you are able to use the facilities
15	**FALSE**	Discounts are only available to those employed with Clarenden Engineering
16	**TRUE**	Subscriptions must be paid in advance
17	**FALSE**	All new members are required to undertake an induction session during which use of the equipment and facilities is explained. Non-attendance at an induction session will result in you being refused entry to the facilities

#	Answer	Explanation
18	**NOT GIVEN**	The centre reserves the right to withdraw membership from, and take appropriate action against, any person found to have wilfully misused the equipment or facilities within the centre
19	**TRUE**	Squash and badminton courts must be booked in advance
20	**FALSE**	Should you believe you have an existing medical condition that may be affected by the use of our facilities, we strongly recommend you seek medical advice before using the centre
21	**i**	For this reason we promise that all Bechamp Logistics employees who have been accepted on a course with us will receive help with accommodation should they need it
22	**iii**	We have economy single rooms in our halls of residence, or for those looking for a little more luxury we have Soho House, our dedicated hall for company-sponsored students. Should you prefer to live off campus we can offer you a single-room apartment or rooms in a shared house in the city centre or suburbs
23	**vii**	To help you make your choice you will find extensive information on our website with detailed descriptions of all our accommodation including photos and video tours of rooms and halls. You will also find a full price list for the various accommodation types
24	**ix**	Students with dependent children can apply for accommodation in any of our dedicated family-friendly halls
25	**ii**	Once you have been offered a place at the university you are advised to apply for accommodation immediately. All applications are made online. Once we have received your application we will arrange a time for you to be called by our accommodation office where we will talk to you about your options. Following this conversation, we will either reserve your campus accommodation or represent you should you be looking for a place to live off campus in private accommodation. You will receive written confirmation of your residence no later than two weeks before the start of term
26	**v**	Our accommodation office will be pleased to answer any questions you may have when you arrive at university. Before handing over the keys we ask you to sign a contract outlining your responsibilities
27	**i**	Bumblebees are remarkable navigators. While their flight paths may look scattered to the casual eye, all that buzzing about is anything but random. Like the travelling salesman in the famous mathematical problem of how to take the shortest path along

#	Answer	Explanation
		multiple stops, bumblebees quickly find efficient routes among flowers
28	**viii**	Determining exactly how they do this, however, has been stymied by the difficulties of tracking animals as they forage in the wild
29	**iii**	To keep the bees' focus on the artificial flowers, the experiments were done in October, when natural sources of nectar and pollen were scarce. To make the bees want to find all five flowers, each sucrose drop was only enough to fill one-fifth of a bumblebee's crop. And to keep the bees from finding one foraging site from another visually, the flowers were arranged in a pentagon that was 50 m on each side, which is more than three times farther than bumblebees can see
30	**iv**	The researchers released bees individually from a nest box that was about 60 m from the nearest flower, and used the webcams to track the sequence of flower visits during consecutive foraging bouts
31	**ix**	In contrast to computers, bees did not find the absolute shortest route of 312 m even in this simple experimental arrangement. But they came very close, which is remarkable considering that they explored only a small fraction of the possible routes, and established traplines relatively rapidly. This tradeoff between perfection and speed highlights the differences between mathematical and biological solutions to the travelling salesman problem
32	**v**	The researchers assessed three possibilities: that bees optimize foraging routes by visiting flowers in the order of discovery, by shuffling them randomly, or by visiting those that are closest together. But they found that the first two failed to fit their observations while the third did not fully explain them
33	**vi**	Rather, the researchers propose that bees optimize foraging routes by combining exploration with learning from previous bouts, which enables the bees to adjust their routes as they find shorter paths
34	**vii**	It remains to be seen whether big-brained animals can also develop traplines with such elementary tools
35	**B**	While their flight paths may look scattered to the casual eye, all that buzzing about is anything but random
36	**D**	But such an exhaustive approach isn't feasible in practice, and indeed animals can find a near-optimal foraging route, or trapline, without trying them all

#	Answer	Explanation
37	**A**	To keep the bees' focus on the artificial flowers, the experiments were done in October, when natural sources of nectar and pollen were scarce. To make the bees want to find all five flowers, each sucrose drop was only enough to fill one-fifth of a bumblebee's crop. And to keep the bees from finding one foraging site from another visually, the flowers were arranged in a pentagon that was 50 m on each side, which is more than three times farther than bumblebees can see
38	**B**	The bees found the closest flowers first and added new flowers during subsequent bouts
39	**C**	This tradeoff between perfection and speed highlights the differences between mathematical and biological solutions to the travelling salesman problem But if so, that would free up their brain power for other tasks
40	**B**	Rather, the researchers propose that bees optimize foraging routes by combining exploration with learning from previous bouts, which enables the bees to adjust their routes as they find shorter paths

Test 52

PASSAGE 1

Read the text below and answer Questions 1-6.

Manor Road Primary School

Dear Parents

It will soon be Literacy Week here at school and as in previous years we intend to deal with your child's reading and writing skills in the context of a motivational theme. And the theme for this year's literacy week is 'superheroes'!

During the week your child will carry out a variety of tasks to help them develop their reading and writing skills. Children will produce artwork, videos, podcasts, drama performances, pictures, books and DVDs. They will also create imaginative pieces of writing full of interesting characters and plots. We can't wait to see all their work on show in the school reception and main school hall in the coming weeks. There will also be a competition for which prizes will be awarded.

What can you do to help? Please get involved with what your child is doing. At the end of the day ask them what they've been involved in and, if you have the chance, help them with their superhero homework tasks like finding information on the Internet or from books in the library.

Friday 19th October is 'Dressing-Up Day' and your child can come into school dressed as their favourite superhero.

The week will end with parents being invited into the school hall on Friday 19th to view the children's work. Classes end at 3.00 as usual but the school will be open from 2.00 p.m. and parents will be able to take their child home early if they wish.

We look forward to what we think will be a very creative week!

With best regards

Margaret Maclean

Principal

Read the text below and answer Questions 7-13.

Support Away Day

Away Day relies on generous donations from sympathetic supporters like you to be able to offer disadvantaged children invaluable experiences and lifelong memories, doing things that that are

financially out of the reach of their parents.

How can your donation help?

- £10 will pay for the cost of petrol for a trip to London.
- £20 will pay for the cost of a picnic for four children on a day out in the countryside.
- £50 will pay for the hire of eight uniforms for a fancy dress party.
- £100 will pay for the cost of a ticket to the seaside with parents or a guardian.
- £150 will pay for a trip to the theatre at Christmas for two families of four with a chance to see the children's favourite pantomime characters.
- £500 will buy accommodation at Disneyland Paris for two children.

Almost £7 out of every £10 we raise comes from the general public so your contributions are essential if we are to be able to continue offering this valued service.

How to donate

Why not set up a direct debit? If you live in the UK you could make a small monthly or annual donation.

If you prefer to make a single donation you can do so using any of the following options:

- Donate by text message – It's free and very easy. Just text AWAYDAY and an amount to 71117111.
- Donate by post – Send a cheque or postal order to the address at the bottom of this leaflet.
- To make a donation over the phone by credit or debit card, please call 03318 463219.

Gift Aid your donation

Add Gift Aid to your donation and help us benefit even more from your generosity. For every £1 you give, we are able to claim 25p more from the government. If you donate by text, watch out for our 'thank you' message. We'll supply a link to a webpage where you can fill in details to allow us to claim Gift Aid.

PART 1 — QUESTIONS

Questions 1-6

Do the following statements agree with the information given in the text? Write

TRUE if the statement agrees with the information

FALSE if the statement contradicts the information

NOT GIVEN if there is no information on this

1 Children will be able to watch films and go to the theatre.

- **A** ○ TRUE
- **B** ○ FALSE
- **C** ○ NOT GIVEN

2 The school will be putting the children's work on show.

- **A** ○ TRUE
- **B** ○ FALSE
- **C** ○ NOT GIVEN

3 There will be three prizes for the best work.

- **A** ○ TRUE
- **B** ○ FALSE
- **C** ○ NOT GIVEN

4 Parents should try not to help their child too much with their homework.

- **A** ○ TRUE
- **B** ○ FALSE
- **C** ○ NOT GIVEN

5 The children don't have to wear school uniform on the final day.

A ○ TRUE

B ○ FALSE

C ○ NOT GIVEN

6 Children must stay in school until 3.00 on Friday 19th October.

A ○ TRUE

B ○ FALSE

C ○ NOT GIVEN

Questions 7-13

Complete the notes below.

Write NO MORE THAN THREE WORDS AND/OR A NUMBER for each answer.

The charity enables children to do things that would be **7** _____ difficult for their parents.

Donations of £**8** _____ and £**9** _____ will enable the charity to organise events for the whole family.

Children can go and watch their **10** _____ at the theatre.

70% of donations the charity receives come from **11** _____

People can make a regular donation by setting up a **12** _____.

If people Gift Aid their donation the charity can get **13** _____ money from the government.

PASSAGE 2

Read the text below and answer Questions 14-20.

Expenses Policy

All candidates invited for interview at Masons Finance are invited to claim back expenses for costs that are, by the HM Revenue and Customs definition, WHOLLY, NECESSARILY AND EXCLUSIVELY incurred during the process of attending the interview.

In general, for candidates travelling from within the UK, expenses covered include those for travel such as mileage or train tickets. Expenses are paid on the basis of the cost of second-class rail travel or 25p per mile for car travel. Mileage will be paid up to but not more than the equivalent cost of second-class rail travel. We request that when travelling by train an off-peak service is used whenever possible. Candidates can also claim taxi fares to and from Sharnfield Station to the company head office. In exceptional circumstances the company is prepared to reimburse candidates from the UK requiring hotel accommodation. However, this must be agreed with our HR department first.

For candidates travelling from overseas, subsistence and hotel costs can be reimbursed in addition to travel expenses. Candidates should contact our HR department regarding accommodation as we will pre-book and pay for a room at a local hotel. Please note that the company will not normally reimburse the costs of accommodation that has been booked independently by the candidate. As a general guide, candidates travelling from overseas can claim the cost of an economy airfare. Meals and refreshments consumed during travel can be claimed to a maximum of £20 per day. In exceptional cases we understand that further nights of accommodation might be required for candidates travelling from overseas. In such cases additional expenses may be claimed but only after written agreement has been received from our HR department.

Candidates must retain all receipts and submit these with the expense report we ask you to fill in when making a claim. Please note that the company will not reimburse any costs the candidate incurs in the form of tips paid nor will it pay for fines such as parking tickets or speeding tickets issued during travel.

If you have a question regarding an expense, please contact your interview contact or our HR team.

The text below has seven paragraphs, A-G.

Join a Workplace Walking Group

A Several members of staff have been busy planning a series of lunchtime walks that we are sure you and your colleagues will soon become addicted to. Why join? The reasons are endless. You'll get the chance to chat with close friends and colleagues who participate as you would if

you were stuck in your office. But what about all those other people you are on nodding terms with but have yet to get into conversation with? A lunchtime walk will be the perfect opportunity to get to know each other better.

21

B We rarely get the chance to experience work outside of our own department, which obviously isn't healthy for an organisation like ours. So apart form the pleasure you'll get from talking to new people, these lunchtime walks will also give you the chance to get an insight into how other teams and departments work and share experiences of how teams work together, including situations where problems sometimes arise. This may hopefully lead to better communication and more efficient internal systems.

22

C We also appreciate that many of you may want to completely switch off from work during your lunch break so we've tried to organise walks that will appeal to everyone. We are situated close to many historical landmarks and one of our walks takes in several of these sites. We've already had one or two employees with an interest in local history volunteer to act as guides, so now's your chance to discover more about where you work.

23

D For those who prefer a gentle stroll through the great outdoors we have countryside walks taking in some of the beautiful lanes and fields at the back of the building. You'll be amazed at how tranquil this area can be - experience some lovely views and the sound of birdsong to help you relax before returning to work fully revitalised after lunch. By the way, these walks take in a stop at the local café for those who'd like to end with a tea or coffee. And there's no need for walking boots as we'll follow landscaped routes.

24

E Of course an added benefit is the chance to get away from your desk, clear your head and keep fit. Walking, even at a gentle pace, is regarded as a great way to get into shape and help reduce stress. We also like to think it a pleasurable way to do this for those who don't like the idea of a gym or an aerobics session.

25

F We appreciate that people take their lunch breaks at different times and so have organised a staggered timetable so there will always be a spot at least once a week for everyone. However, please feel free to organise a walk independently if you'd like to make it a daily event.

26

G All departmental secretaries and managers have signed up already and will be more than pleased to give you any information you need. We also have a 'walking ambassador' in each department who will be able to answer any questions. See the departmental notice board to check for names or watch out for our next email on the subject. If you're convinced and are ready to sign up see if you can encourage some of your colleagues to join you. The more the merrier!

PART 2 — QUESTIONS

Questions 14-16

Choose THREE letters, A-G.

14 **15** **16** Which THREE of the following are true?

- **A** ☐ The company uses an official definition for allowable expenses.
- **B** ☐ Candidates can claim more than the cost of a second-class ticket if they travel by car.
- **C** ☐ Candidates should try to avoid travelling at busy times of the day.
- **D** ☐ The company has special rates with a local taxi firm.
- **E** ☐ Accommodation expenses for UK candidates are not usually paid.
- **F** ☐ UK candidates must agree all expenses with HR before travelling.
- **G** ☐ Candidates must choose a hotel close to the company offices.

Questions 17-20

Choose the correct letter, A, B, C or D.

17 Candidates from overseas

- **A** ○ find travel in the UK expensive.
- **B** ○ always need hotel accommodation.
- **C** ○ are allowed to claim for more items than candidates from the UK.
- **D** ○ should contact HR about travel expenses.

18 Candidates from overseas can claim for food and drinks

- **A** ○ if they were consumed in a hotel.
- **B** ○ up to the value of £20 in total.
- **C** ○ for more than one day.

D ○ on the outward journey only.

19 The company believe that candidates from overseas

A ○ sometimes need accommodation for more than one night.

B ○ should avoid booking additional nights' accommodation.

C ○ may find it difficult to reach agreement for expenses.

D ○ are likely to need accommodation for several nights.

20 When claiming expenses candidates should

A ○ include any additional expenses such as fines incurred during the trip.

B ○ notify HR about motoring offences.

C ○ report to the HR department on arrival.

D ○ supply evidence of things they have purchased.

Questions 21-26

Choose the correct heading for sections B-G from the list of headings below.

Write the correct number, i-ix, next to Questions 21-26.

i. **Help improve our working practices**

ii. **Become an ambassador**

iii. **How to get involved**

iv. **Get to know your colleagues**

v. **No need to work up a sweat**

vi. **The equipment you need**

vii. **Discover our fascinating town**

viii. **A time to suit everyone**

ix. **Get back to nature**

PASSAGE 3

Read the text below and answer Questions 27-40.

The Carvers of Bukittinggi

The world is becoming increasingly familiar with the products of Indonesia's talented artists. The beautiful batik paintings from Java, the slender wood statues from Bali and the local jewellery from Sulawasi can be found in shops in New York and Paris. Fortunately, the natural wealth and beauty of the area around the Minangkabau town of Bukittinggi allowed both time and inspiration for the development of crafts, especially weaving, silverwork and wood-carving. Although the wood-carvers of the Minangkabau may not be as well known as some other Indonesian artisans, their strong sense of tradition and of dedication to detail makes for a fascinating story.

Nestled in a high valley between the two volcanic mountains of Merapi and Singgalang is the small village of Pandai Sikek, better known as the "Wood Carving Village." The village is south of Bukittinggi, the cultural centre of the Minangkabau, and east of Padang, the capital of west Sumatra. The terraced rice fields, lush tropical vegetation, cool breezes and abundant water of the Anai Valley have made it an ideal spot for creativity and an inspiration for centuries of wood-carvers. The neighbouring forest provides an abundance of the wood called suriyan, a hard but workable medium for the carvers. Today, more than one hundred carvers claim Pandai Sikek as their home, though only a few can be found at work in the village. Many are away on contract assignments in Malaysia and in major Indonesian cities.

In the village, carvers knee-deep in wood shavings work in little huts along the roadside. Many have two or three apprentices carving repetitive patterns on small items to supplement their incomes. Cigarette boxes, jewellery boxes, ashtrays, bookholders – all can be purchased for sums that seem very modest in relation to the skill involved in making them. Most large items, such as chairs, tables and bed frames, are done on a custom-order basis, and all the shops were busy filling orders, evidence of both the continual need for their craft and the appreciation of their handiwork.

The village's Handicraft Centre is a large framed hall whose outside and inside walls display a wide variety of the wood-carvers' work. The hall is also used as a centre to train future wood-carvers: recently, 19 students from Sekolah Menengah Seni Rupa, a fine-arts school in Padang, were being instructed, carving the letters of the alphabet and the numbers one to nine. Each student first stencilled a number or letter on a block of wood, which he or she then chiselled, carved and sanded into a finished product. The village craftsmen took turns inspecting, advising and encouraging the trainees.

"Pandai" translates as "clever" and Sikek, according to one of several local traditions, is a contraction of Si Ikek, the name of a cultural hero who introduced wood-carving in the area centuries ago. There are many "pandai" carvers in the village of Pandai Sikek today, such as one known as Bapak (Father or Uncle) Fauzi. His skill was developed through 20 years of memorizing, manipulating and mastering the styles and motifs his uncle taught him. As a young

boy, Fauzi would intently watch his uncle's hands as they felt, touched, explored and worked the block of wood until an ornately carved treasure was created. Several years ago, Fauzi was chosen along with many of the other village carvers to work on the Minangkabau Palace of Pagaruyung. It was to be an exact replica of the royal palace destroyed by fire during the early days of Dutch colonial rule, and would be used as a museum to recall the wealth and artistry of the Minangkabau at the peak of their power.

Fauzi jumped at the opportunity, because he would be able to see, learn and recreate many of the historical patterns used in wood-carving.

The patterns used on many Minangkabau wood carvings are believed by anthropologists to have been adapted from stone carvings found scattered about the Anai Valley. The original settlers of the valley, probably Hindus, believed strongly in ancestral and natural spirits, and portrayed these beliefs on the stones. Other patterns came from the artistic interpretation of the carvers as they observed the local flora and fauna. The designs taken from nature, such as the bamboo shoot, fern tendrils and sirih leaf, have been passed down from generation to generation, and have symbolic social and cultural meanings for the Minangkabau.

The early inhabitants arrived in elaborately carved boats, so it was to be expected that they would also carve their houses, and indeed the gables on each end of the roof are decorated with intricately carved wood panels. On these panels adorning the inside walls of their traditional houses, the bamboo-shoot motif is usually placed on the border and is representative of the three male leaders in the Minangkabau culture: the clan chief, the religious leader and the intellectual leader. The fern tendril is thought to represent man as the Father and Uncle, symbolically signifying flexibility to turn inward and outward in dealing with the family unit. The sirih leaf is symbolic of male fertility. The traditional colours painted on the wood carvings of Minangkabau houses also have significance in the culture: red symbolizes life, black stands for independence and yellow for wisdom.

The Minangkabau can be proud of their past and look forward to new generations of master craftsmen following in the footsteps of present-day masters. Bapak Fauzi and his fellow carvers now have the responsibility to pass on to the younger generation the traditions and skills they were taught by their elders.

PART 3 — QUESTIONS

Questions 27-32

Do the following statements agree with the information given in the text? Write

TRUE if the statement agrees with the information

FALSE if the statement contradicts the information

NOT GIVEN if there is no information on this

27 Indonesia is famous for its wood-carvers.

- **A** ○ TRUE
- **B** ○ FALSE
- **C** ○ NOT GIVEN

28 Wood is hard to find near the village.

- **A** ○ TRUE
- **B** ○ FALSE
- **C** ○ NOT GIVEN

29 The majority of the wood-carvers work away from their village.

- **A** ○ TRUE
- **B** ○ FALSE
- **C** ○ NOT GIVEN

30 It is difficult to become an apprentice.

- **A** ○ TRUE
- **B** ○ FALSE
- **C** ○ NOT GIVEN

31 Smaller items are cheap in relation to the skill involved in making them.

A ○ TRUE

B ○ FALSE

C ○ NOT GIVEN

32 Craftsmen make some items to suit the requirements of customers.

A ○ TRUE

B ○ FALSE

C ○ NOT GIVEN

Questions 33-36

Complete the notes below.

Write NO MORE THAN THREE WORDS for each answer.

- The Handicraft Centre also functions as a training centre for aspiring **33** _____
- Students are given feedback on their work by **34** _____
- Pandai Sikek gets its name from the word 'clever' and the name of a **35** _____
- Working on an exact copy of a royal palace enabled Fauzi to learn a number of the **36** _____ used by carvers in the past.

Questions 37-40

Choose the correct letter, A, B, C or D.

37 Wood carvings

A ○ were originally found all over the Anai Valley.

B ○ are based on images found on ancient stone carvings.

C ○ are made out of respect for local spirits.

D ○ are the same as those found on stone carvings.

38 Designs featuring local plants and wildlife

- **A** ○ appear in carvings created by several generations of craftsmen.
- **B** ○ have less symbolic significance than in the past.
- **C** ○ are interpreted in unusual ways by the wood-carvers.
- **D** ○ are painted by local artists.

39 The carvings in the houses

- **A** ○ are copies of designs that originally appeared on boats.
- **B** ○ feature leaders of the community.
- **C** ○ are in the form of wall panels.
- **D** ○ are made from recycled panels from old boats.

40 The fern and sirih leaves

- **A** ○ represent particular qualities.
- **B** ○ are painted in different colours.
- **C** ○ are worn by men who feature in the carvings.
- **D** ○ only serve a decorative purpose.

Answer Key

#	Answer	Explanation
1	**FALSE**	Children will produce artwork, videos, podcasts, drama performances, pictures, books and DVDs
2	**TRUE**	We can't wait to see all their work on show in the school reception and main school hall in the coming weeks
3	**NOT GIVEN**	There will also be a competition for which prizes will be awarded
4	**FALSE**	help them with their superhero homework tasks like finding information on the Internet or from books in the library
5	**TRUE**	Friday 19th October is 'Dressing-Up Day' and your child can come into school dressed as their favourite superhero
6	**FALSE**	Classes end at 3.00 as usual but the school will be open from 2.00 p.m. and parents will be able to take their child home early if they wish
7	**financially**	Away Day relies on generous donations from sympathetic supporters like you to be able to offer disadvantaged children invaluable experiences and lifelong memories, doing things that that are financially out of the reach of their parents
8	**100**	£100 will pay for the cost of a ticket to the seaside with parents or a guardian
9	**150**	£150 will pay for a trip to the theatre at Christmas for two families of four with a chance to see the children's favourite pantomime characters
10	**favourite panto(mime) characters**	£150 will pay for a trip to the theatre at Christmas for two families of four with a chance to see the children's favourite pantomime characters
11	**the (general) public**	Almost £7 out of every £10 we raise comes from the general public so your contributions are essential if we are to be able to continue offering this valued service
12	**direct debit**	Why not set up a direct debit? If you live in the UK you could make a small monthly or annual donation
13	**more**	For every £1 you give, we are able to claim 25p more from the government
14	**A / C / E**	All candidates invited for interview at Masons Finance are invited to claim back expenses for costs that are, by the HM Revenue and Customs definition, WHOLLY, NECESSARILY AND EXCLUSIVELY

#	Answer	Explanation
		incurred during the process of attending the interview We request that when travelling by train an off-peak service is used whenever possible In exceptional circumstances the company is prepared to reimburse candidates from the UK requiring hotel accommodation
15	**A / C / E**	All candidates invited for interview at Masons Finance are invited to claim back expenses for costs that are, by the HM Revenue and Customs definition, WHOLLY, NECESSARILY AND EXCLUSIVELY incurred during the process of attending the interview We request that when travelling by train an off-peak service is used whenever possible In exceptional circumstances the company is prepared to reimburse candidates from the UK requiring hotel accommodation
16	**A / C / E**	All candidates invited for interview at Masons Finance are invited to claim back expenses for costs that are, by the HM Revenue and Customs definition, WHOLLY, NECESSARILY AND EXCLUSIVELY incurred during the process of attending the interview We request that when travelling by train an off-peak service is used whenever possible In exceptional circumstances the company is prepared to reimburse candidates from the UK requiring hotel accommodation
17	**C**	For candidates travelling from overseas, subsistence and hotel costs can be reimbursed in addition to travel expenses
18	**C**	Meals and refreshments consumed during travel can be claimed to a maximum of £20 per day
19	**A**	In exceptional cases we understand that further nights of accommodation might be required for candidates travelling from overseas
20	**D**	Candidates must retain all receipts and submit these with the expense report we ask you to fill in when making a claim
21	**i**	This may hopefully lead to better communication and more efficient internal systems
22	**vii**	We are situated close to many historical landmarks and one of our walks takes in several of these sites. We've already had one or two employees with an interest in local history volunteer to act as guides, so now's your chance to discover more about where you work
23	**ix**	For those who prefer a gentle stroll through the great outdoors we have countryside walks taking in some of the beautiful lanes and fields at the back of the building. You'll be amazed at how tranquil this area can be – experience some lovely views and the sound of birdsong to help you relax before returning to work fully revitalised after lunch

#	Answer	Explanation
24	**v**	Walking, even at a gentle pace, is regarded as a great way to get into shape and help reduce stress. We also like to think it a pleasurable way to do this for those who don't like the idea of a gym or an aerobics session
25	**viii**	We appreciate that people take their lunch breaks at different times and so have organised a staggered timetable so there will always be a spot at least once a week for everyone
26	**iii**	All departmental secretaries and managers have signed up already and will be more than pleased to give you any information you need. We also have a 'walking ambassador' in each department who will be able to answer any questions. See the departmental notice board to check for names or watch out for our next email on the subject. If you're convinced and are ready to sign up see if you can encourage some of your colleagues to join you
27	**FALSE**	The world is becoming increasingly familiar with the products of Indonesia's talented artists
28	**FALSE**	The neighbouring forest provides an abundance of the wood called suriyan, a hard but workable medium for the carvers
29	**TRUE**	Today, more than one hundred carvers claim Pandai Sikek as their home, though only a few can be found at work in the village. Many are away on contract assignments in Malaysia and in major Indonesian cities
30	**NOT GIVEN**	Many have two or three apprentices carving repetitive patterns on small items to supplement their incomes
31	**TRUE**	Cigarette boxes, jewellery boxes, ashtrays, bookholders – all can be purchased for sums that seem very modest in relation to the skill involved in making them
32	**TRUE**	Most large items, such as chairs, tables and bed frames, are done on a custom-order basis, and all the shops were busy filling orders, evidence of both the continual need for their craft and the appreciation of their handiwork
33	**(wood) carvers**	The hall is also used as a centre to train future wood-carvers
34	**(the) (village) craftsmen**	The village craftsmen took turns inspecting, advising and encouraging the trainees
35	**cultural hero**	"Pandai" translates as "clever" and Sikek, according to one of several local traditions, is a contraction of Si Ikek, the name of a cultural hero who introduced wood-carving in the area centuries ago

#	Answer	Explanation
36	**(historical) patterns**	Fauzi jumped at the opportunity, because he would be able to see, learn and recreate many of the historical patterns used in wood-carving
37	**B**	The patterns used on many Minangkabau wood carvings are believed by anthropologists to have been adapted from stone carvings found scattered about the Anai Valley
38	**A**	The designs taken from nature, such as the bamboo shoot, fern tendrils and sirih leaf, have been passed down from generation to generation, and have symbolic social and cultural meanings for the Minangkabau
39	**C**	On these panels adorning the inside walls of their traditional houses, the bamboo-shoot motif is usually placed on the border and is representative of the three male leaders in the Minangkabau culture: the clan chief, the religious leader and the intellectual leader
40	**A**	The fern tendril is thought to represent man as the Father and Uncle, symbolically signifying flexibility to turn inward and outward in dealing with the family unit. The sirih leaf is symbolic of male fertility

Test 53

PASSAGE 1

Read the advertisement below and answer Questions 1-7.

UniReady

UniReady are specialist suppliers of student essentials. We supply a range of products, including bedding, cooking equipment, cleaning products and personal hygiene products. Orders are delivered directly to your hall of residence at very competitive prices.

Luxury Bedroom, Bathroom & Kitchen Pack (Single)

This luxury pack truly has everything. It is perfect for anyone who wants the best waiting for them on arrival. It is great value for money and you can begin settling in and making friends without having to worry about shopping for these essential items. This pack is for single beds. Items are available in a variety of colours.

Luxury Bedding Pack

- Single superior duvet
- Pillow
- Single fitted sheet

Luxury Bath Pack

- Face cloth
- Hand towel
- Bath towel
- Bathroom pack (soap, shampoo & conditioner)
- Hangers x10

Luxury Utensil Pack

- Corkscrew
- Tin opener
- Vegetable peeler
- Wooden spoon

Luxury Crockery Pack

- Knife & fork
- Dessert spoon
- Teaspoon
- Dinner plate
- Side plate

- Cereal bowl
- Mug
- Glass tumbler

Luxury Extra Pack

- Chopping board
- 6-piece wooden knife block

Essentials Pack

This pack is right for anyone in catered accommodation or for someone who is in a shared flat and just wants the basics to be there on arrival. We even give you a free bathroom pack to help you clean up before you head off to meet all your new uni mates.

Essentials Bedding Pack

- Single duvet
- Pillow
- Single fitted sheet

Essentials Bath Pack

- Soap, shampoo & conditioner

Essentials Crockery Pack

- Knife & fork
- Dessert spoon
- Teaspoon
- Dinner plate
- Side plate
- Cereal bowl
- Mug
- Glass tumbler

If you would like your items to be delivered by a recorded service, this can be done at a cost of £6.00 to an address provided by you. If you are not able to be at home to receive this delivery, it can be left at the reception desk at your halls of residence.

Read the information below and answer Questions 9-14.

Shawlands Literary Festival

A Adventure thrillers

Two of our bestselling writers of adventure novels for young adults, Sophie Galliano and Robert McKenzie, talk about their writing. Galliano discusses her action-packed new novel, *Second*

Chance, and McKenzie introduces his new thriller, *Tribal Fissure*. Both authors write stories full of excitement and adventure – now is your chance to hear how.

B Cold War stories

Bestselling author Jed Mack tells the story of one of the most notorious spies in US history. During the Cold War the spy, Tony Houghton, passed top secret information on to the enemy and even betrayed his closest friends and fellow agents working undercover in the USSR. Using newly released information, and with help from Houghton's former colleagues, Mack tells a story of secrecy, trust and betrayal.

C Conversations with poets

You will have the rare opportunity to hear award-winning Jamaican poet Goldy Fritzberg in conversation with fellow poet and the festival's creative writing director, Penny Worcester, about their work.

D Cartoon workshop

Make sure that you join our workshop with the brilliant artist Roger Nial. Come and learn some of his tips for creating comic characters and zany stories. Although mainly aimed at older children, there is plenty of inspirational family fun for everyone, so sign up and make your own comic creation.

E Lost Civilisation

Writer Rab Greenham explains how he learnt of the lost world of the Maya, their gods, their art and their knowledge of science. Travelling around Central America, Greenham explored the background of a culture now lost to history. In this session, you can hear about the various adventures Greenham had while he was gathering material for his book.

F How to write for the stage

Dramaturge Keith O'Reilly gives a masterclass in stage writing. The author of several award-winning stage dramas, O'Reilly explores the art of writing dialogue and plots in an unmissable session.

G Word salad

Would you like to combine two of your favourite things? Eva Katic explores the connection between our appetites and our love of words with a talk about food poetry. She also invites her audience to bring along some of their favourite recipes to help the evening along.

H Every Stone a God

Grayson Hinds has been chosen as one of the best young writers of the year. In this session she talks about her new novel, *Every Stone a God*, a powerful story of love and friendship during the Second World War. A young woman is living a bohemian lifestyle in Germany when a visiting professor takes her under his wing. Their friendship develops into love – and a frightening dilemma for both.

PART 1 — QUESTIONS

Questions 1-8

Do the following statements agree with the information given in the advertisement?

Write

TRUE if the statement agrees with the information

FALSE if the statement contradicts the information

NOT GIVEN if there is no information on this

1 The Luxury Pack is suitable for any kind of bed.

- **A** ○ TRUE
- **B** ○ FALSE
- **C** ○ NOT GIVEN

2 The Luxury Pack includes items used in preparing food.

- **A** ○ TRUE
- **B** ○ FALSE
- **C** ○ NOT GIVEN

3 You can choose from four colours if you buy the Luxury Pack.

- **A** ○ TRUE
- **B** ○ FALSE
- **C** ○ NOT GIVEN

4 The Essentials Pack contains something to sleep under.

- **A** ○ TRUE
- **B** ○ FALSE
- **C** ○ NOT GIVEN

5 The cereal bowls are made of plastic.

- **A** ○ TRUE
- **B** ○ FALSE
- **C** ○ NOT GIVEN

6 Your pack can be delivered even if you are not at home.

- **A** ○ TRUE
- **B** ○ FALSE
- **C** ○ NOT GIVEN

7 The Luxury Pack includes two bath towels.

- **A** ○ TRUE
- **B** ○ FALSE
- **C** ○ NOT GIVEN

8 The Essentials Pack is for students who live with other people.

- **A** ○ TRUE
- **B** ○ FALSE
- **C** ○ NOT GIVEN

Questions 9-14

For which sessions, A-H, are the following statements true?

Write the correct letter, A-H, next to Questions 9-14. Note: There are more three sessions than you will need.

	A	B	C	D	E	F	G	H
9 Children between the ages of ten and twelve who are interested in drawing would be interested in this session.	○	○	○	○	○	○	○	○

	A	B	C	D	E	F	G	H
10 This session is for people who like historical fiction.	○	○	○	○	○	○	○	○
11 You should go to this session if you would like to learn how to write plays.	○	○	○	○	○	○	○	○
12 Teenagers who like action novels would be interested in this session.	○	○	○	○	○	○	○	○
13 This session is about a non-fiction book about a particular part of the world.	○	○	○	○	○	○	○	○
14 People interested in hearing fellow writers talking to each other about their work should attend this session.	○	○	○	○	○	○	○	○

PASSAGE 2

Read the information below and answer Questions 15-26.

University Curling: equipment, players and basic rules

Equipment

- All equipment will be provided, including stones. Take care of the stones. They are extremely heavy and should never be lifted. Stones (also called rocks) should not be thrown overly hard and should always be stopped using your brush, not your foot, otherwise they may injure you or knock you over. Curling stones are expensive and replacement costs exceed £800 per stone.
- Players must wear appropriate clothing – the arena can be chilly. Wear warm, loose-fitting clothing; gloves and hats are optional.
- Lockers are free of charge, but you must bring your own lock.

Club rules

- A valid student card must be brought to the game and produced on request. The sports manager will frequently check players' student cards. Failure to produce a valid card will automatically lead to a player being disqualified.
- No street shoes are permitted on the arena surface. You must wear a clean pair of shoes.
- Alcohol consumption is not permitted during games.

Sports carding system

A card system has been created to promote an enjoyable atmosphere for all participants. Officials and/or sports managers may issue either a yellow or a red card to any participant before, during or after a contest for inappropriate conduct. Team captains are responsible for making sure their team mates understand the carding system and play by the rules.

Yellow cards may be issued for:

- bad language
- arguing with officials or supervisors
- delaying the game
- failure to comply with equipment regulations

Red cards (immediate game ejection) may be issued for:

- offensive language and/or behaviour to an official or other player
- physical threats or physical violence directed at an official or other player
- fighting of any sort

Game rules

- Each team consists of 4–8 players and can include any combination of males and females. A minimum of three players is needed to start a game.
- Score cards are provided by the sports manager. Both captains must sign the score card at the end of the game.
- If there is a dispute, the sports manager will make a decision. That decision is final.
- Games last for 6 ends or rounds or 2 hours, whichever finishes first. Games start at 8:30 p.m. Please be at the sports club a quarter of an hour prior to the game starting.
- The winner of a coin toss has the option of playing first or second. The loser gets to choose the colour of stones.
- A team scores one point for each stone that slides nearer the centre circle than any stone of the opposing team.
- Players must not throw two stones towards each other or engage in any other negligent behaviour. Failure to comply with these rules will result in a team being automatically ejected from the league, and the team may be liable for any damage that occurs as a result.

Game details

- Curling stones: When you throw a stone down the ice, it will curl, or bend, one way or another depending on how the player has thrown it and how much rotation they have applied to it. How much (or little) a stone curls also depends on the conditions of the playing surface and the actions of the team players who are sweeping the ice in front of the stone.
- Sweeping: Sweeping before the stone makes it curl less and travel further. Captains don't sweep stones frequently; they are responsible for their team's strategy.

PART 2 — QUESTIONS

Questions 15-20

Do the following statements agree with the information given in the information leaflet?

Write

TRUE if the statement agrees with the information

FALSE if the statement contradicts the information

NOT GIVEN if there is no information on this

15 You should wear clothing that keeps you cool.

- **A** ○ TRUE
- **B** ○ FALSE
- **C** ○ NOT GIVEN

16 Lockers are available in three sizes.

- **A** ○ TRUE
- **B** ○ FALSE
- **C** ○ NOT GIVEN

17 You may be asked to provide your student card.

- **A** ○ TRUE
- **B** ○ FALSE
- **C** ○ NOT GIVEN

18 You can only go on the arena surface if you are wearing special curling shoes.

- **A** ○ TRUE
- **B** ○ FALSE
- **C** ○ NOT GIVEN

19 Players who behave badly will be fined.

- **A** ○ TRUE
- **B** ○ FALSE
- **C** ○ NOT GIVEN

20 Players can be sent off for hitting another person.

- **A** ○ TRUE
- **B** ○ FALSE
- **C** ○ NOT GIVEN

Questions 21-26

Complete the sentences below.

Choose NO MORE THAN TWO WORDS or A NUMBER from the leaflet for each answer.

- Each game takes **21** _____ or six rounds.
- The player who wins the **22** _____ can choose which team starts the game.
- The direction of the stone can be curled, depending upon how it is thrown, how much **23** _____ a player gives it, and other factors.
- Team players can make the stone travel further by **24** _____ in front of it.
- Points are scored for getting stones near the **25** _____ of the target.
- The captain tells team members how they should play and also decides on the team's **26** _____

PASSAGE 3

Read the article below and answer Questions 27–40.

The Mozart Effect

In 1993 Frances Rauscher and Gordon Shaw conducted an experiment in which a group of students listened to Mozart's Sonata for Two Pianos in D Major for 10 minutes prior to doing an IQ test. Their results showed a temporary increase in their IQ scores. The media picked up on this and called it 'the Mozart effect'. The discovery had an immediate social and political effect, with the Governor of Georgia, USA, spending $105,000 to give every family in the state a recording of Mozart's music to play to their children.

However, using music in the interest of health has had a long history. Prior to Rauscher and Shaw's experiment, Dr Alfred Tomatis, a French ear, nose and throat specialist, pioneered using music in the treatment of children with speech and communication disorders such as autism or dyslexia. He found that music made a difference in their treatment. Tomatis started to look at the anatomy of sound and how it affects the brain. But why did he choose Mozart instead of other composers?

First of all, Tomatis distinguished between listening and hearing; hearing is seen as a passive process where sounds flood into our awareness, whereas listening is an active process that can be trained. Secondly, he believed that high-frequency sounds stimulate connections between the ear and the central nervous system, and playing music that contains high-frequency sounds is one of the ways we can train children to listen better. Consequently, some pieces of music are better than others and Tomatis found that Mozart's music contains lots of high-frequency sounds. Thus, he thought that Mozart's music could be used in the treatment of certain conditions.

Although other studies have not been able to replicate the original research of Tomatis and Rauscher and Shaw, the idea that music can be an aid to learning has not disappeared. In fact, other studies seem to show that music does have a positive effect on children with communication and learning difficulties. At Aberdare Boys School, Anne Savan taught children with special needs, 'They lacked co-ordination,' she said. 'They were often frustrated with the tasks set for them and became aggressive. The whole thing was a stressful situation.' Savan had been playing background music to the children for five months, and then by chance she played Mozart to them. Almost immediately the children became calmer and more productive. On observing this and making sure it was not an accident, Savan set up a research project with the University of Reading. They measured children's physiological signs (blood pressure, body temperature, respiration and pulse rate) when music was played at the start of a lesson, 20 minutes into the lesson and one hour after the lesson had finished in order to create a profile.

Savan found a 10 per cent drop in the physiological parameters when music was played after 20 minutes. She started by playing Mozart to the children and then progressed to other music, but found that other music produced no statistically significant response. The next thing she tried was to play different Mozart pieces but found that not all his music had an effect: only

orchestral music without piano or human voice produced a response. She then looked at the structure of the music and its rhythm: she sped up the music and slowed it down but the children's physiological signs stayed unchanged. She then went on to look at the patterns within the music: she played the music backwards to the children but with only little effect. Like Tomatis before her, Savan experimented with the frequency; she took out the high frequencies and low frequencies in turn but had only a poor response, and concluded that a combination of factors are needed to produce the response.

In an attempt to pin down which combination of factors could be responsible for the effect, in 2001 John Hughes analysed the periodicity, or patterns, in Mozart's music. He found that Mozart's music contained a high level of repetition of patterns within 10–60 seconds of each other. The Sonata for Two Pianos in D Major certainly does contain repetition of musical patterns and phrases as the two pianos play patterns and reply to each other. Unfortunately, despite the promise of early studies and investigations into whether it is the high frequencies within the music, its rhythm or patterns, no direct link has yet been established to definitely prove that the Mozart effect truly exists.

PART 3 — QUESTIONS

Questions 27-34

Do the following statements agree with the information given in the article?

Write

TRUE if the statement agrees with the information

FALSE if the statement contradicts the information

NOT GIVEN if there is no information on this

27 The announcement of Rauscher and Shaw's findings had an immediate effect on teaching methods.

- **A** ○ TRUE
- **B** ○ FALSE
- **C** ○ NOT GIVEN

28 Using music to treat patients is a relatively new practice.

- **A** ○ TRUE
- **B** ○ FALSE
- **C** ○ NOT GIVEN

29 Tomatis looked at the reasons for the popularity of certain kinds of music.

- **A** ○ TRUE
- **B** ○ FALSE
- **C** ○ NOT GIVEN

30 Tomatis believed that people can be trained to hear.

- **A** ○ TRUE
- **B** ○ FALSE
- **C** ○ NOT GIVEN

31 Other studies have been able to confirm the findings of Rauscher and Shaw.

- **A** ○ TRUE
- **B** ○ FALSE
- **C** ○ NOT GIVEN

32 Savan's students became calmer when she played Mozart to them.

- **A** ○ TRUE
- **B** ○ FALSE
- **C** ○ NOT GIVEN

33 Savan measured children's physiological signs at regular intervals.

- **A** ○ TRUE
- **B** ○ FALSE
- **C** ○ NOT GIVEN

34 Hughes looked at the repetition of patterns in Mozart's music.

- **A** ○ TRUE
- **B** ○ FALSE
- **C** ○ NOT GIVEN

Questions 35-40

Write the correct letter, A, B or C, next to Questions 35-40.

A. The action had a positive effect on listeners.

B. The action had a slight effect on listeners.

C. The action had no effect on listeners.

	A	B	C
35 playing Mozart	○	○	○

	A	B	C
36 playing other music	○	○	○
37 playing Mozart's instrumental pieces	○	○	○
38 playing the music faster or slower	○	○	○
39 reversing the music	○	○	○
40 removing some sound frequencies	○	○	○

Answer Key

#	Answer	Explanation
1	**FALSE**	This pack is for single beds
2	**TRUE**	Luxury Utensil Pack Corkscrew Tin opener Vegetable peeler Wooden spoon
3	**NOT GIVEN**	Items are available in a variety of colours
4	**TRUE**	Essentials Bedding Pack Single duvet
5	**NOT GIVEN**	Cereal bowl
6	**TRUE**	If you are not able to be at home to receive this delivery, it can be left at the reception desk at your halls of residence
7	**FALSE**	Bath towel
8	**TRUE**	This pack is right for anyone in catered accommodation or for someone who is in a shared flat and just wants the basics to be there on arrival
9	**D**	Although mainly aimed at older children, there is plenty of inspirational family fun for everyone, so sign up and make your own comic creation
10	**H**	Grayson Hinds has been chosen as one of the best young writers of the year. In this session she talks about her new novel, Every Stone a God, a powerful story of love and friendship during the Second World War
11	**F**	F How to write for the stage Dramaturge Keith O'Reilly gives a masterclass in stage writing. The author of several award-winning stage dramas, O'Reilly explores the art of writing dialogue and plots in an unmissable session
12	**A**	Two of our bestselling writers of adventure novels for young adults, Sophie Galliano and Robert McKenzie, talk about their writing
13	**E**	Travelling around Central America, Greenham explored the background of a culture now lost to history. In this session, you can hear about the various adventures Greenham had while he was gathering material for his book

#	Answer	Explanation
14	**C**	You will have the rare opportunity to hear award-winning Jamaican poet Goldy Fritzberg in conversation with fellow poet and the festival's creative writing director, Penny Worcester, about their work
15	**FALSE**	Players must wear appropriate clothing – the arena can be chilly. Wear warm, loose-fitting clothing; gloves and hats are optional
16	**NOT GIVEN**	Lockers are free of charge, but you must bring your own lock
17	**TRUE**	A valid student card must be brought to the game and produced on request
18	**NOT GIVEN**	No street shoes are permitted on the arena surface. You must wear a clean pair of shoes
19	**FALSE**	Officials and/or sports managers may issue either a yellow or a red card to any participant before, during or after a contest for inappropriate conduct
20	**TRUE**	Red cards (immediate game ejection) may be issued for physical threats or physical violence directed at an official or other player
21	**two hours / 2 hours**	Games last for 6 ends or rounds or 2 hours, whichever finishes first
22	**coin toss**	The winner of a coin toss has the option of playing first or second
23	**rotation**	When you throw a stone down the ice, it will curl, or bend, one way or another depending on how the player has thrown it and how much rotation they have applied to it
24	**sweeping**	Sweeping before the stone makes it curl less and travel further
25	**centre circle**	A team scores one point for each stone that slides nearer the centre circle than any stone of the opposing team
26	**strategy**	they are responsible for their team's strategy
27	**NOT GIVEN**	The discovery had an immediate social and political effect, with the Governor of Georgia, USA, spending $105,000 to give every family in the state a recording of Mozart's music to play to their children
28	**FALSE**	However, using music in the interest of health has had a long history
29	**NOT GIVEN**	Tomatis started to look at the anatomy of sound and how it affects the brain
30	**FALSE**	First of all, Tomatis distinguished between listening and hearing; hearing is seen as a passive process where sounds flood into our

#	Answer	Explanation
		awareness, whereas listening is an active process that can be trained
31	**FALSE**	Although other studies have not been able to replicate the original research of Tomatis and Rauscher and Shaw, the idea that music can be an aid to learning has not disappeared
32	**TRUE**	Almost immediately the children became calmer and more productive
33	**TRUE**	They measured children's physiological signs (blood pressure, body temperature, respiration and pulse rate) when music was played at the start of a lesson, 20 minutes into the lesson and one hour after the lesson had finished in order to create a profile
34	**TRUE**	In an attempt to pin down which combination of factors could be responsible for the effect, in 2001 John Hughes analysed the periodicity, or patterns, in Mozart's music. He found that Mozart's music contained a high level of repetition of patterns within 10–60 seconds of each other
35	**A**	Almost immediately the children became calmer and more productive
36	**B**	She started by playing Mozart to the children and then progressed to other music, but found that other music produced no statistically significant response
37	**A**	Almost immediately the children became calmer and more productive only orchestral music without piano or human voice produced a response
38	**C**	she sped up the music and slowed it down but the children's physiological signs stayed unchanged
39	**B**	she played the music backwards to the children but with only little effect
40	**B**	she took out the high frequencies and low frequencies in turn but had only a poor response

Test 54

PASSAGE 1

Read the information below and answer Questions 1–14.

Fundraising Ideas 3: Car Boot Sale

A Car boot sales are a great way to raise money. Even if you don't have a lot of things you don't need, you can ask your friends and family to do a clear-out and give you their unwanted items to help you raise money. Spring is a great time to hold a car boot sale, before everyone goes on holiday and the days get too hot.

1 _____

B Many people have found this a great way to start their fundraising; it doesn't take a lot of preparation and can raise quite a lot of money in one day. In the past volunteers have raised between £50 and £100 from one car boot sale; you could easily make £200–300 by doing two or three car boot sales if you have a lot of stuff to sell.

2 _____

C Lots of websites advertise dates for car boot sales. Look at Your Car Booty and Car Boot Junction – websites that list boot sales across the UK. Otherwise, you can pick up your local newspaper or search for 'car boot sales' near you on the internet.

3 _____

D Look in your garage, shed or attic. If you are not much of a collector, then contact your family and friends to see if they can give you anything to sell. Tell people about the sale through Facebook and Twitter. You could also put up an advert in your local shop asking people to donate their unwanted goods. Tell them it's for a good cause.

4 _____

E Have a clear-out of all of your stuff, from clothes to furniture. In my house, the garage, shed and loft are normally great places to start! If you're not much of a hoarder, then it's a great idea to contact your friends and family members and see if they have anything you could sell. You can sell pretty much anything at boot sales, including clothing, books, jewellery, CDs, DVDs, games, furniture and kitchen items. Some car boot sales will also let you sell cakes or other food items (but make sure you check first); this can be a great boost to your fundraising and may attract people to your stall too!

5

F First of all, tell the place holding the car boot sale that you are selling for a good cause – they may offer a lower pitch price for stalls raising money for charity. Next, work out the prices for your items in advance, and either put stickers on them or put a sign up, for example 'All CDs £2'. Advertise that you are raising money for charity, and if people try to bargain you down on your prices, remind them you are raising money for a good cause. They may want to go with the higher price. Finally, check whether tables are provided. If not, you will need to remember to pack one.

6

G Tip 1: Put your alarm clock on! Car boot sales often start early. Take some hot coffee/tea/chocolate and dress up warm; you will probably be standing outside for a couple of hours!

Tip 2: Early in the car boot sale, you will have people wanting to buy your items at a cheap price. They will then put them on their own stall to sell at a higher price so don't sell all your items too early. Try to have a friend help you in the first couple of hours of the sale.

Tip 3: Say no when people haggle with you if you think the price they are offering is too low.

PART 1 — QUESTIONS

Questions 1-6

The text has seven sections, A–G.

Choose the correct heading for sections B–G from the list of headings below.

Write the correct number, i–ix.

i. **What can you sell?**

ii. **Where can you sell?**

iii. **What happens on the day?**

iv. **When is a good time for a car boot sale?**

v. **How much do car boot sales cost?**

vi. **How can you start?**

vii. **Why do a car boot sale?**

viii. **Who goes to car boot sales?**

ix. **What do I need to do to prepare?**

Questions 7-14

Do the following statements agree with the information given in the text?

Write

TRUE if the statement agrees with the information

FALSE if the statement contradicts the information

NOT GIVEN if there is no information on this

7 Spring is a good time for a car boot sale because of the holidays.

A ○ TRUE

B ○ FALSE

C ○ NOT GIVEN

8 Car boot sales raise £75 on average.

A ○ TRUE

B ○ FALSE

C ○ NOT GIVEN

9 You could ask people close to you to give you things to sell.

A ○ TRUE

B ○ FALSE

C ○ NOT GIVEN

10 You can sell vehicles at car boot sales.

A ○ TRUE

B ○ FALSE

C ○ NOT GIVEN

11 If you are selling things for charity, you may get a discount from the organisers.

A ○ TRUE

B ○ FALSE

C ○ NOT GIVEN

12 The organisers always provide tables to put things on.

A ○ TRUE

B ○ FALSE

C ○ NOT GIVEN

13 Other sellers will often try to buy your items and then sell them at their table.

A ○ TRUE

B ○ FALSE

C ○ NOT GIVEN

14 You should accept all offers to buy something.

A ○ TRUE

B ○ FALSE

C ○ NOT GIVEN

PASSAGE 2

Read the information below and answer Questions 15–25.

Staff training events

A Efficiency training

A better understanding of time management and time management techniques can make you more effective in your work, enabling you to achieve more in fewer hours and giving you time to relax properly. This course is a blend of online materials that will let you try things out before you have a short face-to-face session.

B Performance review for reviewees

As an employee, it is your responsibility to get the best out of your work so that your team functions at its full potential. This course will develop the skills you need to understand your performance review and focuses on the company policies which must guide you in your work. Presentation, DVD and group discussion will be used to give you an opportunity to practise in a supportive environment.

C Health and safety

This online course provides basic information about health and safety in the company and helps you to understand your responsibility to keep yourself safe, look out for the safety of others, and co-operate with other departments in the company in an emergency.

D Diversity and equality training

The company aims to provide a work environment free from unfairness. The course focuses on the law and people's rights, and looks at how we can accept and celebrate our differences. Improving our workplace culture can often be challenging, so the first step is to increase our knowledge, understanding and skills in this area.

E IT systems and remote working

Managing an effective team can be difficult even when the team is based in the same office, but when team members are working in different locations sometimes even based abroad, management becomes a real challenge. Remote working is on the increase and managers need all the help they can get to make it work. This course will enable you to deal with remote working, ensuring that your team feels motivated and integrated.

Read the text below and answer questions 20–25.

Applying for staff development funds

The company sees staff development as a priority and is committed to developing the experience, knowledge and ability of all staff regardless of position within the organisation.

The company has an annual budget for staff development, and staff are encouraged to apply for funds for training relevant to their job or any training identified in their yearly performance review. While it may be appropriate for some staff members to attend more than one training session, there is a limit of three sessions per year per staff member.

Funding should always be approved prior to incurring costs. This is to ensure that we are able to monitor the staff development budget. It also ensures that staff can be reimbursed for expenses. Without approval, there is a risk that a staff member will personally have to bear the cost of any training he or she has had.

The approval process:

1 Speak to your line manager about the training for which you would like to apply for funding. Afterwards, please make sure you have the agreement in writing so that the Staff Development Manager and Financial Officer are able to find evidence of the agreement in case any problems occur.

2 On agreement, you will need to complete a staff development form and submit it to the Staff Development Manager. He/She will review your application and reply within one week of receiving it. It is important to wait for signed approval before proceeding further. You will receive a staff development cost code on approval. You will need this for the next stage.

3 After approval, and in advance of any expenditure, you may need to complete a purchase request order. Send the purchase request to the finance office, and remember to include your staff development cost code. The finance office will then book travel tickets and/or make any payments so that staff members do not need to spend their own money. It is important to make sure you have allowed enough time for the finance office to process the purchase request.

4 Expense claims: In a situation where the time between applying for funding and sending in a purchase order and the date of the training or event is very short, a staff member may pay for the event themselves and then claim back the cost through an expense claim. Please note: you will still need to present a staff development form and have it approved before submitting an expense claim. You will also need a staff development cost code from your approved staff development form to complete a claim.

PART 2 — QUESTIONS

Questions 15-19

Look at the text.

Which event, A–E, is the most suitable for people's training needs?

Write the correct number, i–viii. Note: There are more training needs than events so you will not use them all.

i. You need to prepare for your yearly appraisal and would like to know what happens.

ii. You are not good at meeting deadlines.

iii. You would like more people to work flexibly from home.

iv. You need to know about the law regarding equal opportunities.

v. You would like to learn more about computers and improve your word processing skills.

vi. You would like to know about working with international colleagues.

vii. You would like to learn first aid.

viii. You have to learn about the possible dangers at work.

	i	ii	iii	iv	v	vi	vii	viii
15 A Efficiency training	○	○	○	○	○	○	○	○
16 B Performance review for reviewees	○	○	○	○	○	○	○	○
17 C Health and safety	○	○	○	○	○	○	○	○
18 D Diversity and equality training	○	○	○	○	○	○	○	○
19 E IT systems and remote working	○	○	○	○	○	○	○	○

Questions 20-22

Do the following statements agree with the information given in the text?

Write

TRUE if the statement agrees with the information

FALSE if the statement contradicts the information

NOT GIVEN if there is no information on this

20 There is an unlimited amount of money for staff development.

- **A** ○ TRUE
- **B** ○ FALSE
- **C** ○ NOT GIVEN

21 You can apply for funding to go to a conference.

- **A** ○ TRUE
- **B** ○ FALSE
- **C** ○ NOT GIVEN

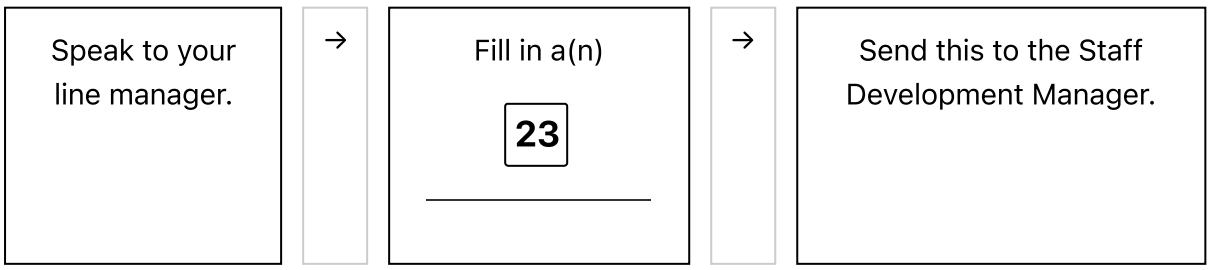
22 You are discouraged from spending your own money.

- **A** ○ TRUE
- **B** ○ FALSE
- **C** ○ NOT GIVEN

Questions 23-25

Complete the flowchart.

Choose NO MORE THAN THREE WORDS from the text for each answer.



The application is reviewed and approved or rejected.	→	If it is approved, complete a(n) **24** _____
	→	If there is little time, pay for the training yourself and then complete a(n) **25** _____

PASSAGE 3

Read the article below and answer Questions 26–40.

Fracking

Fracking refers to a technique for extracting natural gas from shale deep within the earth. Fracking is shorthand for 'hydraulic fracturing' and refers to how shale rock is fractured apart by injecting a mixture of water and chemicals into it at very high pressure. Fracking for shale gas has become big business in the United States, where the search for energy is one of the country's main concerns. However, the procedure is controversial and has as many opponents as supporters.

Fracking is not a new technique. It was first used in the 1860s, and then used industrially in 1949. However, as the oil reserves in America decreased and energy sources from abroad became more expensive, gas trapped in shale became an attractive commercial proposition. Shale gas is natural gas, or methane, trapped in tiny pockets in shale rock formations. Shale rock is a form of mudstone formed between 252 and 66 million years ago. It is distinguishable because it is laminated (made up of thin layers) and fissile (it can be split into thin layers). For the energy industry, black shale is important because it is the source rock for many of the world's most important oil and gas reserves. Black shale gets its colour from organic matter that was deposited along with the mud from which the shale formed. As the mud was compressed and warmed within the earth, the organic material was transformed into oil and natural gas.

In order to extract shale gas, a shaft, or well, is drilled to over one mile deep into the earth and then horizontally into the shale rock. The vertical well is then encased in steel and/or cement. After that, water needs to be delivered to the site: this can be up to 200 tanker trucks. The water is mixed with sand and chemicals and a pumper truck injects this hydraulic fluid into the shaft at high pressure, causing the shale to crack, or fracture. The sand in the mixture keeps the cracks open, allowing gas to flow to the surface into storage tanks. The gas is then piped to users. Meanwhile, water recovered from the shaft is stored in open pits before being taken to a treatment plant for recycling and eventual reuse. After all the gas has been collected, the shaft is sealed off with concrete to make sure that the injected hydraulic fluid cannot escape into water supplies.

An estimated 250 billion cubic metres of natural gas were brought to the surface using this method in the US in 2013. Since the US government gave out licenses to companies, its carbon emissions have gone down. Indeed, fracking has quite a few things going for it. This is because natural gas is far cleaner to burn than oil or coal in power stations. Furthermore, the area occupied by a fracking well is much smaller than a conventional oil well. So the question is, if fracking is so simple, clean and efficient, why are people concerned about it?

The problem is in the method used to get the gas out. The chemicals in the hydraulic fluid are toxic, consisting of a mixture of lubricants, poisons to stop bacteria growing in the pipes, and hydrochloric acid to dissolve unwanted cement in the pipes. This chemical mix finds its way to

the surface through accidents at well-heads, fluids flowing back to the surface and leaks in the system. There is also the economical and environmental cost of transporting and using water – between three and five million gallons of water are needed to fracture a seam.

Furthermore, some experts think that fracking may be linked to the occurrence of earthquakes – earthquakes of magnitude 2.7 on the Richter scale have been increasing near Oklahoma City, an area where gas has been extracted using the technique. But perhaps the most persuasive argument is that fracking simply prolongs our over-reliance on carbon-based fuels, when we should be moving to technologies that do not produce carbon emissions or that are not harmful to the environment, such as solar energy, wind or wave power. In effect, fracking does not deal with the real issue of how we can produce energy without harming the environment. However, many people think fracking could be America's bridge between the carbon-based energy systems of the past and a cleaner way of producing energy in the future.

PART 3 — QUESTIONS

Questions 26-32

Do the following statements agree with the information given in the article?

Write

TRUE if the statement agrees with the information

FALSE if the statement contradicts the information

NOT GIVEN if there is no information on this

26 Fracking was first used commercially in 1949.

- **A** ○ TRUE
- **B** ○ FALSE
- **C** ○ NOT GIVEN

27 Natural gas is formed from organic material in shale rock.

- **A** ○ TRUE
- **B** ○ FALSE
- **C** ○ NOT GIVEN

28 The organic material in shale comes from organisms that lived in sea water.

- **A** ○ TRUE
- **B** ○ FALSE
- **C** ○ NOT GIVEN

29 Sand is used in fracking to keep fissures open.

- **A** ○ TRUE
- **B** ○ FALSE
- **C** ○ NOT GIVEN

30 Fracking is clean, simple and efficient.

- **A** ○ TRUE
- **B** ○ FALSE
- **C** ○ NOT GIVEN

31 Fracking involves the use of harmless chemicals.

- **A** ○ TRUE
- **B** ○ FALSE
- **C** ○ NOT GIVEN

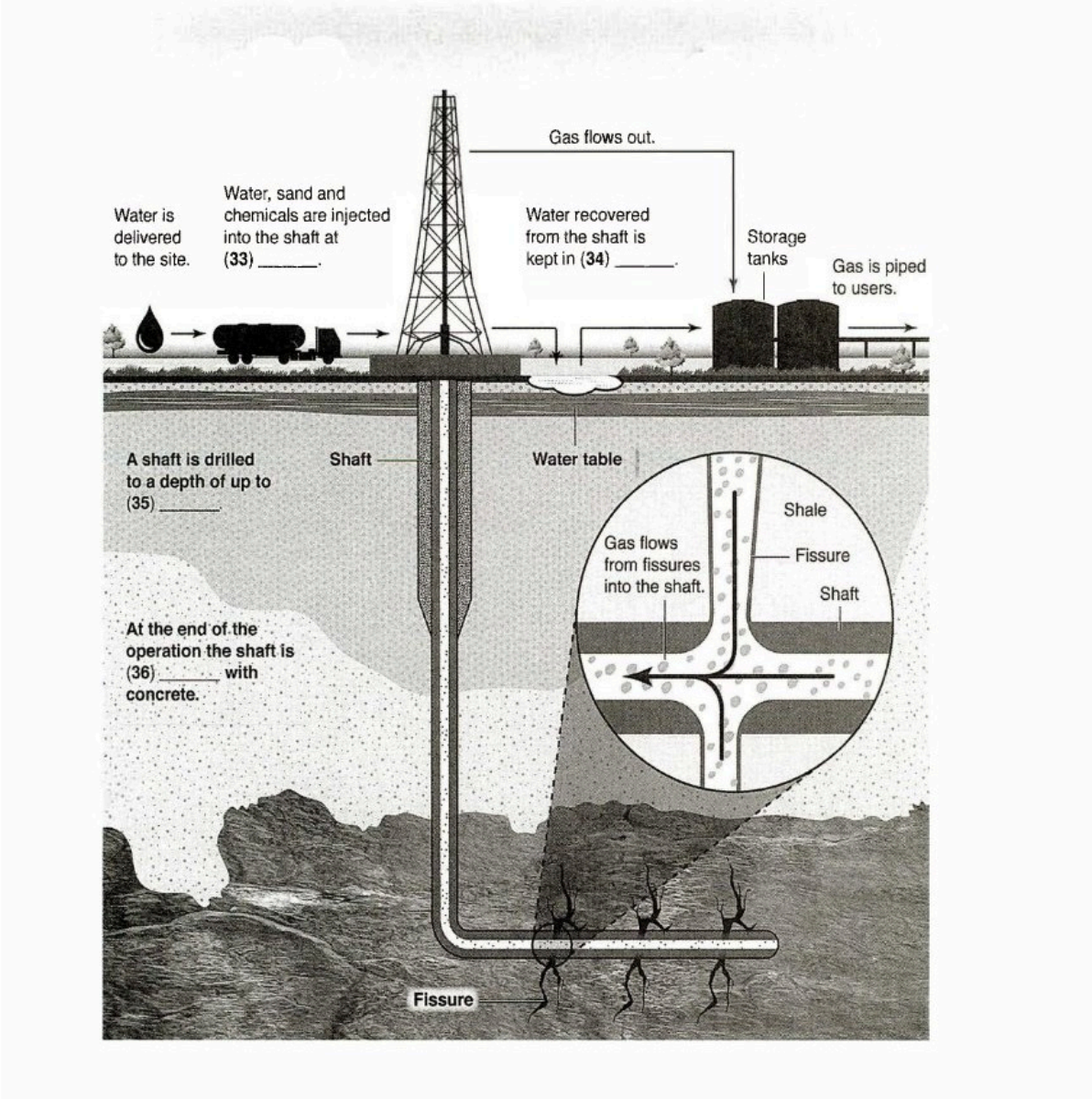
32 Chemicals injected into the shale rock stay there.

- **A** ○ TRUE
- **B** ○ FALSE
- **C** ○ NOT GIVEN

Questions 33-36

Read the third paragraph again and complete the diagram.

Choose NO MORE THAN TWO WORDS from the article for each answer.



33 _____

34 _____

35 _____

36 _____

Questions 37-40

Complete the summary of the final paragraph below.

Choose NO MORE THAN TWO WORDS from the article for each answer.

Opponents of fracking believe that **37** _____ may be caused by the process. In addition, they claim that fracking encourages the United States' **38** _____ on fossil fuels. They say that fracking does not help us to tackle the **39** _____ but it may act as a **40** _____ from carbon-based energy to green energy production.

Answer Key

#	Answer	Explanation
1	**vii**	Many people have found this a great way to start their fundraising; it doesn't take a lot of preparation and can raise quite a lot of money in one day
2	**ii**	Lots of websites advertise dates for car boot sales. Look at Your Car Booty and Car Boot Junction – websites that list boot sales across the UK. Otherwise, you can pick up your local newspaper or search for 'car boot sales' near you on the internet
3	**vi**	Look in your garage, shed or attic. If you are not much of a collector, then contact your family and friends to see if they can give you anything to sell. Tell people about the sale through Facebook and Twitter
4	**i**	You can sell pretty much anything at boot sales, including clothing, books, jewellery, CDs, DVDs, games, furniture and kitchen items. Some car boot sales will also let you sell cakes or other food items (but make sure you check first)
5	**ix**	First of all, tell the place holding the car boot sale that you are selling for a good cause – they may offer a lower pitch price for stalls raising money for charity. Next, work out the prices for your items in advance, and either put stickers on them or put a sign up, for example 'All CDs £2'. Advertise that you are raising money for charity, and if people try to bargain you down on your prices, remind them you are raising money for a good cause. They may want to go with the higher price. Finally, check whether tables are provided. If not, you will need to remember to pack one
6	**iii**	Tip 1: Put your alarm clock on! Car boot sales often start early. Take some hot coffee/tea/chocolate and dress up warm; you will probably be standing outside for a couple of hours
7	**FALSE**	Spring is a great time to hold a car boot sale, before everyone goes on holiday and the days get too hot
8	**NOT GIVEN**	In the past volunteers have raised between £50 and £100 from one car boot sale
9	**TRUE**	contact your family and friends to see if they can give you anything to sell
10	**NOT GIVEN**	You can sell pretty much anything at boot sales, including clothing, books, jewellery, CDs, DVDs, games, furniture and kitchen items

#	Answer	Explanation
11	**TRUE**	First of all, tell the place holding the car boot sale that you are selling for a good cause – they may offer a lower pitch price for stalls raising money for charity
12	**FALSE**	Finally, check whether tables are provided. If not, you will need to remember to pack one
13	**TRUE**	Early in the car boot sale, you will have people wanting to buy your items at a cheap price. They will then put them on their own stall to sell at a higher price so don't sell all your items too early
14	**FALSE**	Say no when people haggle with you if you think the price they are offering is too low
15	**ii**	A better understanding of time management and time management techniques can make you more effective in your work, enabling you to achieve more in fewer hours and giving you time to relax properly
16	**i**	This course will develop the skills you need to understand your performance review and focuses on the company policies which must guide you in your work
17	**viii**	This online course provides basic information about health and safety in the company and helps you to understand your responsibility to keep yourself safe, look out for the safety of others, and co-operate with other departments in the company in an emergency
18	**iv**	The course focuses on the law and people's rights, and looks at how we can accept and celebrate our differences
19	**iii**	Remote working is on the increase and managers need all the help they can get to make it work. This course will enable you to deal with remote working, ensuring that your team feels motivated and integrated
20	**FALSE**	The company has an annual budget for staff development
21	**NOT GIVEN**	The company has an annual budget for staff development, and staff are encouraged to apply for funds for training relevant to their job or any training identified in their yearly performance review
22	**TRUE**	The finance office will then book travel tickets and/or make any payments so that staff members do not need to spend their own money
23	**staff development form**	On agreement, you will need to complete a staff development form and submit it to the Staff Development Manager

#	Answer	Explanation
24	**purchase request**	After approval, and in advance of any expenditure, you may need to complete a purchase request order
25	**expense claim**	In a situation where the time between applying for funding and sending in a purchase order and the date of the training or event is very short, a staff member may pay for the event themselves and then claim back the cost through an expense claim
26	**TRUE**	It was first used in the 1860s, and then used industrially in 1949
27	**TRUE**	As the mud was compressed and warmed within the earth, the organic material was transformed into oil and natural gas
28	**NOT GIVEN**	Black shale gets its colour from organic matter that was deposited along with the mud from which the shale formed
29	**TRUE**	The sand in the mixture keeps the cracks open, allowing gas to flow to the surface into storage tanks
30	**TRUE**	So the question is, if fracking is so simple, clean and efficient, why are people concerned about it
31	**FALSE**	The chemicals in the hydraulic fluid are toxic, consisting of a mixture of lubricants, poisons to stop bacteria growing in the pipes, and hydrochloric acid to dissolve unwanted cement in the pipes
32	**FALSE**	This chemical mix finds its way to the surface through accidents at well-heads, fluids flowing back to the surface and leaks in the system
33	**high pressure**	The water is mixed with sand and chemicals and a pumper truck injects this hydraulic fluid into the shaft at high pressure, causing the shale to crack, or fracture
34	**pits**	Meanwhile, water recovered from the shaft is stored in open pits before being taken to a treatment plant for recycling and eventual reuse
35	**one mile**	In order to extract shale gas, a shaft, or well, is drilled to over one mile deep into the earth and then horizontally into the shale rock
36	**sealed**	After all the gas has been collected, the shaft is sealed off with concrete to make sure that the injected hydraulic fluid cannot escape into water supplies
37	**earthquakes**	Furthermore, some experts think that fracking may be linked to the occurrence of earthquakes
38	**over-reliance**	But perhaps the most persuasive argument is that fracking simply prolongs our over-reliance on carbon-based fuels, when we should be moving to technologies that do not produce carbon

#	Answer	Explanation
		emissions or that are not harmful to the environment, such as solar energy, wind or wave power
39	**(real) issue**	In effect, fracking does not deal with the real issue of how we can produce energy without harming the environment
40	**bridge**	However, many people think fracking could be America's bridge between the carbon-based energy systems of the past and a cleaner way of producing energy in the future

Test 55

PASSAGE 1

Read the text below and answer questions 1-14.

BoxIt - Moving Students

1

A If you're moving in or moving out of your student accommodation, you might need a helping hand. At BoxIt we're here to help you move and store your stuff wherever you are, box by box. Because you just pay by the box, you don't pay more than you have to. Whether you're making room for a new purchase, need somewhere to store your things over the holidays, taking a year out or just need more space at home, we'd love to help.

2

B We store suitcases, cycles, sacks and stacks of other stuff in our secure sites. If you need packing materials, tell us and we'll send them to you. You can upload photos of the things in each box to your own BoxIt account to remind yourself what is where, and then download our app to track your belongings as they move. We'll take your things to our secure warehouse until you're ready for us to bring them back to you. When you're ready to move, give BoxIt a call and we'11 deliver your things to your desired location the next day.

3

C When you're ready, book the delivery of your boxes online. Just let us know what you need to be stored and we'11 send one of our friendly staff to pick your things up for free, but remember that if the address we are delivering your boxes to is further than 25 miles from where we picked them up, there is an additional charge. Collections are free from Monday to Friday if we collect between 8 a.m. and 8 p.m. If you'd like a precise time or a weekend collection, these cost a bit more.

4

D Think about what you're going to put in your boxes and how you're going to put them in before you start. Go through your things and decide what you want to store, give away, throw away or donate to charity. Make sure you've got all you need to move your things - you can order everything from us. You'll need strong boxes - don't use old supermarket boxes - they could let you down. Line your box with bubble wrap all along the inside and then put the softer items like clothes at the bottom and top of the box and your most valuable things in the middle.

Don't leave any empty space in your box - this makes your box weaker and it could get squashed and damage the things inside, and not filling the box also means you need more boxes so it costs you money. And don't put too much into your box - keep it under 25 kilos in weight; if you can't lift it, we probably won't be able to either.

E If you pack the following items in your boxes, we can't be responsible for any damage to your things when we're moving them:

- Knives and sharp objects not suitably covered up and wrapped
- Musical instruments in soft cases
- Food, including sauces (e.g. soy sauce and ketchup)
- Antiques (breakable and fragile)
- Pets or any other living creature
- Any item that emits fumes or odours
- Mirrors or large glass items

5

F Make sure the driver can easily get into your place and that you or someone you trust is at your address for the foil duration of the collection time, with your boxes and other items on the ground floor ready to be picked up. And remember: there are also other things you need to do before you go. Leave your room tidy and clean for the inventory checkout; report any faults like the lights not working so that you don't get charged for them; remember to return your keys and leave a forwarding address for any letters.

PART 1 — QUESTIONS

Questions 1-5

The text has six paragraphs, A-F.

Choose the correct heading for paragraphs A-D and F from the list of headings below.

Write the correct number, i-ix.

i. **Registering your belongings**

ii. **Items you should not include in your boxes**

iii. **Storing your stuff whatever your needs**

iv. **Taking what you need**

v. **Charges and fees**

vi. **Collection day**

vii. **Using technology to keep your things safe**

viii. **Tips for packing**

ix. **What we are responsible for**

Questions 6-14

The text has six paragraphs, A-F.

For which paragraph are the following statements true?

Write the correct letter, A-F.

NB You may use any letter more than once.

	A	B	C	D	E	F
6 Before you start to pack, you should decide what you want to keep.	○	○	○	○	○	○
7 You need to pay more if you want BoxIt to come at a time you choose.	○	○	○	○	○	○
8 You can store just one box or more.	○	○	○	○	○	○

	A	B	C	D	E	F
9 You should not put anything that has a strong smell in a box.	○	○	○	○	○	○
10 BoxIt do not charge to take your things to storage.	○	○	○	○	○	○
11 Put the items that are precious to you in the middle of your box.	○	○	○	○	○	○
12 The company has software that tells you where your things are.	○	○	○	○	○	○
13 If you do not report any faults or damage to your room, you could be asked to pay for them.	○	○	○	○	○	○
14 It can be more expensive if you do not pack your box fully.	○	○	○	○	○	○

PASSAGE 2

Read the text below and answer questions 15-21.

Taking care of your mental health

A Everyone at some point can feel worried or anxious, homesick or isolated because they don't fit in. This often happens when you change your location or when changes happen to you, and the truth is that this happens to lots of people; it's a normal part of life. It's been recognised that around one third of students will experience poor mental health during their studies. Studying with us is no different but we recognise that taking care of your mental health and physical well-being is necessary for a successful college experience.

B College counselling services can help you maintain a healthy psychological outlook when things get difficult. We offer individual support and face-to-face counselling sessions, individual drop-in sessions, as well as workshops and short courses. There's lots of support for you at the college and this brief guide gives you advice on looking after your mental health and where you can get support if you need it. So, what can you do to look after your mental health when you're facing difficulties?

C People need people and a network of friends and family is extremely important. Your studies will take up a lot of your time and it's easy to become too focused on your academic work to the exclusion of normal life and other people, particularly around exam and assessment periods. Put aside time to talk to family and friends and identify ways to make new friends, but don't forget to take an interest in your old friends and ask them how they are and what they're doing.

D Physical fitness is closely connected to well-being. Exercise releases chemicals in your brain that can positively change your mood. Having goals or challenges linked to physical activity can also improve your mental well-being by enhancing feelings of control, self-esteem and efficiency. Do some physical activity that suits you and that you enjoy but if you don't go to the gym or do a sport, at least you could use the stairs when you go upstairs, go for a walk at lunchtime or get off the bus one stop before your usual one and walk the rest of the way.

E Greater awareness of what's happening at the moment can improve your mental well-being. This involves taking notice of your thoughts and feelings, your body and other things around you. Taking up a free-time activity like music, yoga, walking or hiking can relax and calm you and focus you on what's happening now.

F Doing something kind for someone is also a great way to increase your feelings of well-being. Research shows that doing something for another person once a week for six weeks is associated with an increase in happiness. Try doing something for a friend or relative, volunteer to help with something and tell people around you that you appreciate them. They might say the same thing back to you!

G Research shows that learning new skills improves your self-esteem, gives you a sense of direction and helps you to connect with others. Like doing physical activity, learning new things gives you a challenge and a focus away from the things you're doing day to day. Make sure your

new skill is broken down stage by stage and that these stages are easily achieved so that you feel a sense of accomplishment. How about learning to play a new sport, taking up a hobby like cooking, or helping someone with their interest?

_____

Read the text below and answer questions 22-28

How stress can affect us

It is quite normal to feel under pressure, and pressure can sometimes be a positive force: it can make us feel energised, take action and get results. But if the pressure becomes too much and we tip over into feeling stressed, then it can have a negative impact on us and our health. We refer to this state as stress. However, because stress is a very subjective phenomenon, it lacks a precise medical definition and can mean different things in different contexts. We might talk about stressful situations when we have lots to do or worry about and don't have any control over what is happening. Alternatively, we might talk about how we feel when we are anxious or under pressure.

Although stress isn't a mental condition, it can lead to mental health problems or make existing problems deteriorate. If, for example, it is difficult for us to manage our stress, we could become anxious or depressed. The former is when we are worried, tense or afraid about things that could happen in the future and is a natural response when we believe that we are under threat. Depression is a mental state in which we feel isolated, are unable to relate to other people and, among other things, lack self-confidence. Then we find coping with daily life hard and may avoid communication with other people, which makes the problems of stress worse.

Tiredness, headaches or an upset stomach could be the first physical clues that we are stressed. We often find it hard to sleep or eat well, and a poor diet and lack of sleep can affect our physical health. When we are in poor health, this, in turn, can make us feel more stressed emotionally.

Stress is a natural response to a threat, often referred to as the fight, flight or freeze response. Humans, like other animals, have instinctive ways of reacting to physical dangers such as being chased by a wild animal, and when we are threatened, our bodies release the hormones cortisol, norepinephrine and adrenaline. These hormones make us more alert so that we can react faster either to fight for our lives or to run away from the danger, and they make our hearts beat more quickly so that blood is sent to where it is needed most. After the threat has passed, our bodies release other hormones to help our muscles relax. Cortisol, norepinephrine and adrenaline can also be produced when we feel emotionally threatened in stressful situations, but they may take a long time to return to normal levels. The long-term activation of the stress-response system and the overexposure to stress hormones that follows can disrupt almost all the body's processes and leave us at increased risk of many health problems. This can make us feel physically unwell and could affect our health in the longer term.

PART 2 — QUESTIONS

Questions 15-21

The text has seven paragraphs, A-G.

Which paragraph mentions the following?

	A	B	C	D	E	F	G
15 You can have an individual consultation about your mental health whenever you wish.	○	○	○	○	○	○	○
16 Good physical and mental health is important if you want to do well academically.	○	○	○	○	○	○	○
17 Students can focus excessively on their studies at certain times.	○	○	○	○	○	○	○
18 If you spend a little time every week being caring and considerate, you will probably feel happier.	○	○	○	○	○	○	○
19 Being active can help you feel more in control of yourself.	○	○	○	○	○	○	○
20 You can reduce stress by being aware of your surroundings and what you are thinking and feeling.	○	○	○	○	○	○	○
21 When you learn something different, you feel that you have accomplished something.	○	○	○	○	○	○	○

Questions 22-28

Do the following statements agree with the information given in the text?

Write TRUE if the statement agrees with the information

FALSE if the statement contradicts the information

NOT GIVEN if there is no information on this

22 Stress can result from the pressure to do well in exams.

A ○ TRUE

B ○ FALSE

C ○ NOT GIVEN

23 Stress can be defined precisely.

A ○ TRUE

B ○ FALSE

C ○ NOT GIVEN

24 Stress can make existing psychological problems worse.

A ○ TRUE

B ○ FALSE

C ○ NOT GIVEN

25 Anxiety is when we feel lonely and unable to connect with other people.

A ○ TRUE

B ○ FALSE

C ○ NOT GIVEN

26 People suffering from depression often feel that life is boring.

A ○ TRUE

B ○ FALSE

C ○ NOT GIVEN

27 Stress can have physical effects that make the condition worse.

A ○ TRUE

B ○ FALSE

C ○ NOT GIVEN

28 Hormones released during stressful periods can affect our long-term health

- **A** ○ TRUE
- **B** ○ FALSE
- **C** ○ NOT GIVEN

PASSAGE 3

Read the text below and answer questions 29-40.

The European Eel

One of the most mysterious and endangered fish in Europe is the European eel. Eels live long and complex lives and during their lifetime will travel thousands of miles, transforming themselves as they go. They can grow up to one metre long and have long, snake-like bodies with one pair of small fins at the sides. They are secretive creatures; most of their early life at sea is a mystery and when they come inland during their adult lives, they are nocturnal, living under stones and burrowing into mud during the day. They can live between seven and 85 years, with an average lifespan of 55 years, and much of this time is spent out of sight.

The European eel is a 'catadromous' fish: it is born at sea and spawns or reproduces there; then it migrates to inland waters to eat and grow. European eels can be found from Russia and Finland to as far south as the coasts of Morocco, Egypt and the countries around the Black Sea. They spend most of their adult lives in freshwater rivers, streams and estuaries before returning to the open ocean to lay eggs. We know quite a lot about the eels' adult lives but big questions remain about their migration. It was only very recently that scientists following eels with electronic tracking devices along part of their route discovered that the adults do not migrate directly to their breeding grounds. Instead, they follow ocean currents far south of their destination and then catch another current to go north later. They are a solitary species for most of their life and do not join other eels in schools or groups.

In the course of their life, eels pass through a number of very different stages, marked by changes in size, shape and colour. The European eels' life begins near Bermuda in the deep waters of the Sargasso Sea, in the middle of the North Atlantic, where the eggs hatch into transparent larvae called leptocephalus. The Sargasso is noted for its calm blue waters and the Sargassum seaweed that grows there, which the European eels use as cover, drifting with the Gulf Stream as it moves north-eastwards across the Atlantic. This 4,000-mile journey lasts over a year before the eels reach European and North African shores. They gather in the estuaries of rivers in the form of transparent miniature eels called glass eels to continue their migration inland. As glass eels leave the open ocean to enter the estuaries and ascend rivers, they gain colour and are known as elvers. Their migration occurs in late winter, early spring and through the summer months. For the next six to 20 years, the eels grow, putting on weight, becoming longer and developing yellow undersides. This is their yellow eel stage, when they travel continuously upstream toward lower temperatures and less salty waters, possibly also in reaction to crowded waters downstream. During their upriver journey, eels have been observed climbing obstacles such as dams to reach their breeding grounds and also leaving the water altogether and entering fields to eat slugs and worms. After migrating upstream, the male eels grow and feed for six to twelve years, the females for nine to 20 years, before returning to the sea to reproduce. Moving back to the sea, their stomachs dissolve, their skin turns silver and they are called silver eels. They seem to be stimulated to move downstream at night when there is a new moon or when the river is flooding.

Eels were once plentiful in Europe and were a source of food for many inhabitants. In the city of London, which is located on the river Thames, eel pie and jellied eels were a speciality in the poorer East End of the city. But now European eels are on the list of critically endangered species and their numbers have declined by around 90% since the 1970s. Researchers believe that this decrease happens at the glass eel stage, which is when the species is most at risk. In the past 40 years, the number of glass eels arriving in Europe has fallen by around 95%. Several reasons seem to be responsible for the decline. Artificial blocks to their natural migration routes, like weirs and dams, hydropower and water-pumping stations could be preventing the eels reaching their freshwater breeding grounds. Overfishing, pesticides and parasites are also believed to be part of the problem. Researchers in Portugal have found that rising temperatures and acidic waters are posing yet another threat. Dr Reinhold Hanel at the Thunen Institute in Germany also believes that climate change is harming eels by changing the ocean currents along their migration routes to and from the Sargasso Sea so that fewer glass eels are able to drift across to European shores. He stated that for fish that cross oceans and move between fresh and saltwater as eels do, climate change is yet another pressure. These vulnerable fish face so many dangers on their long journeys that the impact of man-made risks is proving too much for their survival.

PART 3 — QUESTIONS

Questions 29-30

Choose the correct letter, A, B, C or D.

29 Which of the following is mentioned by the writer?

- **A** ○ The lifecycle of the European eel is well understood by researchers.
- **B** ○ The European eel is long-lived and it changes very little during its lifetime.
- **C** ○ The European eel grows a pair of fins along its back.
- **D** ○ The European eel is active mainly during the night.

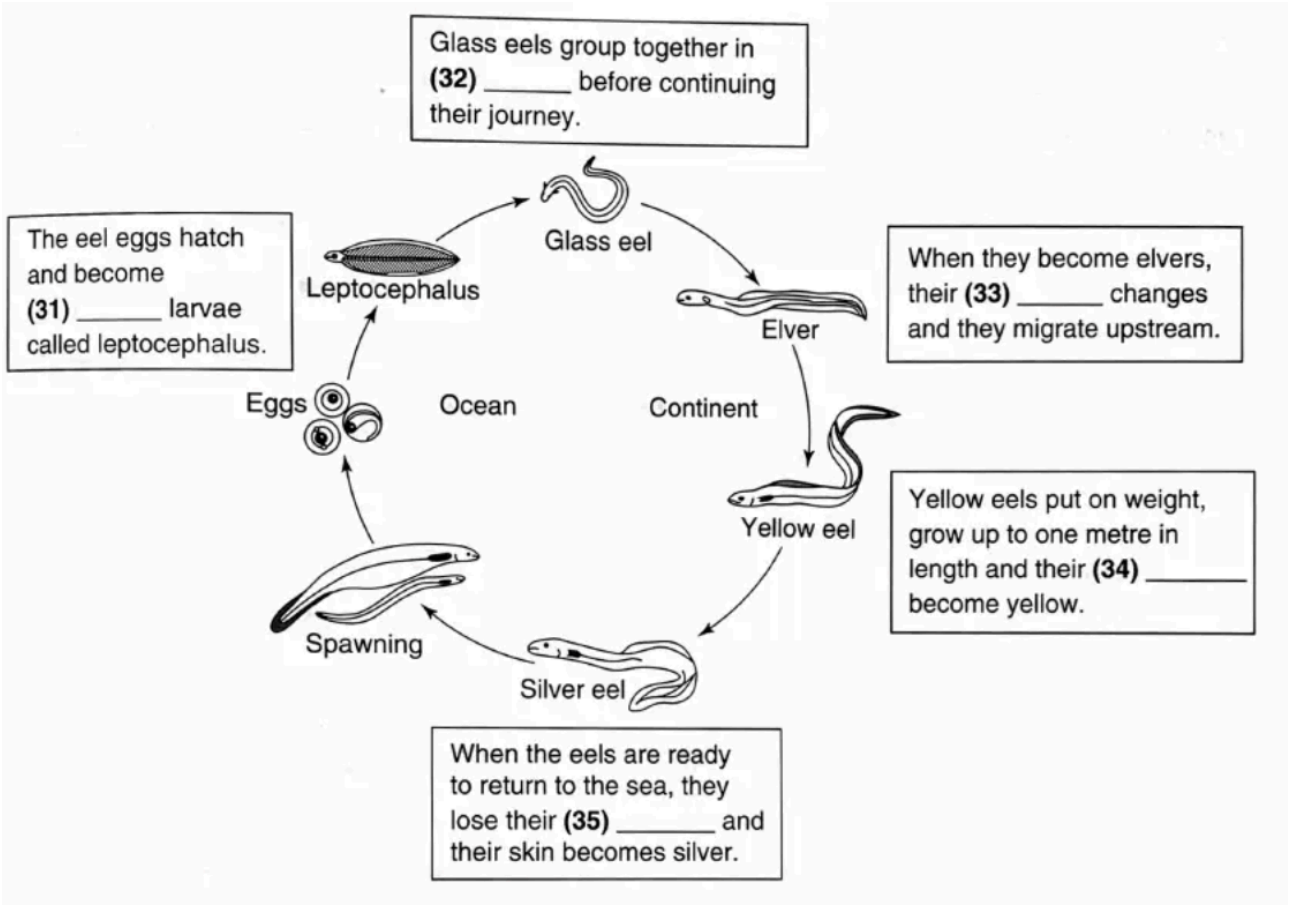
30 The migration route of the European eel back to the Sargasso Sea

- **A** ○ follows the coasts of Morocco and Egypt.
- **B** ○ starts in the rivers and estuaries of European countries.
- **C** ○ has been fully traced by researchers.
- **D** ○ is indirect and goes past its final destination.

Questions 31-35

Complete the flow-chart below.

Choose ONE WORD ONLY from the text for each answer.



31 _____

32 _____

33 _____

34 _____

35 _____

Questions 36-40

Answer the questions below.

Choose NO MORE THAN TWO WORDS from the text for each answer.

36 In which city were eels popular as food? _____

37 At which stage of the eel's life is it most in danger? _____

38 Which other threat, besides rising temperatures, did researchers in Portugal find harms the eel? _____

39 What is global warming changing? _____

40 What kind of risks are putting the eel's survival into question? _____

Answer Key

#	Answer	Explanation
1	iii	Whether you're making room for a new purchase, need somewhere to store your things over the holidays, taking a year out or just need more space at home, we'd love to help
2	vii	You can upload photos of the things in each box to your own BoxIt account to remind yourself what is where, and then download our app to track your belongings as they move
3	v	Just let us know what you need to be stored and we'11 send one of our friendly staff to pick your things up for free, but remember that if the address we are delivering your boxes to is further than 25 miles from where we picked them up, there is an additional charge. Collections are free from Monday to Friday if we collect between 8 a.m. and 8 p.m. If you'd like a precise time or a weekend collection, these cost a bit more
4	viii	Think about what you're going to put in your boxes and how you're going to put them in before you start. Go through your things and decide what you want to store, give away, throw away or donate to charity. Make sure you've got all you need to move your things – you can order everything from us. You'll need strong boxes – don't use old supermarket boxes – they could let you down. Line your box with bubble wrap all along the inside and then put the softer items like clothes at the bottom and top of the box and your most valuable things in the middle
5	vi	Make sure the driver can easily get into your place and that you or someone you trust is at your address for the foil duration of the collection time, with your boxes and other items on the ground floor ready to be picked up
6	D	Go through your things and decide what you want to store, give away, throw away or donate to charity
7	C	If you'd like a precise time or a weekend collection, these cost a bit more
8	A	At BoxIt we're here to help you move and store your stuff wherever you are, box by box. Because you just pay by the box, you don't pay more than you have to
9	E	Any item that emits fumes or odours
10	C	Just let us know what you need to be stored and we'11 send one of our friendly staff to pick your things up for free, but remember

#	Answer	Explanation
		that if the address we are delivering your boxes to is further than 25 miles from where we picked them up, there is an additional charge
11	**D**	Line your box with bubble wrap all along the inside and then put the softer items like clothes at the bottom and top of the box and your most valuable things in the middle
12	**B**	You can upload photos of the things in each box to your own BoxIt account to remind yourself what is where, and then download our app to track your belongings as they move
13	**F**	report any faults like the lights not working so that you don't get charged for them
14	**D**	and not filling the box also means you need more boxes so it costs you money
15	**B**	We offer individual support and face-to-face counselling sessions, individual drop-in sessions, as well as workshops and short courses
16	**A**	but we recognise that taking care of your mental health and physical well-being is necessary for a successful college experience
17	**C**	Your studies will take up a lot of your time and it's easy to become too focused on your academic work to the exclusion of normal life and other people, particularly around exam and assessment periods
18	**F**	Research shows that doing something for another person once a week for six weeks is associated with an increase in happiness
19	**D**	Having goals or challenges linked to physical activity can also improve your mental well-being by enhancing feelings of control, self-esteem and efficiency
20	**E**	Greater awareness of what's happening at the moment can improve your mental well-being. This involves taking notice of your thoughts and feelings, your body and other things around you
21	**G**	Make sure your new skill is broken down stage by stage and that these stages are easily achieved so that you feel a sense of accomplishment
22	**NOT GIVEN**	Your studies will take up a lot of your time and it's easy to become too focused on your academic work to the exclusion of normal life and other people, particularly around exam and assessment periods

#	Answer	Explanation
23	**FALSE**	However, because stress is a very subjective phenomenon, it lacks a precise medical definition and can mean different things in different contexts
24	**TRUE**	Although stress isn't a mental condition, it can lead to mental health problems or make existing problems deteriorate
25	**FALSE**	The former is when we are worried, tense or afraid about things that could happen in the future and is a natural response when we believe that we are under threat. Depression is a mental state in which we feel isolated, are unable to relate to other people and, among other things, lack self-confidence
26	**NOT GIVEN**	Depression is a mental state in which we feel isolated, are unable to relate to other people and, among other things, lack self-confidence. Then we find coping with daily life hard and may avoid communication with other people, which makes the problems of stress worse
27	**TRUE**	Tiredness, headaches or an upset stomach could be the first physical clues that we are stressed. We often find it hard to sleep or eat well, and a poor diet and lack of sleep can affect our physical health. When we are in poor health, this, in turn, can make us feel more stressed emotionally
28	**TRUE**	The long-term activation of the stress-response system and the overexposure to stress hormones that follows can disrupt almost all the body's processes and leave us at increased risk of many health problems. This can make us feel physically unwell and could affect our health in the longer term
29	**D**	when they come inland during their adult lives, they are nocturnal, living under stones and burrowing into mud during the day
30	**D**	It was only very recently that scientists following eels with electronic tracking devices along part of their route discovered that the adults do not migrate directly to their breeding grounds. Instead, they follow ocean currents far south of their destination and then catch another current to go north later
31	**transparent**	where the eggs hatch into transparent larvae called leptocephalus
32	**estuaries**	They gather in the estuaries of rivers in the form of transparent miniature eels called glass eels to continue their migration inland
33	**colour**	As glass eels leave the open ocean to enter the estuaries and ascend rivers, they gain colour and are known as elvers
34	**undersides**	For the next six to 20 years, the eels grow, putting on weight, becoming longer and developing yellow undersides

#	Answer	Explanation
35	**stomachs**	Moving back to the sea, their stomachs dissolve, their skin turns silver and they are called silver eels
36	**London**	In the city of London, which is located on the river Thames, eel pie and jellied eels were a speciality in the poorer East End of the city
37	**glass eel**	Researchers believe that this decrease happens at the glass eel stage, which is when the species is most at risk
38	**acidic waters**	Researchers in Portugal have found that rising temperatures and acidic waters are posing yet another threat
39	**ocean currents**	Dr Reinhold Hanel at the Thunen Institute in Germany also believes that climate change is harming eels by changing the ocean currents along their migration routes to and from the Sargasso Sea so that fewer glass eels are able to drift across to European shores
40	**man-made (risks)**	These vulnerable fish face so many dangers on their long journeys that the impact of man-made risks is proving too much for their survival

Test 56

PASSAGE 1

Read the text below and answer questions 1-7.

Induction week programme

Welcome to your Accounting and Finance course induction. The induction is designed to give you information about your course, college support services and fun events provided by the Students' Union. Your induction week timetable is below.

A Day 1

10:00-12:00 Programme Leader session 1: Welcome and course overview

Other activities today include:

- Q&A at the library
- Careers Service: Placement and work experience drop-in
- Cooking demonstration – good food on a budget!
- The Big Friday Quiz

B Day 2

10:00-12:00 International Students: Meet the tutors at the English Language Centre to learn about its activities

Other activities today include:

- International Student Advice: Ask us about UK culture
- Careers Service: Placement and work experience drop-in
- Friends Hang Out

C Day 3

10:00-11:00 Programme Leader session 2: Economics and International Finance module

Other activities today include:

- Q&A at the Writing Shop
- Careers Service: Finding part-time work

D Day 4

10:00-11:00 Programme Leader session 3: Banking and Finance module

Other activities today include:

- Disability Service: Introduction to student support
- Careers Service: Drop-in
- International Student Advice: Visa advice

_____

Read the text below and answer Questions 8-13.

This is email is to inform you about forthcoming construction work to the Central Building between the beginning of October and mid-November. The rules below are for your safety during the construction work and must be followed.

As you know, the Central Building is in urgent need of upgrading. Site management have therefore taken the decision to partially close sections of the building to make this possible. The work involves essential maintenance mainly to the corridors and ventilation system to make sure that they comply with current fire and safety regulations.

While work is in progress in these parts of the building, please try to find an alternative route that avoids them completely. If you need to access offices or rooms affected by the work, you must:

- let the site manager know that you would like to enter a particular room by completing a permission form and giving the date and time of entry
- wear the hard hat, mask and goggles provided so that you are protected from dust and falling objects
- make sure all electrical equipment is switched off - both the piece of equipment and the plug - when you leave in order to avoid fire hazards
- let the site manager know when you have left the area.

Please comply with these rules and remember that they are intended for your safety and to minimise the risk of accidents. If you have any further questions, please contact us and we will reply within 24 hours.

PART 1 — QUESTIONS

Questions 1-7

Look at the induction week events for days A-D above.

On which day will the following people get the information they need?

Write the correct letter, A-D.

NB You may use any letter more than once.

1 a student from abroad who wants to find out about speaking classes in English _____

2 a student who wants to learn about their course in International Finance _____

3 a disabled student who wants to find out what help is available to them _____

4 a student who wants to make their own meals without spending a lot of money _____

5 a student who would like to work in the evening after studying _____

6 a student who wants to ask about how to stay in the country legally _____

7 a student who would like to improve their reports and essays _____

Questions 8-13

Do the following statements agree with the information given in the text?

write

TRUE if the statement agrees with the information

FALSE if the statement contradicts the information

NOT GIVEN if there is no information on this

8 The staff kitchen will be upgraded.

A ○ TRUE

B ○ FALSE

C ○ NOT GIVEN

9 The building falls below the standards of modern fire regulations.

A ○ TRUE

B ○ FALSE

C ○ NOT GIVEN

10 The building work will take two months to complete.

A ○ TRUE

B ○ FALSE

C ○ NOT GIVEN

11 Building work will be carried out mainly to hallways and air circulation systems.

A ○ TRUE

B ○ FALSE

C ○ NOT GIVEN

12 If you want to go into a room affected by building work, you need to call the site manager.

A ○ TRUE

B ○ FALSE

C ○ NOT GIVEN

13 The work will probably end earlier than scheduled.

A ○ TRUE

B ○ FALSE

C ○ NOT GIVEN

PASSAGE 2

Read the text below and answer questions 14-22.

Education Now - Online courses

At Education Now, all our online courses are free so anyone can be a student anywhere, any time. Here are some of our trending courses.

A. Songs: How to listen to a song

Music and songs have always been part of human society. Discover what songs can tell us about human emotions and learn techniques for interpreting them. On this course, you will learn how to understand what you are listening to and learn to appreciate songs of all kinds. This course is designed for music lovers and anyone who wants to develop and expand their understanding of songs and songwriting.

What will you learn?

By the end of the course, you will be able to ...

- talk about how songs create their effects and describe how music becomes effective, accessible and compelling.
- develop an understanding of the role of songs in contemporary society.

What topics will you cover?

- Traditions: the history of popular music, where it comes from, how it has changed, and how it has been important to societies at different times and in different places.
- How songs work: songwriting techniques and the craft of writing a good song.

B. Business bookkeeping and personal finance

Develop skills to manage finances in the 21st century. This course is for anyone interested in bookkeeping and financial accounting and will also be of interest to small business owners or those wanting to manage their own finances better.

What will you learn?

By the end of the course, you will have learned ...

- how money works and the skills to manage your personal finances.
- how profit or loss leads to income or debt.
- how to record and organise financial data and how to interpret the information.
- how to prepare a balance sheet and a profit and loss account.

What topics will you cover?

- The main aspects of financial accounting, such as assets, liabilities, revenue and expenses.
- Financial statements and their purposes.

C. Superfood: Truth and fiction

Blueberries, kale and green tea have all been called superfoods. But what exactly is a superfood? Find out about the link between superfoods, society and health in this course.

What will you learn?

By the end of the course, you will ...

- be able to define what a superfood is.
- evaluate the impact of the superfood phenomenon on society and the economy.

What topics will you cover?

- What is a superfood? Are superfoods different from other foods?
- How can we assess superfoods and their impact and role in our diet?
- Are there dangers connected to eating superfoods?

D. How to get a graduate job

This course has been designed for students and graduates looking for guidance on how to land a graduate job more easily. It is also useful for anyone who would like to bring their job-hunting skills up to date.

What will you learn?

By the end of the course, you will ...

- be able to write a professional CV.
- have developed the interview skills necessary to secure the job you want.

What topics will you cover?

- Everything you need to know about the graduate job market.
- How to stand out in a highly competitive graduate job application process.
- How to prepare for work and how to make a good impression in your new job.

Read the text below and answer questions 23-28.

IT outages

When IT systems are offline for maintenance and upgrading, employees can feel upset and inconvenienced. However, it's a fact of working life that IT systems have to be taken offline periodically so having effective communications systems and practices are essential to take some of the pain out of the process and can avoid questions, confusion and lost productivity.

Communicate in advance

Whenever possible, provide plenty of notice about any planned downtime. This will help people organise their work in advance and plan accordingly. For example, if they know IT systems will be down for several hours one day in the week, they may decide to work at home or do tasks that don't require IT connectivity during that period.

Communicate more than once

People have lots to do at work and an IT outage a few weeks in the future won't be high on their priority list. Sending an email weeks or days in advance of a suspension of IT services isn't an effective way of informing people. It is much better to communicate several times leading up to the event and again shortly before it. Repeating your key message about the IT service helps to maintain awareness of the event.

Use multiple channels

In the same way that you need to inform people more than once about an IT outage, don't just communicate this via email; if you have several communication channels, use these as well. For example, old-fashioned posters in the staff canteen will remind everyone that scheduled maintenance is about to happen.

On-screen pop-ups

We're all used to notifications from our favourite apps on our mobile phones, and when a pop-up notification is flashed onto our screens at work, it has an immediate impact. Specialist software sends messages directly to the user. These messages cannot be dismissed and require a response so that you know they have been seen and hopefully read. For example, if the IT outage is due the next day, a reminder notification can be sent to all users so that they can prepare for it.

Using these simple suggestions can help everyone get smoothly through an IT outage by communicating facts, getting people's attention and preparing everyone in advance.

PART 2 — QUESTIONS

Questions 14-22

Do the following statements agree with the information given in the text?

In write

TRUE If the statement agrees with the information

FALSE if the statement contradicts the information

NOT GIVEN if there is no information on this

14 People have always expressed their feelings through music.

- **A** ○ TRUE
- **B** ○ FALSE
- **C** ○ NOT GIVEN

15 Course A will teach you how to write your own songs.

- **A** ○ TRUE
- **B** ○ FALSE
- **C** ○ NOT GIVEN

16 A knowledge of harmony is necessary if you want to do course A.

- **A** ○ TRUE
- **B** ○ FALSE
- **C** ○ NOT GIVEN

17 Course B teaches you about banking regulations and rules.

- **A** ○ TRUE
- **B** ○ FALSE
- **C** ○ NOT GIVEN

18 At the end of course B you will have a deep understanding of economics.

- **A** ○ TRUE
- **B** ○ FALSE
- **C** ○ NOT GIVEN

19 In course C you will learn about the economic effect of superfoods.

- **A** ○ TRUE
- **B** ○ FALSE
- **C** ○ NOT GIVEN

20 In course C you can learn which superfoods to include in a healthy diet.

- **A** ○ TRUE
- **B** ○ FALSE
- **C** ○ NOT GIVEN

21 Course D is useful for people with out-of-date job-hunting skills.

- **A** ○ TRUE
- **B** ○ FALSE
- **C** ○ NOT GIVEN

22 In course D you will learn how to apply for a job and how the job market works..

- **A** ○ TRUE
- **B** ○ FALSE
- **C** ○ NOT GIVEN

Questions 23-28

Complete the summary below

Choose ONE WORD ONLY from the text for each answer.

When IT systems are not available to people, it can cause **23** _____ lost work and lots of questions. It is better to let people know in advance about any **24** _____ that has been planned so they can adjust their work pattern. For example, they may plan tasks away from the computer or work at **25** _____. It is essential to tell people several times in different ways. By **26** _____ the main message and by using **27** _____ methods, for example, posters in the staff cafe, you can get people's attention. Another good way to alert people is to send **28** _____ messages to their computers as they work.

PASSAGE 3

Read the text below and answer questions 29-40.

Decisions, decisions

A. We make decisions every minute of our lives, from large, life-changing ones about our careers or relationships to mundane, day-to-day ones, like which socks to wear or how to travel to work. But we often make decisions without considering what we are doing and sometimes our emotions get in the way of rational thought. Making good choices is a balance between reason and desire, knowing what has happened in the past and what you want in the future. Most people do this instinctively, without understanding the mental processes that influence our decisions, but what would happen if we understood these processes better? Researchers today are uncovering the hidden influences that direct us one way or the other when we make choices.

29

B. 'Everyone loves a winner' is a common saying but surprisingly, people dislike losing more than they like winning and it actually takes a lot to tempt us to take a risk. Psychologist and economist Daniel Kahneman from Princeton University found that people do not like to bet money in a 50:50 situation unless they can win twice the amount they could lose. So, for example, although the chance of winning or losing is the same, most people will only bet $100 if they can win more than $200. This suggests that people are more likely to decide to stick with a current situation unless there is a powerful reason to change.

30

C. When a decision needs to be made, emotions seem to get in the way. Daniel Fessler from the University of California asked a group of people to play a game in which they could either get a $15 reward or gamble with the money and risk getting nothing. In one version of the game, he made the people feel angry beforehand and found that men, but not women, gambled more when they were feeling annoyed.

31

D. So, while emotions can sometimes influence us to make bad decisions, logically, the more information we have, the better decisions we should make. Unfortunately, researchers have found that this is not necessarily the case. Having too much data can be just as problematic as having too little. Ap Dijksterhuis and his colleagues at the University of Amsterdam gave two groups of subjects a problem: which car to choose. One group got a list describing just four features, such as how many miles a car had been driven, while the other group had a list of twelve features. Dijksterhuis found that the subjects who had fewer choices picked the best car for them, whereas the other group became confused by the number of features. Surprisingly,

the latter group made the best decision when they did not analyse their options based on the features given and relied on gut instinct.

32

E. Another factor that influences our decision-making is sunk cost. The supersonic jet Concorde is a good illustration of the sunk cost fallacy, where the British and French governments justified further spending on a project that would never make a profit because of the amount already spent on it. The sunk cost fallacy, in other words, is the belief that if you have already invested time or money in something, this justifies spending more time or money on it. The fallacy also influences decision-making on a much smaller scale. The more time or money we have invested in something, the more attached to it we are. Hal Arkes and Catherine Blumer at Ohio State University asked a group of students to imagine they had paid $100 for a trip. They were then told they could buy another holiday to a better resort but for a cheaper price. After they had bought both holidays, the students were told that the trips were on the same weekend and they had to choose one of them. Surprisingly, they chose the more expensive but worse deal - a decision based on the fallacy, not logic.

33

F. The way we behave around our friends has often been studied and it seems that their behaviour also strongly influences the decisions we take. At Arizona State University, researchers led by Robert Cialdini placed cards in hotel rooms asking guests to use their towels more than once, either a) to help the environment, or b) for the sake of future generations, or c) because most of the other guests in the hotel were doing so. The last reason fumed out to be 30% more effective than the other two reasons. Social validation can be a major factor in decision-making so it is a good idea to ask yourself when you are making a decision whether it really is your own.

34

G. On the other hand, we make fast and competent judgements all the time about who we want to talk to and to trust. Alexander Todorov and Janine Willis from Princeton University found that people make judgements about qualities like aggressiveness, likability and attractiveness within the first 100 milliseconds of seeing a person for the first time. Even when the research subjects were given one second more time, they usually just became more confident about their initial choice. It seems that snap decisions and quick judgements can be valid ways of making decisions.

PART 3 — QUESTIONS

Questions 29-34

The text below has six paragraphs, A-F.

Choose the correct heading for paragraphs B-F from the list of headings below.

Write the correct number, i-ix.

i. **Sticking with bad decisions**

ii. **Small and big decisions**

iii. **Avoiding losing**

iv. **Unhelpful emotions**

v. **Information overload**

vi. **First impressions**

vii. **The temptations of risk**

viii. **Understanding processes that influence choices**

ix. **Peer pressure**

x. **Making well-informed decisions**

Questions 35-40

Look at the following statements and the list of researchers below.

Match each statement with the correct researcher, A-F.

Write the correct letter, A-F.

NB You may use any letter more than once.

A. Alexander Todorov and Janine Willis

B. Daniel Kahneman

C. Robert Cialdini

D. Ap Dijksterhuis

E. Hal Arkes and Catherine Blumer

F. Daniel Fessler

	A	B	C	D	E	F
35 It takes under a second for people to make judgements about others.	○	○	○	○	○	○
36 Social pressure affects our decision-making.	○	○	○	○	○	○
37 When people have spent time or money on something, they are reluctant to abandon it.	○	○	○	○	○	○
38 Having a lot of information does not always help when making decisions.	○	○	○	○	○	○
39 People dislike situations in which what they risk losing is equal to the amount they might gain.	○	○	○	○	○	○
40 Men are more likely to make bad choices than women when they are emotional.	○	○	○	○	○	○

Answer Key

#	Answer	Explanation
1	**B**	10:00-12:00 International Students: Meet the tutors at the English Language Centre to learn about its activities
2	**C**	10:00-11:00 Programme Leader session 2: Economics and International Finance module
3	**D**	Disability Service: Introduction to student support
4	**A**	Cooking demonstration – good food on a budget
5	**C**	Careers Service: Finding part-time work
6	**D**	International Student Advice: Visa advice
7	**C**	Q&A at the Writing Shop
8	**NOT GIVEN**	The work involves essential maintenance mainly to the corridors and ventilation system to make sure that they comply with current fire and safety regulations
9	**TRUE**	The work involves essential maintenance mainly to the corridors and ventilation system to make sure that they comply with current fire and safety regulations
10	**FALSE**	This is email is to inform you about forthcoming construction work to the Central Building between the beginning of October and mid-November
11	**TRUE**	The work involves essential maintenance mainly to the corridors and ventilation system to make sure that they comply with current fire and safety regulations
12	**FALSE**	let the site manager know that you would like to enter a particular room by completing a permission form and giving the date and time of entry
13	**NOT GIVEN**	This is email is to inform you about forthcoming construction work to the Central Building between the beginning of October and mid-November
14	**TRUE**	Music and songs have always been part of human society. Discover what songs can tell us about human emotions and learn techniques for interpreting them
15	**NOT GIVEN**	How songs work: songwriting techniques and the craft of writing a good song

#	Answer	Explanation
16	**FALSE**	At Education Now, all our online courses are free so anyone can be a student anywhere, any time
17	**NOT GIVEN**	B. Business bookkeeping and personal financeDevelop skills to manage finances in the 21st century. This course is for anyone interested in bookkeeping and financial accounting and will also be of interest to small business owners or those wanting to manage their own finances better.What will you learn?By the end of the course, you will have learned how money works and the skills to manage your personal finances.how profit or loss leads to income or debt.how to record and organise financial data and how to interpret the information.how to prepare a balance sheet and a profit and loss account.What topics will you cover?The main aspects of financial accounting, such as assets, liabilities, revenue and expenses.Financial statements and their purposes
18	**FALSE**	This course is for anyone interested in bookkeeping and financial accounting and will also be of interest to small business owners or those wanting to manage their own finances better
19	**TRUE**	evaluate the impact of the superfood phenomenon on society and the economy
20	**NOT GIVEN**	How can we assess superfoods and their impact and role in our diet
21	**TRUE**	It is also useful for anyone who would like to bring their job-hunting skills up to date
22	**TRUE**	be able to write a professional CV Everything you need to know about the graduate job market
23	**confusion**	However, it’s a fact of working life that IT systems have to be taken offline periodically so having effective communications systems and practices are essential to take some of the pain out of the process and can avoid questions, confusion and lost productivity
24	**downtime**	Whenever possible, provide plenty of notice about any planned downtime
25	**home**	For example, if they know IT systems will be down for several hours one day in the week, they may decide to work at home or do tasks that don’t require IT connectivity during that period
26	**repeating**	Repeating your key message about the IT service helps to maintain awareness of the event
27	**old-fashioned**	For example, old-fashioned posters in the staff canteen will remind everyone that scheduled maintenance is about to happen

#	Answer	Explanation
28	**pop-up**	We're all used to notifications from our favourite apps on our mobile phones, and when a pop-up notification is flashed onto our screens at work, it has an immediate impact
29	**iii**	'Everyone loves a winner' is a common saying but surprisingly, people dislike losing more than they like winning and it actually takes a lot to tempt us to take a risk
30	**iv**	When a decision needs to be made, emotions seem to get in the way
31	**v**	Having too much data can be just as problematic as having too little
32	**i**	The sunk cost fallacy, in other words, is the belief that if you have already invested time or money in something, this justifies spending more time or money on it
33	**ix**	The way we behave around our friends has often been studied and it seems that their behaviour also strongly influences the decisions we take
34	**vi**	Alexander Todorov and Janine Willis from Princeton University found that people make judgements about qualities like aggressiveness, likability and attractiveness within the first 100 milliseconds of seeing a person for the first time
35	**A**	Alexander Todorov and Janine Willis from Princeton University found that people make judgements about qualities like aggressiveness, likability and attractiveness within the first 100 milliseconds of seeing a person for the first time
36	**C**	At Arizona State University, researchers led by Robert Cialdini placed cards in hotel rooms asking guests to use their towels more than once, either a) to help the environment, or b) for the sake of future generations, or c) because most of the other guests in the hotel were doing so. The last reason fumed out to be 30% more effective than the other two reasons
37	**E**	The more time or money we have invested in something, the more attached to it we are. Hal Arkes and Catherine Blumer at Ohio State University asked a group of students to imagine they had paid $100 for a trip
38	**D**	Dijksterhuis found that the subjects who had fewer choices picked the best car for them, whereas the other group became confused by the number of features
39	**B**	Psychologist and economist Daniel Kahneman from Princeton University found that people do not like to bet money in a 50:50 situation unless they can win twice the amount they could lose

#	Answer	Explanation
40	**F**	In one version of the game, he made the people feel angry beforehand and found that men, but not women, gambled more when they were feeling annoyed

Test 57

PASSAGE 1

You are advised to spend 20 minutes on Questions 1–14.

Having a Lovely Time?

A chance to relax and leave your worries behind? For some, holidays are nothing but trouble as the results of one survey showed

When you think about it, it's amazing that anyone gets away with a carefree holiday. It seems there is limitless potential for things to go wrong, from flight delays and lost luggage to poor accommodation.

A recent questionnaire showed that a third of people who replied had a complaint about their holiday last year. And when these unhappy holiday-makers discussed the problem with their tour company nearly half said it involved time and effort on their part to resolve things.

When asked exactly what the reasons were for their dissatisfaction top of the list was flight delays and 20 per cent of holiday-makers to Europe said they had to wait up to an hour.

More worrying is the fact that almost a third of holiday-makers who had complained said it was about the apartment or hotel room they had been allocated. There is an enormous variety of holiday accommodation and we recommend that consumers look for places that have been inspected by the Tourist Boards; this way they can have the confidence that they will get the type of accommodation they are looking for. It seems that tour companies now offer more honest accurate brochures though. Eight-five per cent of holiday-makers who responded to our questionnaire said the description offered by the company matched the place they visited and the facilities provided.

This is good news for the industry and for holiday-makers. A holiday is a major purchase - yet it's one we can't try before we pay. All we have to go on is the brochure and it's a credit to tour operators that they now contain more detail.

OUR ADVICE

DO be realistic. No one should be palmed off with a poor standard of service, food or accommodation even if you paid a rock-bottom price for a last-minute break. However, be reasonable - you won't get a room with the best view in town if you've paid a budget price.

DO complain to the right person. Moaning to the waiter about a week's worth of appalling food, then writing an indignant letter when you get back home won't have the same impact as airing your grievances at the time.

DO get evidence for a serious problem such as having a building site instead of the promised swimming pool below your window. Take a photo to back up your case.

DON'T write and complain for the sake of it. Letters can be powerful as long as they're about something you have a good reason to complain about.

DON'T lose your temper. Easier said than done, but you're more likely to get results if you state your case firmly, explain why you think there's a problem then suggest a reasonable solution.

———————

Now read the information about car-hire websites and answer Questions 9–14.

Hiring a Car Online

Online car hire promises to be cheap, quick and convenient. But is it? Neil McDougall revs up his mouse

A Autos.com Just click on the reservations button, fill in your home country, destination and dates, pick a car and you're into the booking form without any fuss and with all the charges, fixed and optional, laid out. There's also a detailed rental guide explaining your contract.

B Cash.com.uk One to consider if you're going to the States, although, after I'd worked through half the booking process, it returned an error message without telling me which element of the procedure needed adjusting. I got there in the end. There is an inspirational section with detailed directions for some of the great drives of America.

C Expeed.org.uk Book a flight with Expeed and when you continue on to the car-hire section, the software already knows where you are going and when. However, you seem to be restricted to cities with airports for your car hire, and additional taxes are presented in travel-agent speak.

D Cutprice.com Is currently offering an aggressive lowest rates guarantee, an extra discount for former Holtravel clients and a package of free gifts to sweeten the deal. It also commits to no insurance excess on any of their rentals anywhere.

E Hot.org Straightforward to navigate, with plenty of information on rental requirements and rules of operation. There are photographs of the types of vehicles available, leaving no doubt what a 'premium' or 'compact' car is. It took me just seconds to start reserving a car but then the whole thing ground to a halt and refused all attempts to access the reservation system.

F Cars.net Another site offering discounts for booking online, but also special late deals (for example £35 off a Renault Megane in Majorca last week). Prices are fully inclusive of insurance and there is a reassuringly large small-print section.

G Cover.org A three-step process to rent cars in 70 countries. Very flash and slick, so much so that people with older computers may have trouble getting this information. Limited selection of online tourist attractions (but that's more than most give you). Graphically complex but impressive booking system.

H Cheapandcheerful.net.uk Avoids unnecessary embellishments online but the booking procedure is as good as it gets. Enter how many miles you expect to drive and tick your insurance, driver and child-seat choices and they will all be included in the final price. You must

contact the location directly if you need a car within 3 days. And to hire a car abroad, there’s a dull email form to fill in and they’ll get back to you.

PART 1 — QUESTIONS

Questions 1-8

Write

TRUE if the statement is true

FALSE if the statement is false

NOT GIVEN if the information is not given in the passage

1 Solving problems can be hard work for the holiday-maker.

- **A** ○ TRUE
- **B** ○ FALSE
- **C** ○ NOT GIVEN

2 The most common problem for holiday-makers is crowded airports.

- **A** ○ TRUE
- **B** ○ FALSE
- **C** ○ NOT GIVEN

3 Overall, holiday accommodation poses few problems.

- **A** ○ TRUE
- **B** ○ FALSE
- **C** ○ NOT GIVEN

4 Tour companies provide a satisfactory level of information to holiday-makers.

- **A** ○ TRUE
- **B** ○ FALSE
- **C** ○ NOT GIVEN

5 A low-cost holiday should still offer some high-quality services.

A ○ TRUE

B ○ FALSE

C ○ NOT GIVEN

6 Hotel staff can advise you on who you should complain to.

A ○ TRUE

B ○ FALSE

C ○ NOT GIVEN

7 Photographs may help to support an argument about a holiday problem.

A ○ TRUE

B ○ FALSE

C ○ NOT GIVEN

8 If you are not good at writing letters, find someone to help you.

A ○ TRUE

B ○ FALSE

C ○ NOT GIVEN

Questions 9-14

Match the car-hire websites to the statements.

Write the appropriate letters (A-H).

NB Some of the websites may be chosen more than once.

A. Autos.com

B. Cash.com.uk

C. Expeed.org.uk

D. Cutprice.com

E. Hot.org

F. Cars.net

G. Cover.org

H. Cheapandcheerful.net.uk

	A	B	C	D	E	F	G	H
9 It is possible to see what the cars look like.	○	○	○	○	○	○	○	○
10 Assistance is provided with some holiday routes.	○	○	○	○	○	○	○	○
11 You will get cheaper car hire if you have used the company before.	○	○	○	○	○	○	○	○
12 Attempts made by the writer to book a car were unsuccessful.	○	○	○	○	○	○	○	○
13 You can only hire a car in certain locations.	○	○	○	○	○	○	○	○
14 The site is suited to people with up-to-date hardware.	○	○	○	○	○	○	○	○

PASSAGE 2

You are advised to spend 20 minutes on Questions 15–26.

ESSAY WRITING

15

A Essays, whether written as part of a secondary school programme or further education course, are designed to test your thinking, writing and study skills. Creative essays offer you the freedom to demonstrate your abilities to communicate effectively. Analytical essays, on the other hand, will require you to show that you have researched the topic and drawn on the work of others to come to your conclusion.

B The amount of time and effort you devote to writing an essay will depend on how it fits into the overall scheme of assessment and should be in direct proportion to the percentage of marks allotted. If the essay constitutes part of your coursework, the time and effort required will depend on what marks, if any, are going towards your overall mark and grade.

16

C However interesting and well prepared your essay may be, if it does not address the question, you will not receive a good mark. It is therefore essential that you examine the question and understand what is required. A list of key words which may appear in an essay question is provided in Appendix 4. Be sure you know what is being asked for and then consider what information is relevant and what is not.

17

D Use a variety of relevant background texts, refer to your lecture notes and heed any advice given by your lecturer. When you collect material, always ask yourself what questions need to be answered and then take good notes in your own words. Begin notes on each source on a new page and do not forget to record details of the author, title of the book and date of publication. Remember that copying words from another writer's work without acknowledging the source constitutes the serious crime of plagiarism.

18

E Once you have collected your source material you should then sketch out a plan. Begin by writing three or four sentences, which provide a summary of the essay. You can amend or add to the plan as you proceed and it provides a useful scaffold for your essay. It also ensures that you cover all the main themes and that your essay focuses on the question. Ideally you should

plan to examine the question from all sides, presenting various views before reaching a conclusion based on the evidence.

19 _____

F The introduction to the essay should explain to the reader how you are going to tackle the question and provide an outline of what will follow. Then move on to the main body of the essay. Refer to your notes and develop two or three logical arguments. Begin each paragraph with a topic sentence, which clearly states the subject to be discussed, and then use the remainder of the paragraph to fill out this opening sentence. A good essay should finish rather than simply stop. That is to say, the conclusion should provide a statement of your final position, summing up the arguments that your opinions are based upon.

20 _____

G It is important to keep the essay relevant and to provide some examples, quotations, illustrations, diagrams or maps wherever appropriate. However, it is equally important to avoid the temptation to pad your essay with unwanted information: this wastes your time and undermines the relevant parts of the essay. In coursework and assessment essays not written under examination conditions, do not forget to acknowledge your sources in a bibliography.

_____

Now read the information below and answer Questions 21–26.

School of Design COURSE GUIDELINES

2.1 Assignments

Coursework assignments will involve the production of an artefact (something shaped by human beings rather than by nature) OR an investigation of some kind followed by a report. This is to demonstrate the relevance of your study to society today. If you opt to produce an artefact, (e.g. a working model or piece of machinery) you will also be expected to provide some written explanation of how and why you produced it.

You need to follow these steps:

• Find out precisely what is expected of you. Talk to your tutor and refer to the syllabus document.

• Be aware of what skills and abilities you must demonstrate.

• Always plan a project thoroughly before you begin it but be realistic about how much time you can seriously devote to it.

Choosing a topic

Remember that this course is essentially concerned with the achievement of desired ends. So first identify a real-life problem, then consider it in detail, specify a precise need and then define your design task. As you plan, wherever possible, consider using new materials, techniques and technology such as computer-aided design (CAD).

There is nothing wrong with talking to knowledgeable people about your project; in fact, this shows initiative. However, the project is yours so you must do the work yourself.

You will need a fairly flexible plan because sometimes resources, apparatus and consumables may not be available when you need them. It is a good idea to work backwards when planning so you know you will meet your final deadline. Finally, when you plan the various stages of your project give due regard to safety and costs.

PART 2 — QUESTIONS

Questions 15-20

From the list of headings below choose the most suitable heading for each paragraph A-G.

Write the appropriate numbers (i-x).

i. **Gathering source material**

ii. **Open-ended essays**

iii. **The importance of focusing on the task**

iv. **Writing the essay**

v. **Types of essay and their purpose**

vi. **Learning from the essay**

vii. **Making the support material relevant**

viii. **Reviewing and amending the essay**

ix. **Allocating your personal resources**

x. **Writing a framework**

Questions 21-26

Complete the sentences below using NO MORE THAN THREE WORDS for each answer.

- There are **21** _____ types of assignment to choose from.
- A working model must be accompanied by **22** _____ of some sort.
- In order to understand the purpose of the assignment, students are advised to read **23** _____.
- Topics must be based on **24** _____.
- To avoid handing the assignment in late, it is suggested that students **25** _____.
- As well as being cost effective, the method chosen must also be **26** _____.

PASSAGE 3

You should spend about 20 minutes on Questions 27–40 which are based on the reading passage below.

A Stone Age Approach to Exercise

Forget those long arduous sessions in the gym. If you want to stay fighting fit, try a modern Stone Age workout* instead

Art De Vany is 62, but physical fitness tests three years ago showed he had the body of a 32-year-old. Although De Vany is sceptical of such assessments, he knows he's in good shape. His former career as a professional baseball player may have something to do with it, but he attributes his physical prowess to an exercise regime inspired by the lifestyles of our Palaeolithic ancestors.

De Vany's advice to the modern exercise freak is to cut duration and frequency, and increase intensity. 'Our muscle fibre composition reveals that we are adapted to extreme intensity of effort,' says De Vany, a professor of economics at the Institute of Mathematical Behavioral Sciences at the University of California, Irvine. His approach to fitness combines Darwinian thinking with his interest in chaos theory and complex systems.

This new science, which De Vany calls evolutionary fitness, is part of growing efforts to understand how the human body has been shaped by evolution, and to use this knowledge to improve our health and fitness. Proponents believe the key lies in the lifestyle of our hunter-gatherer ancestors because, they say, the vast majority of the human genome is still adapted to an ancient rhythm of life which swung between intense periods of activity and long stretches of inertia.

Across the Palaeolithic age - which covers the period between 2.6 million and 10,000 years ago - prey animals were large, fast on their feet, or both. For men, this would have meant lots of walking or jogging to find herds, dramatic sprints, jumps and turns, perhaps violent struggles, and long walks home carrying the kill. Women may not have had such intense exercise, but they would have spent many hours walking to sources of water or food, digging up tubers, and carrying children. If modern hunter-gatherers are anything to go by, men may have hunted for up to four days a week and travelled 15 kilometres or more on each trip. Women may have gathered food every two or three days. There would also have been plenty of other regular physical activities for both sexes such as skinning animals and tool making, and probably dancing.

Our ancestors must have evolved cardiovascular, metabolic and thermoregulatory systems capable of sustaining high-level aerobic exertion under the hot African sun, according to Loren Cordain of the Human Performance Laboratory at Colorado State University. And given that the Palaeolithic era ended only an evolutionary blink of an eye ago, we ignore its legacy at our peril. Cordain and his colleagues point out that in today's developed societies, inactivity is associated

with disease. Contemporary hunter-gatherer societies rarely experience these modern killers, they say.

This is where De Vany's exercise ideas come in. 'The primary objectives for any exercise and diet programme must be to counter hyper-insulinaemia (chronically elevated insulin) and hypoexertion (wasting of the body's lean mass through inactivity),' he writes in his forthcoming book about evolutionary exercise. Exercise and diet are linked. For example, says De Vany, our appetite control mechanisms work best when our activity mimics that of our ancestors. But he feels that most modern exercise regimes are not hitting the mark.

De Vany views the body as non-linear and dynamic and says exercise should mix order and chaos. 'Chronic aerobic exercise overstrains the heart, reducing the chaotic variation in the heart rate which is essential to health,' he says. Likewise, most weight training is governed too much by routine and is too time-consuming. He gives his own workout a chaotic character with ascending weights and descending repetitions. To these brief but intense gym workouts he adds a wide variety of other activities that vary randomly in intensity and duration. These include roller blading, bicycling, walking, sprinting, tennis, basketball, power walking, hitting softballs and trekking with a grandson on his shoulders.

He also argues that most people do not train the right muscles for that ultimately attractive - and adaptive - quality of symmetry. 'Symmetry is a reliable evolutionary clue to health,' he says. 'Tumours and pathologies produce gross asymmetries, and our love of symmetry reflects the reproductive success of our ancestors, who were sensitive to these clues.' He strives for the X-look - a symmetrical balance of mass in the shoulder girdle, upper chest and back, the calves and lower quads, two of the four large muscles at the front of the thighs. This also makes men look taller, he adds, 'another reliable evolutionary clue that women use to find good genes'.

The hunter-gatherer lifestyle indicates that women should exercise only a little less intensely than men, says De Vany. 'Women are opportunistic hunters who go after small game when they come across it. They also climb trees to capture honey and snare birds. And have you ever seen how much work it is to dig out a deep tuber?' Women benefit enormously from strength work, he says. It increases their bone density and they get and stay leaner by building muscle mass. 'Today's women are so weak [compared with their female ancestors].'

Of course, people vary. De Vany acknowledges that our ancestors were adapted to a variety of terrains and climates. Cordain points out that genetic differences between populations lead to different physical strengths. East Africans, for example, seem to be better endurance runners, West Africans better sprinters. But human genetic similarity greatly outweighs the variations. And because our genes have changed so very little since Palaeolithic times, if you want to be a lean, mean, survival machine why not try exercising like a caveman?

*Workout = physical exercise session.

PART 3 — QUESTIONS

Questions 27-28

Choose the appropriate letters A-D.

27 What do you learn about Art De Vany in the first paragraph?

- **A** ○ He frequently tests his health.
- **B** ○ He works as a professional sports player.
- **C** ○ He is older than he appears to be.
- **D** ○ He believes he has inherited a strong body.

28 In the second paragraph, De Vany recommends that people should

- **A** ○ exercise less frequently.
- **B** ○ exercise harder but for less time.
- **C** ○ give their muscles more time to recover from exercise.
- **D** ○ learn more about how the human body reacts to exercise.

Questions 29-31

Choose THREE letters A-G.

29 **30** **31** Which THREE of the following does the writer highlight when discussing the lifestyle of our Palaeolithic ancestors?

- **A** ☐ the difficulties involved in finding food
- **B** ☐ their size compared to that of modern man
- **C** ☐ the sudden movements required during their daily activities
- **D** ☐ the aggressive nature of their negotiations with others
- **E** ☐ the fact that life was equally energetic for both sexes
- **F** ☐ the predictable frequency of physical activity

G ☐ the long distances between neighbours' homes

Questions 32-32

Choose the appropriate letter A–D.

32 Cordain compares modern hunter-gatherer societies to Paleolithic societies in terms of their

A ○ ability to withstand high temperatures.

B ○ resistance to certain fatal illnesses.

C ○ healthy mix of work and leisure activities.

D ○ refusal to change their way of life.

Questions 33-36

Using NO MORE THAN THREE WORDS, answer the following questions.

33 What term does De Vany use to describe his approach to physical exercise?

_____

34 Which TWO opposing factors does De Vany say an exercise programme should include?

_____

35 Which type of activity does de Vany criticise as being harmful? _____

36 Which type of exercise does De Vany practise on a regular basis? _____

Questions 37-40

Do the following statements agree with the information given in the reading passage?

Write

TRUE if the statement is true

FALSE if the statement is false

NOT GIVEN if the information is not given in the passage

37 Our Palaeolithic ancestors were constantly active.

A ○ TRUE

B ○ FALSE

C ○ NOT GIVEN

38 Female exercise programmes should vary according to the shape of the individual.

A ○ TRUE

B ○ FALSE

C ○ NOT GIVEN

39 Geographical features have played a role in human physical development.

A ○ TRUE

B ○ FALSE

C ○ NOT GIVEN

40 The importance of genetic differences in deciding on an exercise programme is minimal.

A ○ TRUE

B ○ FALSE

C ○ NOT GIVEN

Answer Key

#	Answer	Explanation
1	**TRUE**	And when these unhappy holiday-makers discussed the problem with their tour company nearly half said it involved time and effort on their part to resolve things
2	**FALSE**	When asked exactly what the reasons were for their dissatisfaction top of the list was flight delays and 20 per cent of holiday-makers to Europe said they had to wait up to an hour
3	**FALSE**	More worrying is the fact that almost a third of holiday-makers who had complained said it was about the apartment or hotel room they had been allocated
4	**TRUE**	It seems that tour companies now offer more honest accurate brochures though. Eight-five per cent of holiday-makers who responded to our questionnaire said the description offered by the company matched the place they visited and the facilities provided
5	**TRUE**	No one should be palmed off with a poor standard of service, food or accommodation even if you paid a rock-bottom price for a last-minute break
6	**NOT GIVEN**	DO complain to the right person. Moaning to the waiter about a week's worth of appalling food, then writing an indignant letter when you get back home won't have the same impact as airing your grievances at the time
7	**TRUE**	DO get evidence for a serious problem such as having a building site instead of the promised swimming pool below your window. Take a photo to back up your case
8	**NOT GIVEN**	DON'T write and complain for the sake of it. Letters can be powerful as long as they're about something you have a good reason to complain about
9	**E**	There are photographs of the types of vehicles available, leaving no doubt what a 'premium' or 'compact' car is
10	**B**	There is an inspirational section with detailed directions for some of the great drives of America
11	**D**	D Cutprice.com Is currently offering an aggressive lowest rates guarantee, an extra discount for former Holtravel clients and a package of free gifts to sweeten the deal

#	Answer	Explanation
12	**E**	It took me just seconds to start reserving a car but then the whole thing ground to a halt and refused all attempts to access the reservation system
13	**C**	However, you seem to be restricted to cities with airports for your car hire
14	**G**	Very flash and slick, so much so that people with older computers may have trouble getting this information. Graphically complex but impressive booking system
15	**v**	Creative essays offer you the freedom to demonstrate your abilities to communicate effectively. Analytical essays, on the other hand, will require you to show that you have researched the topic and drawn on the work of others to come to your conclusion
16	**iii**	However interesting and well prepared your essay may be, if it does not address the question, you will not receive a good mark. It is therefore essential that you examine the question and understand what is required
17	**i**	When you collect material, always ask yourself what questions need to be answered and then take good notes in your own words. Begin notes on each source on a new page and do not forget to record details of the author, title of the book and date of publication
18	**x**	Once you have collected your source material you should then sketch out a plan You can amend or add to the plan as you proceed and it provides a useful scaffold for your essay
19	**iv**	The introduction to the essay should explain to the reader how you are going to tackle the question and provide an outline of what will follow. Then move on to the main body of the essay. Refer to your notes and develop two or three logical arguments. Begin each paragraph with a topic sentence, which clearly states the subject to be discussed, and then use the remainder of the paragraph to fill out this opening sentence. A good essay should finish rather than simply stop. That is to say, the conclusion should provide a statement of your final position, summing up the arguments that your opinions are based upon
20	**vii**	It is important to keep the essay relevant and to provide some examples, quotations, illustrations, diagrams or maps wherever appropriate. However, it is equally important to avoid the temptation to pad your essay with unwanted information: this wastes your time and undermines the relevant parts of the essay
21	**two**	Coursework assignments will involve the production of an artefact (something shaped by human beings rather than by nature) OR an

#	Answer	Explanation
		investigation of some kind followed by a report
22	**written explanation / a written explanation / some written explanation**	If you opt to produce an artefact, (e.g. a working model or piece of machinery) you will also be expected to provide some written explanation of how and why you produced it
23	**the syllabus document**	Find out precisely what is expected of you. Talk to your tutor and refer to the syllabus document
24	**a real-life problem**	So first identify a real-life problem, then consider it in detail, specify a precise need and then define your design task
25	**work backwards**	It is a good idea to work backwards when planning so you know you will meet your final deadline
26	**safe**	Finally, when you plan the various stages of your project give due regard to safety and costs
27	**C**	Art De Vany is 62, but physical fitness tests three years ago showed he had the body of a 32-year-old
28	**B**	De Vany's advice to the modern exercise freak is to cut duration and frequency, and increase intensity
29	**A / C / E**	Across the Palaeolithic age – which covers the period between 2.6 million and 10,000 years ago – prey animals were large, fast on their feet, or both. For men, this would have meant lots of walking or jogging to find herds, dramatic sprints, jumps and turns, perhaps violent struggles, and long walks home carrying the kill. Women may not have had such intense exercise, but they would have spent many hours walking to sources of water or food, digging up tubers, and carrying children The hunter-gatherer lifestyle indicates that women should exercise only a little less intensely than men, says De Vany. 'Women are opportunistic hunters who go after small game when they come across it. They also climb trees to capture honey and snare birds. And have you ever seen how much work it is to dig out a deep tuber?'
30	**A / C / E**	Across the Palaeolithic age – which covers the period between 2.6 million and 10,000 years ago – prey animals were large, fast on their feet, or both. For men, this would have meant lots of walking or jogging to find herds, dramatic sprints, jumps and turns, perhaps violent struggles, and long walks home carrying the kill. Women may not have had such intense exercise, but they would have spent many hours walking to sources of water or food, digging up tubers, and carrying children The hunter-gatherer lifestyle indicates that women should exercise only a little less intensely than men, says De Vany. 'Women are opportunistic hunters who go after small game when they come

#	Answer	Explanation
		across it. They also climb trees to capture honey and snare birds. And have you ever seen how much work it is to dig out a deep tuber?'
31	**A / C / E**	Across the Palaeolithic age – which covers the period between 2.6 million and 10,000 years ago – prey animals were large, fast on their feet, or both. For men, this would have meant lots of walking or jogging to find herds, dramatic sprints, jumps and turns, perhaps violent struggles, and long walks home carrying the kill. Women may not have had such intense exercise, but they would have spent many hours walking to sources of water or food, digging up tubers, and carrying children The hunter-gatherer lifestyle indicates that women should exercise only a little less intensely than men, says De Vany. 'Women are opportunistic hunters who go after small game when they come across it. They also climb trees to capture honey and snare birds. And have you ever seen how much work it is to dig out a deep tuber?'
32	**B**	Cordain and his colleagues point out that in today's developed societies, inactivity is associated with disease. Contemporary hunter-gatherer societies rarely experience these modern killers, they say
33	**evolutionary fitness**	This new science, which De Vany calls evolutionary fitness, is part of growing efforts to understand how the human body has been shaped by evolution, and to use this knowledge to improve our health and fitness
34	**order and chaos**	De Vany views the body as non-linear and dynamic and says exercise should mix order and chaos
35	**(chronic) aerobic exercise**	'Chronic aerobic exercise overstrains the heart, reducing the chaotic variation in the heart rate which is essential to health,' he says
36	**weight training**	He gives his own workout a chaotic character with ascending weights and descending repetitions
37	**FALSE**	the vast majority of the human genome is still adapted to an ancient rhythm of life which swung between intense periods of activity and long stretches of inertia
38	**NOT GIVEN**	Women benefit enormously from strength work, he says. It increases their bone density and they get and stay leaner by building muscle mass
39	**TRUE**	De Vany acknowledges that our ancestors were adapted to a variety of terrains and climates. Cordain points out that genetic differences between populations lead to different physical

#	Answer	Explanation
		strengths. East Africans, for example, seem to be better endurance runners, West Africans better sprinters
40	**TRUE**	But human genetic similarity greatly outweighs the variations

Test 58

PASSAGE 1

You should spend about 20 minutes on Questions 1-13.

Clear Lighting

Use energy more efficiently and help save the planet by switching to low-energy light bulbs.

Many of us still use traditional bulbs around the house. But simply replacing one traditional 100-watt bulb in your home with a low-energy equivalent will save you the amount of electricity required to make 1,200 cups of tea. It will also reduce your annual electricity bill, so as well as using less energy, you'll be paying less money. This is because traditional bulbs only use 10% of the electrical energy to produce light, while the remaining 90% is wasted as heat. Low-energy bulbs, which are also known as compact fluorescent lamps, or CFLs, are more efficient because most of the electrical energy is used to generate actual light instead.

CFLS are more expensive to buy, costing an average of £6 each compared to 40p for a traditional equivalent, but they work out cheaper in the long run because they use less electricity and are much more durable, lasting at least six times longer.

However, they do have some drawbacks. For example, they can have a slow start-up, taking some time to reach their full brightness, so you are recommended to use them where they will be left on for longer periods, such as your living room or hallway. This also avoids frequent switching on and off, which may also shorten the life of the bulb.

CFLs are also noticeably dimmer when used in cold conditions, such as in a garage or outside, as this can reduce the bulb's efficiency, so this is not recommended. Finally, CFLs are also likely to be up to three times heavier than traditional bulbs, which may make them unsuitable for some light fittings, so you should always check these before changing your bulbs.

Rights in the workplace

This leaflet explains your legal rights when you are at work, including what your employer must (and must not) do for you.

Do I need a contract?

A written contract of employment is useful to have because it sets out what you can expect from your job and from your employer. There are laws to protect workers, whether or not they have a written contract.

Every worker has the right to be paid and to enjoy a reasonably safe place of work. You also have certain legal rights, such as the right not to be discriminated against at work because of

your sex, race or disability.

What can I do if I don't have a written contract?

Every employee has a legal right to receive a written statement which sets out your terms of employment. You should get this within eight weeks of starting your job. The terms include basic things like the name of your employer and where you will be working, the date you started work, how much you will earn and when you will be paid. It will also include terms about your hours of work, your holiday entitlement and any benefits, such as holiday and sickness pay and pensions. It should also state the length of notice you both have to give, as well as any disciplinary rules.

In many cases, employers don't do all of this. They either give employees a short offer letter or nothing at all. This is partly because an employer can't be fined for not giving you a proper contract.

If you want a contract, but your employer won't give you one, all you can do is apply to an employment tribunal for a list of what should be included in your written statement.

PART 1 — QUESTIONS

Questions 1-7

Look at the information about lighting on page 143.

Complete the sentences below with words taken from the passage.

Write NO MORE THAN THREE WORDS for each answer.

- If you change your type of light bulb you could save both energy and **1** _____.
- Conventional bulbs convert most of the energy they use into **2** _____.
- You do not need to replace CFLs very often because they are very **3** _____.
- When they are first switched on, CFLs may have a **4** _____.
- Constantly using the light switch may **5** _____ of a CFL.
- Low temperatures may reduce the **6** _____ of CFLs.
- CFLs may weigh more than other bulbs, so you must only use them with appropriate **7** _____.

Questions 8-13

Do the following statements agree with the information given in the extract above?

TRUE

FALSE

NOT GIVEN

if the statement agrees with the information

if the statement contradicts the information

if there is no information on this

8 Employers have to provide written contracts for their employees.

A ○ TRUE

B ○ FALSE

C ○ NOT GIVEN

9 There are laws to ensure that people are treated equally at work.

A ○ TRUE

B ○ FALSE

C ○ NOT GIVEN

10 A written statement has the same value as a contract.

A ○ TRUE

B ○ FALSE

C ○ NOT GIVEN

11 Employers should give written terms of employment to employees in the first two months of the job.

A ○ TRUE

B ○ FALSE

C ○ NOT GIVEN

12 Employers must contribute towards their employees' pensions.

A ○ TRUE

B ○ FALSE

C ○ NOT GIVEN

13 An employment tribunal can force employers to issue contracts.

A ○ TRUE

B ○ FALSE

C ○ NOT GIVEN

PASSAGE 2

You should spend about 20 minutes on Questions 14-27.

Adult Education Courses: Computing skills for all levels

A Introduction to Computing This 10-week course is for those with only a little experience but no confidence in your computing skills. It aims to help you to get to know your way around the computer, to understand the jargon and to use the basic applications of word processing, database and spreadsheets. Fees: £25 payable at start of course.

B Computer Literacy and Information Technology A certificated course offering three or more modules chosen from, e.g. word processing, database, spreadsheets, spreadsheet graphic data and computer art. This course is suitable for those with a basic understanding of computers. Fees: £10 per module, payable at start of course.

C Integrated Business Technology 1 This 30-week programme consists of five set modules that must be successfully completed in order to gain the intermediate level Certificate in IBT. Word processing, database, spreadsheets, spreadsheet graphic data and integrated documents are all covered. This is a challenging course leading to a good level of accuracy, presentation, business understanding and skill. Entry qualification - Certificate in Computer Literacy and IT. Fees: £75 payable at start of programme, or £25 payable at the start of each 10-week session.

D Text / Word Processing Levels 1, 2 and 3 Students wishing to apply will be assessed and entered for the appropriate exam course. All abilities are catered for, including absolute beginners with no previous keyboard experience [Level 1 group]. Fees: £20, £25 or £30 according to level. Additional examination fee of £10 – both payable in advance of course to reserve a place.

E Integrated Business Technology 2 Six set modules must be successfully completed in order to gain the certificate for this 60-week course. The modules will include Electronic Communication, File Management, Source Data Processing, Automated Presentation Production and Publication Production. This is a high-level course aimed at further developing business understanding, presentation and effective computing skills. Applicants must have the IBT intermediate level certificate and an intermediate level qualification in Desk Top Publishing, as well as experience of using email. Fees: £125 payable at start of course only. Booking essential for course places.

ENROL NOW AT YOUR CENTRE

Welcome to our new Adult Community Education brochure. You will find a wide range of learning opportunities which reflect the County Council's commitment to community-based adult learning.

How to join a course

Our courses are very popular so we advise you to enrol early to avoid disappointment.

- By post: complete the booking form and return it together with your cheque to the main centre organising your course.
- In person: at one of our main centres. Details of opening times can be found under the information for each centre.
- At an information week: this is held at our main centres prior to the beginning of term. You can meet your tutor to make sure you have chosen the right course before you enrol.
- At the first session: only if there are places available, so please telephone the centre beforehand.

Further information

- You can telephone your main centre for the latest information on the availability of courses.
- Ask for a course description sheet, which will give you more details on the suitability of each course.
- Come to a main centre at the beginning of term where you can talk to members of staff.
- Visit our website at www.midland.edu.uk/adult

Lifelong learning for all - additional needs

We aim to accommodate students with disabilities into our provision wherever possible. Your main centre can give you information on special equipment and/or individual learner support which may be available to enable you to join our course. Disabled access does vary from centre to centre, however, so please check with your centre before enrolling.

Child care

Many of our centres offer crèche facilities, which are staffed by experienced and qualified workers. Please book early, as places are limited.

How much do courses cost?

The prices are displayed in three bands and are inclusive of tuition and registration fees. However, there may be additional costs such as examination fees, materials and books. You can find out about these at the main centre.

Band A: Full fee. **Band B:** Fee payable by people over the age of 60. **Band C:** Fee payable by low-income groups on recognised benefits.

NB If you are claiming a reduction in fees you will be required to bring evidence of your entitlement when you enrol, and at the start of each term.

PART 2 — QUESTIONS

Questions 14-20

Look at the information on five computer courses on the page opposite.

For which course are the following statements true?

	A	B	C	D	E
14 People who know nothing about computers can join this course.	○	○	○	○	○
15 This course does not lead to any formal qualification.	○	○	○	○	○
16 Students can pay for parts of this course at different times.	○	○	○	○	○
17 This is an advanced-level course.	○	○	○	○	○
18 Those applying for this course only need one relevant qualification.	○	○	○	○	○
19 Students on this course can choose the number of components they want to do.	○	○	○	○	○
20 Students have to pay extra money to take the final test on this course.	○	○	○	○	○

Questions 21-27

Look at the information opposite about enrolling for adult courses.

Complete the sentences below with words taken from the passage.

Write NO MORE THAN THREE WORDS for each answer.

- People who mail their applications have to send a **21** _____ together with payment.
- Before all the courses start, the main centres hold **22** _____.
- It is not always possible to enrol at **23** _____ of popular courses.

- For more information about course content, students can talk to tutors, check the website or request a **24** _____.
- Many centres have special facilities and services for students with physical problems, but not all centres have **25** _____.
- Course fees only cover the cost of **26** _____.
- People such as senior citizens and those with little money can get a **27** _____.

PASSAGE 3

You should spend about 20 minutes on Questions 28-40, which are based on Reading Passage 3 below.

Battle of the Bag

The world has declared war on the plastic bag. What did this harmless item do to attract such a negative reaction? Caroline Williams explains.

For a growing number of environmentalists, the humble plastic bag has become public enemy number one — an unnecessary evil that must be stopped. The only people who have a good word to say about plastic bags are the plastic-bag industry, unsurprisingly. They claim that plastic bags are nowhere near the world's worst environmental problem and say the reason they are under attack is because they are an easy and emotive target that reflects individuals' guilt about general environmental responsibility. So who is right?

Since it was introduced in the 1970s, the plastic bag - made from high-density polyethylene - has become part of our lives, and today most people around the world don't use anything else to carry their shopping. Estimates differ, but it is thought that the UK gets through at least 9 billion plastic bags a year. Globally, we carry home between 500 billion and a trillion every year. That is 150 bags a year for every person on Earth, or, to put it another way, a million a minute and rising. In the UK, even though up to 7 billion plastic bags may be reused, they still end up in rubbish bins, while a few become street litter. But ultimately the vast majority end up in landfill sites as waste. Only a fraction are incinerated for energy production and an even smaller number are recycled into heavy-duty plastic.

Startling as these statistics may be, they do not explain why plastic bags have become so hated, as they still constitute only 1% of UK litter. Claire Wilton of the environmental group Friends of the Earth claims that plastic bags are 'a waste of resources in that we use them once and throw them away'. But there are bigger and better examples of fossil fuel waste, so the issue is also about visible pollution.

Samantha Fanshawe of the UK Marine Conservation Society points out that, 'Plastic bags exceed what you would anticipate to be their pollution impact because they are so much more mobile than other types of litter. Once the wind reaches them, they become a highly visible problem, blowing around streets and getting caught in the branches of trees.

But plastic bags can also have a devastating effect on wildlife, and the problem is increasing. One victim was a Minke whale washed up in northern France in 2002, with 800 kilograms of plastic bags and other packaging blocking its stomach. The Planet Ark Environmental Foundation in Australia estimates that tens of thousands of marine animals and birds are killed every year, and since most marine animals die far out at sea, the real death toll may be much higher.

Denmark was among the first to try reducing these problems in 1994 when they introduced a tax on packaging, including carrier bags. This led to a 66% drop in take-up at the checkout,

despite the fact that it was the retailers and not their customers who had to pay up. Taiwan followed in 2001, charging consumers about two pence for a plastic bag. The tax was criticised by industry and the public as being confusing and unfair but still managed to slash plastic bag usage by 69%.

In 2002, Bangladesh took a more drastic approach, bringing in a total ban on the production and sale of polyethylene and introducing a £5 on-the-spot fine for using a plastic bag. If a blanket ban seems a little extreme, it was prompted by more than just green thinking. In a country with limited waste disposal and virtually no bins, most of the 10 million or so plastic bags used every day were dropped in the street, then washed into rivers and sewers where they choked the country's drainage system. Blocked drains are widely held responsible for the devastating monsoon floods of 1988 and 1989. In the two years since the ban, the once floundering jute-bag industry has been resurrected and street children are reportedly doing a roaring trade in handmade paper bags. A resurgence of rebel plastic-bag manufacturers this year has prompted a government crackdown, with manufacturers facing up to ten years in jail and a fine of £9000.

Elsewhere, governments rich and poor are making attempts to bin the bag. The government of the north Indian state of Himachal Pradesh is also taking a hard line. There, being caught in possession of a polyethylene bag could get you seven years behind bars and a £1000 fine. In 2002, Ireland introduced a tax of 15 cents on plastic carriers, payable by the consumer. Within months the number of bags taken from shops fell by 90%, and in the two years since then, the 'PlasTax' has raised €23 million for waste management initiatives.

According to Wilton, 'Plastic bags are symbolic of a society in which we use things without thinking and then throw them away. Governments have realised that, by focusing on something so symbolic, they can get messages across to people about their behaviour and how it affects the environment.'

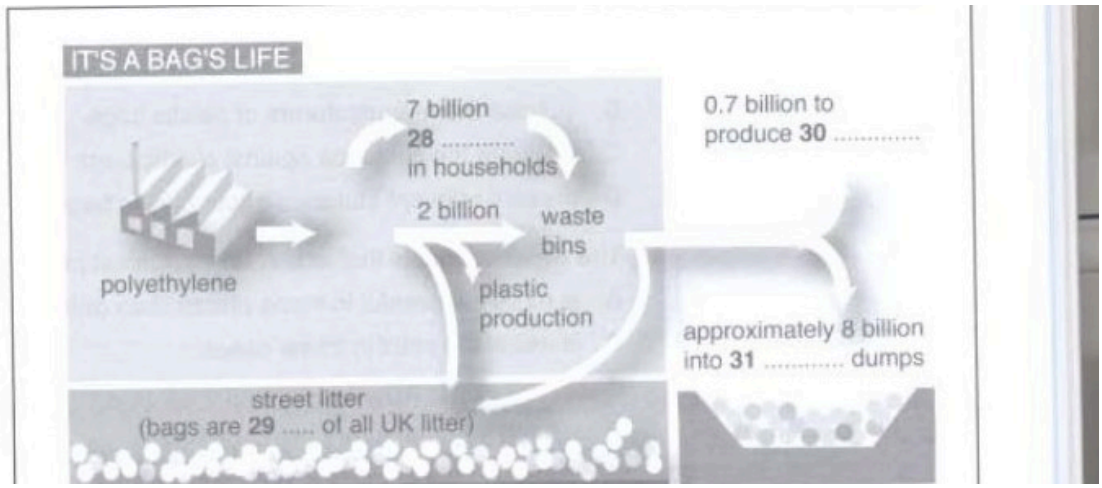
The plastic bag industry, unsurprisingly, takes issue with being blamed for general environmental irresponsibility. But even with the facts on their side, manufacturers seem resigned. 'Green marketing wins out every time,' says spokesman Peter Woodall.

PART 3 — QUESTIONS

Questions 28-31

Label the diagram below.

Choose ONE WORD OR A NUMBER from the passage for each answer.



28 _____

29 _____

30 _____

31 _____

Questions 32-38

Look at the following situations and the list of places (A-E) below.

Match each situation with the place it relates to.

A. Denmark

B. Taiwan

C. Bangladesh

D. Himachal Pradesh (India)

E. Ireland

	A	B	C	D	E
32 The use of plastic bags fell by approximately two-thirds.	○	○	○	○	○
33 An unsuccessful local product became popular again.	○	○	○	○	○
34 Action against plastic bags was unpopular, but successful.	○	○	○	○	○
35 Money from plastic bag taxation is available for environmental projects.	○	○	○	○	○
36 Discarded bags may have caused national disasters.	○	○	○	○	○
37 Shops had to pay a tax on plastic bags.	○	○	○	○	○
38 People can be sent to prison for using plastic bags.	○	○	○	○	○

Questions 39-40

Choose the correct letter, A, B, C or D.

39 In the first part of this passage, the main aim of the writer is to

A ○ describe the advantages and disadvantages of plastic bags.

B ○ criticise the manufacturers of plastic bags.

C ○ evaluate the evidence against plastic bags.

D ○ present relevant statistics about plastic bags.

40 The writer suggests that action taken against plastic bags

A ○ is more successful in some places than others.

B ○ is much too strict in some cases.

C ○ will solve our biggest environmental problem.

D ○ will put manufacturers out of business.

Answer Key

#	Answer	Explanation
1	**money**	It will also reduce your annual electricity bill, so as well as using less energy, you'll be paying less money
2	**heat**	This is because traditional bulbs only use 10% of the electrical energy to produce light, while the remaining 90% is wasted as heat
3	**durable**	CFLS are more expensive to buy, costing an average of £6 each compared to 40p for a traditional equivalent, but they work out cheaper in the long run because they use less electricity and are much more durable, lasting at least six times longer
4	**slow start-up**	For example, they can have a slow start-up, taking some time to reach their full brightness, so you are recommended to use them where they will be left on for longer periods, such as your living room or hallway
5	**shorten the life**	This also avoids frequent switching on and off, which may also shorten the life of the bulb
6	**efficiency**	CFLs are also noticeably dimmer when used in cold conditions, such as in a garage or outside, as this can reduce the bulb's efficiency, so this is not recommended
7	**(light) fittings**	Finally, CFLs are also likely to be up to three times heavier than traditional bulbs, which may make them unsuitable for some light fittings, so you should always check these before changing your bulbs
8	**FALSE**	This is partly because an employer can't be fined for not giving you a proper contract
9	**TRUE**	You also have certain legal rights, such as the right not to be discriminated against at work because of your sex, race or disability
10	**NOT GIVEN**	A written contract of employment is useful to have because it sets out what you can expect from your job and from your employer Every employee has a legal right to receive a written statement which sets out your terms of employment
11	**TRUE**	Every employee has a legal right to receive a written statement which sets out your terms of employment. You should get this within eight weeks of starting your job

#	Answer	Explanation
12	**NOT GIVEN**	It will also include terms about your hours of work, your holiday entitlement and any benefits, such as holiday and sickness pay and pensions
13	**FALSE**	If you want a contract, but your employer won't give you one, all you can do is apply to an employment tribunal for a list of what should be included in your written statement
14	**D**	All abilities are catered for, including absolute beginners with no previous keyboard experience [Level 1 group]
15	**A**	This 10-week course is for those with only a little experience but no confidence in your computing skills. It aims to help you to get to know your way around the computer, to understand the jargon and to use the basic applications of word processing, database and spreadsheets
16	**C**	Fees: £75 payable at start of programme, or £25 payable at the start of each 10-week session
17	**E**	This is a high-level course aimed at further developing business understanding, presentation and effective computing skills
18	**C**	Entry qualification – Certificate in Computer Literacy and IT
19	**B**	A certificated course offering three or more modules chosen from, e.g. word processing, database, spreadsheets, spreadsheet graphic data and computer art
20	**D**	Fees: £20, £25 or £30 according to level. Additional examination fee of £10 – both payable in advance of course to reserve a place
21	**booking form**	By post: complete the booking form and return it together with your cheque to the main centre organising your course
22	**an information week**	At an information week: this is held at our main centres prior to the beginning of term
23	**the first session**	At the first session: only if there are places available, so please telephone the centre beforehand
24	**course description sheet**	Ask for a course description sheet, which will give you more details on the suitability of each course
25	**disabled access**	Disabled access does vary from centre to centre, however, so please check with your centre before enrolling
26	**tuition and registration**	The prices are displayed in three bands and are inclusive of tuition and registration fees
27	**reduction in fees**	NB If you are claiming a reduction in fees you will be required to bring evidence of your entitlement when you enrol, and at the

#	Answer	Explanation
		start of each term
28	**reused**	In the UK, even though up to 7 billion plastic bags may be reused, they still end up in rubbish bins, while a few become street litter
29	**1%**	Startling as these statistics may be, they do not explain why plastic bags have become so hated, as they still constitute only 1% of UK litter
30	**energy**	Only a fraction are incinerated for energy production and an even smaller number are recycled into heavy-duty plastic
31	**landfill sites**	But ultimately the vast majority end up in landfill sites as waste
32	**B**	Taiwan followed in 2001, charging consumers about two pence for a plastic bag. The tax was criticised by industry and the public as being confusing and unfair but still managed to slash plastic bag usage by 69%
33	**C**	In the two years since the ban, the once floundering jute-bag industry has been resurrected and street children are reportedly doing a roaring trade in handmade paper bags
34	**B**	Taiwan followed in 2001, charging consumers about two pence for a plastic bag. The tax was criticised by industry and the public as being confusing and unfair but still managed to slash plastic bag usage by 69%
35	**E**	In 2002, Ireland introduced a tax of 15 cents on plastic carriers, payable by the consumer. Within months the number of bags taken from shops fell by 90%, and in the two years since then, the 'PlasTax' has raised €23 million for waste management initiatives
36	**C**	Blocked drains are widely held responsible for the devastating monsoon floods of 1988 and 1989
37	**A**	Denmark was among the first to try reducing these problems in 1994 when they introduced a tax on packaging, including carrier bags. This led to a 66% drop in take-up at the checkout, despite the fact that it was the retailers and not their customers who had to pay up
38	**D**	The government of the north Indian state of Himachal Pradesh is also taking a hard line. There, being caught in possession of a polyethylene bag could get you seven years behind bars and a £1000 fine
39	**C**	For a growing number of environmentalists, the humble plastic bag has become public enemy number one — an unnecessary evil that must be stopped. The only people who have a good word to say about plastic bags are the plastic-bag industry, unsurprisingly. They claim that plastic bags are nowhere near the

#	Answer	Explanation
		world’s worst environmental problem and say the reason they are under attack is because they are an easy and emotive target that reflects individuals’ guilt about general environmental responsibility. So who is right
40	**A**	This led to a 66% drop in take-up at the checkout, despite the fact that it was the retailers and not their customers who had to pay up The tax was criticised by industry and the public as being confusing and unfair but still managed to slash plastic bag usage by 69% Within months the number of bags taken from shops fell by 90%, and in the two years since then, the ‘PlasTax’ has raised €23 million for waste management initiatives

Test 59

PASSAGE 1

You should spend about 20 minutes on Questions 1–14.

CREATIVE TOYS

A

Bath time animals

Five foam mix-and-match animal jigsaws. Pieces stick easily to damp tiles and ceramic surfaces. A great product for keeping young children entertained in the bath. Assembled animals approximately 16 cm.

B

Chef's outfit

Young children will love to play at being a master chef in this cute costume of apron, floppy hat and oven glove. With convenient Velcro fastenings, this set is suitable for a broad range of sizes. Available in two colours: blue and red – please specify your preference.

C

Chimalong

An excellent choice, even for the very young. This small xylophone has eight chimes, and is accompanied by a book, with instructions for playing twelve familiar tunes. The chimes and instructions are colour-coded, making it easy for children to learn how to play the tunes.

D

Carpenter's tools

This fantastic junior tool box is great for all young children who want to copy adults and do some real woodworking. The set includes: a tool box, hammer, saw, mallet, chisel, spanners, sandpaper, screwdrivers and pliers – everything needed to tackle simple projects. NB: Not suitable for children under eight years. Needs adult supervision.

E

Cardboard playhouse

A unique playhouse providing hours of fun and imaginative play for young children. It is constructed in durable cardboard and is 100 percent recyclable! It is easy to assemble, and can be folded flat or used as extra storage when not in use. Pink, blue, green, silver or brown –

please state preference. Overall size 90 x 67.5 x 128 centimetres. NB: This item is not available for overseas delivery or our gift-wrapping service.

F

Doll-making kit

A great creative kit for making an adorable ballerina doll. Children can give her a name and make it official with the birth certificate which is included! No pins or needles required. Contains one soft doll body, wool, lace, ribbon, adhesive tape, coloured pencils, birth certificate and detailed instructions. NB: Not suitable for children under five years.

Email about a hotel reservation

Dear Mr and Mrs Burton,

Thank you for booking your stay with us at the Loch Cullen Hotel, one of Scotland's best-known and oldest family-run hotels.

We are delighted to confirm your reservation from 16 June to 20 June. Unfortunately, the double room you requested is not available, and we only have single or twin rooms to offer during that period. We have reserved a twin room for you, but please let us know if you would prefer two singles.

The rate will be £55.00 per person per night, which includes a full Scottish breakfast and tax. We are currently offering a special rate for Sunday nights – £25 per person – please contact us as soon as possible if you wish to extend your stay and take up this offer.

Check-in is from 2p.m. and check-out is 11a.m. on the morning of your departure. If for any reason you require a different time then please let us know in advance and we'll do our best to help you.

The Loch Cullen Hotel has a choice of two distinctly different dining experiences. Choose either the Lounge Bar where you'll find freshly produced light meals, or the Loch Restaurant for more formal dining, but with a relaxed atmosphere. We can offer you a range of locally-sourced food, such as our award-winning haggis or Scottish smoked salmon. Throughout the hotel we use the very best fresh Scottish produce.

On departure, guests can settle their bill in cash, or by cheque, debit card or credit card. Thank you for guaranteeing your booking with a credit card number, which will only be used in the event of a late cancellation. If cancelled up to 24 hours before the day of arrival no fee will be charged. If cancelled later, or in the case that a guest doesn't arrive, then the first night will be charged in full.

If you have any questions about your reservation or the hotel, please don't hesitate to contact us. We look forward to welcoming you on your arrival.

Yours sincerely,

Sarah Peterson (Manager)

PART 1 — QUESTIONS

Questions 1-7

Look at the six advertisements for toys, A-F on page 154.

For which toy are the following statements true?

Write the correct letter, A-F, in boxes 1–7 on your answer sheet.

NB: You may use any letter more than once.

	A	B	C	D	E	F
1 There is a range of colours to choose from.	○	○	○	○	○	○
2 The size of this can be adjusted to suit the child.	○	○	○	○	○	○
3 This cannot be sent to addresses in other countries.	○	○	○	○	○	○
4 Children can use this to make things out of wood.	○	○	○	○	○	○
5 Water will not damage this toy.	○	○	○	○	○	○
6 This contains the parts needed to make a toy.	○	○	○	○	○	○
7 This is a type of musical instrument.	○	○	○	○	○	○

Questions 8-14

Do the following statements agree with the information given in the text above?

Write

TRUE if the statement agrees with the information

FALSE if the statement contradicts the information

NOT GIVEN if there is no information on this

8 The Loch Cullen Hotel is managed by an international company.

A ○ TRUE

B ○ FALSE

C ○ NOT GIVEN

9 One room with two beds has been reserved.

A ○ TRUE

B ○ FALSE

C ○ NOT GIVEN

10 Prices will be reduced for guests who do not require breakfast.

A ○ TRUE

B ○ FALSE

C ○ NOT GIVEN

11 There is a temporary price reduction for Sunday-night stays.

A ○ TRUE

B ○ FALSE

C ○ NOT GIVEN

12 The earliest time of arrival at the hotel is normally 2 p.m.

A ○ TRUE

B ○ FALSE

C ○ NOT GIVEN

13 Dinner in the Loch Restaurant must be booked in advance.

A ○ TRUE

B ○ FALSE

C ○ NOT GIVEN

14 If less than 24 hours' notice of cancellation is given, there is no charge.

A ○ TRUE

B ○ FALSE

C ○ NOT GIVEN

PASSAGE 2

You should spend about 20 minutes on Questions 15-27.

Minnesota Department of Natural Resources (DNR)

Volunteering program

Volunteers work with DNR managers, professionals and technicians to help manage the state's diverse natural resources. Volunteer positions range from jobs requiring no previous experience to specialist positions requiring extensive skill and experience. Volunteers provide work which supplements DNR personnel. Volunteers help to preserve and enhance Minnesota's natural beauty for the enjoyment of people of all ages, interests and abilities.

Follow these steps to sign up as a volunteer for DNR:

Volunteer opportunities are available throughout the state at State Parks, State Forest Campgrounds, Wildlife Management Areas, fisheries and hatcheries, the 150+ DNR area offices, four regional headquarter offices, the St. Paul Central Office and at special event sites. Check our website to learn about volunteer positions available in your area.

Contact the DNR officer who is designated for the project you are interested in. (If you live in Greater Minnesota, you may use our toll free number at 1-555 646-6367. Hearing impaired individuals may call (651) 296-5484. The DNR officer will inform you if the position is still open and will register you.

Arrive on time (or a little early) to work on the project for which you registered to work. The schedule you agree to is important: be sure to call if you will be absent or need to leave early. The DNR is counting on you to be a dependable volunteer.

While working for the DNR, take account of the following guidelines:

- Represent the DNR in a positive fashion. You are not expected to be knowledgeable in all areas concerning the DNR. If working with the public in your volunteer position, all questions from them related to DNR policies and procedures are to be passed on to your supervisor, or to the DNR Information Line at 1-888-646-6367. Avoid expressing a personal opinion.

- Keep a note of your hours. This is important for liability coverage, for reporting to the legislature, and for volunteer recognition. When the project is finished, turn in your records to your supervisor, who will pass them on to the programme manager.

- Your supervisor will be happy to discuss any worries that you may have, as well as any special needs, and try to offer solutions that may help you perform your volunteer duties better.

_____

Top tips on how to get further up the career ladder

Moving jobs is no longer quite as easy as it was just a couple of years ago, prompting many to look to develop their careers within existing companies until the recruitment outlook improves.

The following tips can help you take control of your career and make yourself more attractive to both your current and any future employer:

- **Keep up with industry developments**

  Ensuring you are up-to-date with the latest trends in your industry through attending conferences can make you an invaluable employee, and change the way managers see you, says John Grange, an adviser at free business advice and support service Business Link.

  In recent years, online networking, using corporate sites such as LinkedIn, has also given employees the ability to liaise with people doing similar work. It's a great way of keeping up-to-date with what people in similar jobs and industries are thinking about, and plenty of people are willing to help if you have a problem or want some advice.

  But Leon Benjamin, author of the book Winning By Sharing, warns that the effectiveness of such sites in advancing your career varies considerably, depending on your industry sector. 'For people who're working in digital media it's everything, but in the building trade it's almost pointless because of its low level of take up,' he says.

- **Request suitable training**

  Ensuring you have access to training to improve your skills is essential to progressing both your career and earning potential. By getting the right skills, individuals can sometimes get salary increases, as well as making themselves more likely to gain promotion.

  Finding the right type of training, though, is vital. Apart from on-the-job training, there are self-help books that can be found in book shops or libraries, as well as formal courses. Individuals should decide what their genuine areas of weakness are, and then talk about them with their Staff Development coordinator to find out what kind of training might be best.

- **Broaden your experience**

  Experiencing other parts of the business through temporary roles or job-shadowing can give you a more rounded view of the organisation and ensure you won't be pigeon-holed in one particular area.

- Grange says, 'If you have an appreciation of what goes on within all departments you become much more valuable to the business, because you understand that if you take an action over here, there's a knock-on effect over there.'

- **Work with your manager**

One of the key skills is dealing with your boss, and part of that is knowing what your boss is being judged by. They all have targets, from the chief executive and other more senior managers, so look at ways in which you can help them to deliver those while still helping yourself.

PART 2 — QUESTIONS

Questions 15-21

Complete the flow chart below.

Choose ONE WORD ONLY from the text for each answer.

Volunteering for the DNR

Find out about local vacancies from the DNR's **15** _____

↓

Get in touch with the named DNR **16** _____

↓

Register for the post.

↓

Turn up punctually for work (call if you need to change your **17** _____).

↓ ↓ ↓

Refer questions about the DNR from the **18** _____ to your supervisor (do not give your own **19** _____).	Give a record of your **20** _____ to your supervisor.	Tell your supervisor if you have any concerns or particular **21** _____

Questions 22-27

Look at the top tips in the passage above.

Complete the notes below.

Choose NO MORE THAN TWO WORDS from the text for each answer.

Keep up with developments by:

- going to conferences
- **22** _____, using business websites (but not useful for employees in the **23** _____).

Ask for training

- could result in a salary increase
- types of training – on-the-job, books or **24** _____
- identify weaknesses and discuss them with the person in charge of **25** _____

Get more experience by:

- doing temporary work in other departments
- **26** _____

Work with the manager

- find out what their **27** _____ are and help them succeed

PASSAGE 3

You should spend about 20 minutes on Questions 28-40 which are based on Reading Passage 3 below.

The Spotted Flycatcher

28

A

Despite its rather dull plumage and less than impressive vocal repertoire, the Spotted Flycatcher has always attracted a great deal of public attention in Britain. However, the bird is resident here for only a small part of the year. Although one of the last summer visitors to arrive, it begins to move south in late July, heading through western France and Iberia from August to October, and reaching North Africa in September. Recoveries of birds that have been ringed suggest that many winter in coastal West Africa, but others continue south to cross the Equator. Just how far south the birds winter is unclear; one juvenile ringed in Wales during August (which could have been on passage from a breeding area outside Britain) was recovered in South Africa the following March.

29

B

In the eighteenth century, Gilbert White, one of the first English naturalists to make careful observations of his surroundings and record these in a systematic way, commented that the annual return of 'his' Spotted Flycatchers occurred almost exactly to the day. An examination of his journals confirms this consistency in arrival dates, with a concentration of sightings around 20 May each year. Records logged through a British Trust for Ornithology (BTO)-led project show that the pattern of arrival still delivers the bulk of Spotted Flycatchers to Britain in the second half of May, though average arrival dates may now be slightly earlier than they were during White's time.

30

C

Most Spotted Flycatcher nests are built against a vertical surface, such as a wall, but some may be positioned on a beam, and very occasionally, the species will make use of a hole. Although both sexes get involved in building the nest, it is the female who does most of the work. The nest itself is a fairly delicate structure, slightly built and containing moss, wool, hair and cobwebs. The female will deposit four or five eggs or, rarely, six, into this before she initiates incubation – a job that she undertakes almost entirely on her own. Bouts of incubation are

broken by short periods of seven to ten minutes, when the female may leave the nest to feed. While she is away the male will appear, typically as if from nowhere, to watch the nest, very occasionally even settling on the eggs.

31

D

Once the eggs hatch, the female will continue to brood them until they are seven to ten days old; the young are blind and naked through to day five. Both sexes will then provide food for the growing chicks, sometimes bringing them through to successful fledging, and avoiding the unwelcome attentions of nest predators like cats. Newly fledged young are fairly conspicuous; noisily, they continue to beg for food from their parents for at least another 10-12 days. The pair may then initiate another breeding attempt, sometimes in the same nest. There are records of young from the first brood attending and feeding young from the second brood, a behaviour that also occurs in a number of other bird species.

32

E

Over the main period of egg production females take more calcium-rich prey (like small snails and woodlice). If a second batch of eggs is laid, the number of eggs is reduced to three or four, probably reflecting a reduction in the availability of insect prey later in the season. Research has shown that on cold days (or in the cool of early morning) the Spotted Flycatcher switches from taking larger, aerial insect prey to gleaning smaller prey from amongst foliage. These smaller prey are likely to be less nutritious, and a run of cooler days late in the breeding season may reduce the chances of the birds successfully rearing a second brood.

33

F

The Spotted Flycatcher lacks the more brightly marked plumage of many other birds, and the lack of easily recognisable features means it can be mistaken for another, equally drab species, such as the Dunnock, or even the female House Sparrow. Fortunately, the Spotted Flycatcher can also be identified from its behaviour. Spotted Flycatchers are seldom seen on the ground, but usually feed from a perch, making sallies after aerial insects. The flycatcher often adopts an upright posture when perching, making the bird appear rather sleek. Additionally, it is rare to see several Spotted Flycatchers together unless they happen to be a family of two adults feeding newly-fledged young (the latter looking very different from their parents because of their strongly patterned plumage). One other feature is the audible snapping sound that the bill sometimes makes when the bird snatches an insect from the air.

34

G

Data from the BTO show an 86 percent downturn in the breeding population of Spotted Flycatchers over the period 1967–2006, a pattern seemingly repeated elsewhere in Europe, where numbers are estimated to have fallen by 59 percent since 1980. However, ongoing and planned work should help to reveal the underlying causes of this trend. In particular, the BTO has a project to analyse nest data already collected. Work will need to be carried out elsewhere as well, looking at the Spotted Flycatcher in its wintering grounds. Understanding the factors that drive Spotted Flycatcher numbers should stimulate conservation action and help to secure the future of this bird.

PART 3 — QUESTIONS

Questions 28-34

The text above has SEVEN paragraphs, A-G.

Choose the correct heading, i-ix, from the list of headings below.

Write the correct number, i-ix.

i. **A breeding partnership**

ii. **Danger from predators**

iii. **Geographic range**

iv. **Seasonal changes in diet**

v. **The regularity of first sightings**

vi. **A lack of accurate data**

vii. **Reversing the decline**

viii. **Rearing the young**

ix. **Physical features**

Questions 35-38

Complete the summary below.

Choose NO MORE THAN TWO WORDS from the text for each answer.

Identifying the Spotted Flycatcher

The Spotted Flycatcher can be hard to identify, as its singing is unremarkable, and its feathers are quite **35** _____ . It can best be distinguished by its behaviour.

The Spotted Flycatcher usually waits for its prey on a **36** _____

It is normally seen alone, or as part of a **37** _____ . Finally, when it catches prey it often produces a **38** _____ .

Questions 39-40

Choose the correct letter, A, B, C or D.

39 What does the writer say about the seasonal movements of Spotted Flycatchers?

- **A** ○ A They can be found in Britain throughout most of the year.
- **B** ○ B Their time of arrival in Britain has changed considerably since the eighteenth century.
- **C** ○ C Ringing them has only provided evidence of their routes within Europe.
- **D** ○ D Some of them migrate between the northern and southern hemispheres.

40 The nests of Spotted Flycatchers

- **A** ○ A have to be sturdily built.
- **B** ○ B may be used for more than one brood.
- **C** ○ C are normally constructed by the male.
- **D** ○ D must hold up to ten eggs at a time.

Answer Key

#	Answer	Explanation
1	**E**	Pink, blue, green, silver or brown – please state preference
2	**B**	With convenient Velcro fastenings, this set is suitable for a broad range of sizes
3	**E**	NB: This item is not available for overseas delivery or our gift-wrapping service
4	**D**	This fantastic junior tool box is great for all young children who want to copy adults and do some real woodworking
5	**A**	A great product for keeping young children entertained in the bath
6	**F**	A great creative kit for making an adorable ballerina doll
7	**C**	This small xylophone has eight chimes, and is accompanied by a book, with instructions for playing twelve familiar tunes
8	**FALSE**	one of Scotland's best-known and oldest family-run hotels
9	**TRUE**	We have reserved a twin room for you, but please let us know if you would prefer two singles
10	**NOT GIVEN**	The rate will be £55.00 per person per night, which includes a full Scottish breakfast and tax
11	**TRUE**	We are currently offering a special rate for Sunday nights – £25 per person – please contact us as soon as possible if you wish to extend your stay and take up this offer
12	**TRUE**	Check-in is from 2p.m. and check-out is 11a.m. on the morning of your departure
13	**NOT GIVEN**	The Loch Cullen Hotel has a choice of two distinctly different dining experiences. Choose either the Lounge Bar where you'll find freshly produced light meals, or the Loch Restaurant for more formal dining, but with a relaxed atmosphere
14	**FALSE**	If cancelled up to 24 hours before the day of arrival no fee will be charged. If cancelled later, or in the case that a guest doesn't arrive, then the first night will be charged in full
15	**website**	Check our website to learn about volunteer positions available in your area

#	Answer	Explanation
16	**officer**	Contact the DNR officer who is designated for the project you are interested in
17	**schedule**	The schedule you agree to is important: be sure to call if you will be absent or need to leave early
18	**public**	If working with the public in your volunteer position, all questions from them related to DNR policies and procedures are to be passed on to your supervisor, or to the DNR Information Line at 1-888-646-6367
19	**opinion**	If working with the public in your volunteer position, all questions from them related to DNR policies and procedures are to be passed on to your supervisor, or to the DNR Information Line at 1-888-646-6367. Avoid expressing a personal opinion
20	**hours**	Keep a note of your hours. This is important for liability coverage, for reporting to the legislature, and for volunteer recognition. When the project is finished, turn in your records to your supervisor, who will pass them on to the programme manager
21	**needs**	Your supervisor will be happy to discuss any worries that you may have, as well as any special needs, and try to offer solutions that may help you perform your volunteer duties better
22	**online networking**	In recent years, online networking, using corporate sites such as LinkedIn, has also given employees the ability to liaise with people doing similar work
23	**building trade**	‘For people who’re working in digital media it’s everything, but in the building trade it’s almost pointless because of its low level of take up,’ he says
24	**formal courses**	Apart from on-the-job training, there are self-help books that can be found in book shops or libraries, as well as formal courses
25	**Staff Development**	Individuals should decide what their genuine areas of weakness are, and then talk about them with their Staff Development coordinator to find out what kind of training might be best
26	**job shadowing**	Experiencing other parts of the business through temporary roles or job-shadowing can give you a more rounded view of the organisation and ensure you won’t be pigeon-holed in one particular area
27	**targets**	They all have targets, from the chief executive and other more senior managers, so look at ways in which you can help them to deliver those while still helping yourself
28	**iii**	Although one of the last summer visitors to arrive, it begins to move south in late July, heading through western France and

#	Answer	Explanation
		Iberia from August to October, and reaching North Africa in September. Recoveries of birds that have been ringed suggest that many winter in coastal West Africa, but others continue south to cross the Equator
29	**v**	An examination of his journals confirms this consistency in arrival dates, with a concentration of sightings around 20 May each year
30	**i**	Although both sexes get involved in building the nest, it is the female who does most of the work. The nest itself is a fairly delicate structure, slightly built and containing moss, wool, hair and cobwebs. The female will deposit four or five eggs or, rarely, six, into this before she initiates incubation – a job that she undertakes almost entirely on her own. Bouts of incubation are broken by short periods of seven to ten minutes, when the female may leave the nest to feed. While she is away the male will appear, typically as if from nowhere, to watch the nest, very occasionally even settling on the eggs
31	**viii**	Once the eggs hatch, the female will continue to brood them until they are seven to ten days old; the young are blind and naked through to day five. Both sexes will then provide food for the growing chicks, sometimes bringing them through to successful fledging, and avoiding the unwelcome attentions of nest predators like cats. Newly fledged young are fairly conspicuous; noisily, they continue to beg for food from their parents for at least another 10-12 days. The pair may then initiate another breeding attempt, sometimes in the same nest
32	**iv**	Over the main period of egg production females take more calcium-rich prey (like small snails and woodlice). If a second batch of eggs is laid, the number of eggs is reduced to three or four, probably reflecting a reduction in the availability of insect prey later in the season. Research has shown that on cold days (or in the cool of early morning) the Spotted Flycatcher switches from taking larger, aerial insect prey to gleaning smaller prey from amongst foliage
33	**ix**	The Spotted Flycatcher lacks the more brightly marked plumage of many other birds, and the lack of easily recognisable features means it can be mistaken for another, equally drab species, such as the Dunnock, or even the female House Sparrow The flycatcher often adopts an upright posture when perching, making the bird appear rather sleek
34	**vii**	Data from the BTO show an 86 percent downturn in the breeding population of Spotted Flycatchers over the period 1967–2006, a pattern seemingly repeated elsewhere in Europe, where numbers are estimated to have fallen by 59 percent since 1980 Understanding the factors that drive Spotted Flycatcher numbers

#	Answer	Explanation
		should stimulate conservation action and help to secure the future of this bird
35	**drab/dull**	Despite its rather dull plumage and less than impressive vocal repertoire, the Spotted Flycatcher has always attracted a great deal of public attention in Britain
36	**perch**	Spotted Flycatchers are seldom seen on the ground, but usually feed from a perch, making sallies after aerial insects
37	**family**	Additionally, it is rare to see several Spotted Flycatchers together unless they happen to be a family of two adults feeding newly-fledged young (the latter looking very different from their parents because of their strongly patterned plumage)
38	**snapping sound**	One other feature is the audible snapping sound that the bill sometimes makes when the bird snatches an insect from the air
39	**D**	Recoveries of birds that have been ringed suggest that many winter in coastal West Africa, but others continue south to cross the Equator
40	**B**	The pair may then initiate another breeding attempt, sometimes in the same nest

Test 60

PASSAGE 1

Read the text below and answer Questions 1–9.

Sunset Tours

BOOKINGS

A deposit of $150 each is payable on booking and the balance is payable 30 days prior to tour departure. Feel free to contact us for further information:

Office Hours: 8 am–4 pm Monday–Friday

Phone 5500 0881 Fax 5501 0881 Email: info@sunsettours.co

CONDITIONS

The cost is subject to a minimum of 25 passengers travelling and we reserve the right to cancel if this number is not reached. Should the tour be cancelled, you are entitled to a full refund.

NB: The itinerary is given as a guide only and is subject to alteration if weather conditions are unfavourable or in any other unforeseen circumstances.

LUGGAGE

Each passenger is entitled to bring a cabin bag and one item of checked luggage no heavier than 20 kg as per industry requirements. Couples travelling together are requested to use individual suitcases. Your suitcase should be of a size and weight you yourself can manage as tour leaders may not be readily available to handle your luggage.

CANCELLATION & REFUNDS

It is obligatory that you have a travel insurance policy to cover sudden illness or accident. Even so an administration fee is retained for notice of more than 30 days prior to departure but, should cancellation occur through unforeseen circumstances not covered by travel insurance, 10% of the fare is retained for 15–30 days' notice, 20% for 4–14 days and 50% is held for less than 4 days' notice. There will be no refund for notice of one day or on the day of departure.

RESPONSIBILITY

Although every endeavour is made by Sunset Tours to ensure your holiday goes according to plan, we act purely as an agent for the various accommodation and other services provided.

Sunset Tours shall not be liable for any accident, injury, delay, irregularity, loss or damage caused by or arising out of the provision of or failure to provide any such service.

_____

Read the passage below and answer Questions 10–13.

Easy Listening Broadcasting Association

Dear Listener

We wish to express our sincere thanks for your support during our last successful fund-raising endeavour. Your annual donation makes it possible for us to improve the station in every way for your interest and pleasure.

We would like to extend to you an invitation to join us at the station on Wednesday, 16th August at 3.00 pm for afternoon tea and to discuss station programming. Your input will be a great help to us. It will enable us to continue programming to suit your requirements. Together we will be discussing future ideas for 5ZBG and whether frequent news broadcasts should be included in our agenda. There has also been a proposal to make the mainstay of our programming a talkback format. Any changes to programming would have to be finalised by September 1st.

We hope you can join us and we look forward to sharing time with you. If you are able to join us, please be kind enough to phone, and let us know. If you are unable to attend on this day, please phone and we will arrange a suitable date for you.

Yours sincerely

Tobias Rank

Programming Coordinator

PART 1 — QUESTIONS

Questions 1-9

Do the following statements agree with the information given in the passage?

Write

TRUE if the statement agrees with the information

FALSE if the statement contradicts the information

NOT GIVEN if there is no information on this

1 The full cost of the tour must be paid at the time the booking is made.

- **A** ○ TRUE
- **B** ○ FALSE
- **C** ○ NOT GIVEN

2 If there are not enough bookings, the tour will not go ahead.

- **A** ○ TRUE
- **B** ○ FALSE
- **C** ○ NOT GIVEN

3 If travel plans are disrupted because of unexpected problems, tourists can get their money back.

- **A** ○ TRUE
- **B** ○ FALSE
- **C** ○ NOT GIVEN

4 There is no weight limit on the traveller's cabin luggage.

- **A** ○ TRUE
- **B** ○ FALSE
- **C** ○ NOT GIVEN

5 The tour leader is not allowed to help passengers with their baggage.

- **A** ○ TRUE
- **B** ○ FALSE
- **C** ○ NOT GIVEN

6 Tourists must insure against sickness and injury.

- **A** ○ TRUE
- **B** ○ FALSE
- **C** ○ NOT GIVEN

7 An insured traveller who cancels due to illness more than a month before departure gets a full refund.

- **A** ○ TRUE
- **B** ○ FALSE
- **C** ○ NOT GIVEN

8 Sunset Tours only give a partial refund to passengers who cancel the day before the tour leaves.

- **A** ○ TRUE
- **B** ○ FALSE
- **C** ○ NOT GIVEN

9 Sunset Tours are not responsible for the state of hotel rooms.

- **A** ○ TRUE
- **B** ○ FALSE
- **C** ○ NOT GIVEN

Questions 10-13

Choose the correct letter, A, B, C or D.

10 5ZBG primarily

- **A** ○ relays news broadcasts.
- **B** ○ focuses on talkback shows.
- **C** ○ plays listeners' requests.
- **D** ○ plays soothing music.

11 The listener is being thanked for

- **A** ○ listening to 5ZBG.
- **B** ○ giving money to the station.
- **C** ○ attending afternoon tea.
- **D** ○ providing his input.

12 The listener is being invited to an event where he will

- **A** ○ participate in a programme.
- **B** ○ raise money.
- **C** ○ have refreshments.
- **D** ○ talk about improvements.

13 The listener should reply to the letter by

- **A** ○ August 5th.
- **B** ○ July 26th.
- **C** ○ August 16th.
- **D** ○ September 1st.

PASSAGE 2

Read the text below and answer Questions 14–22.

Employees and Contractors

An employee is someone who performs work under a contract of employment. Identifying who is, or is not, an employee has become an increasingly disputed area, with a number of different factors to be considered. Non-employees may be 'independent contractors' or 'sub-contractors' and are employed under a contract for services or even as agents representing a client business. The legal consequences of being an independent contractor are significantly different to those for employees. Only an 'employee' can be covered by an award[1] or make a workplace agreement. However, some cleaners, outworkers and some drivers of public passenger vehicles who might ordinarily be considered independent contractors are deemed to be employees under the Fair Work Act.

The rights and obligations of employees are very different to those who are self-employed. To distinguish between employees and independent contractors, the courts take into account a number of factors to determine what the real nature of a particular work relationship is. These factors may include:

Control over work—generally an employee works as directed by the employer whereas a contractor has a greater say in how the work is to be done.

Payment—employees are usually paid on the basis of an hourly rate or a salary. Contractors are more often paid for a required outcome, with less regard for time.

Work injury—contractors are responsible to insure themselves against injury but employees are not.

Risk—employees generally do not bear in a direct way the risk of financial loss incurred by the business for which they work. Contractors have a chance of profit, and also the risk of loss.

Sub-contracting—an employee cannot assign or delegate the work to others whereas a contractor is typically permitted to do so.

Tools and equipment—contractors may supply special equipment or tools to do the job.

Income tax and superannuation—employers usually pay these for their employees whereas contractors make their own arrangements.

Read the passage below and answer Questions 23–28.

Paid Parental Leave

If you are a working parent expecting a child after July 31st, the information below about Paid Parental Leave concerns you.

From 1st August, the first national Paid Parental Leave scheme will start. It's a new entitlement for working parents, funded by the government.

Taking time away from work for a new baby is a common part of working life. Paid Parental Leave is designed to help parents spend time with a new baby and also to help employers retain skilled staff.

Eligible working parents of children born or adopted on or after 1st August may get 18 weeks government-funded pay at the National Minimum Wage to help them care for a new baby.

Full-time, part-time, casual, seasonal, contract and self-employed workers may be eligible. You must have worked at least 330 hours (just over one day a week) for 10 of the 13 months before your new baby arrives. You can have up to an 8 week unpaid break between two working days and still be eligible. You can earn up to $100,000 a year (individual salary) and still be eligible.

Usually the mother must apply for Paid Parental Leave. If you are eligible, you can transfer some or all of the pay to your partner (he needs to be eligible too). The scheme gives families more options to balance work and family.

You can claim up to three months in advance, and your pay can start any time you choose from when your child is born or adopted. It will be paid in one continuous period from the start date and must all be taken with the first year after the birth or adoption. You are encouraged to apply early.

Eligible parents can receive Parental Leave pay at the same time, before or after other employer-provided paid leave or entitlements. The existing minimum entitlement to 12 months unpaid parental leave for long-term employees is unchanged.

From 1st August, employers must provide Government-funded Parental Leave pay through their usual pay cycle to eligible employees who have been with their business for at least 12 months. Other eligible parents will be paid through the Family Assistance Office.

For further information visit the website or call the appropriate number below:

www.ppl.govt.com

Parents 01800 4321

Employers 01800 1211

PART 2 — QUESTIONS

Questions 14-22

Classify the following as

A. contractors

B. employees

C. employers

	A	B	C
14 People who work for wages or salary rather than profit	○	○	○
15 People who pay tax on behalf of others	○	○	○
16 People who have less responsibility for the way in which a job is carried out	○	○	○
17 People who do not provide their own work gear	○	○	○
18 People who pay by the hour	○	○	○
19 People who do not have the freedom to pay other people to do their job for them	○	○	○
20 People who do not benefit from belonging to a trade union	○	○	○
21 People who are paid for the end result rather than hours recorded	○	○	○
22 People who are required to sign an employment contract	○	○	○

Questions 23-24

Choose TWO letters, A–E.

23 **24** Eligibility for Paid Parental Leave requires employees to have worked a certain number of hours in the months preceding the arrival of a baby. Of those, who is entitled to Paid Parental Leave?

A ☐ New parents only

- **B** ☐ Working mothers only
- **C** ☐ A couple who adopts a child
- **D** ☐ A father earning less than $100,000
- **E** ☐ All parents who work for the government

Questions 25-28

Do the following statements agree with the information given in the passage on the previous page?

Write

TRUE if the statement agrees with the information

FALSE if the statement contradicts the information

NOT GIVEN if there is no information on this

25 Employees can start getting Paid Parental Leave up to 3 months before the child is born.

- **A** ○ TRUE
- **B** ○ FALSE
- **C** ○ NOT GIVEN

26 Employees cannot receive the benefit once the child reaches the age of 12 months.

- **A** ○ TRUE
- **B** ○ FALSE
- **C** ○ NOT GIVEN

27 Employees who do not make a claim early may miss out on Paid Parental Leave.

- **A** ○ TRUE
- **B** ○ FALSE
- **C** ○ NOT GIVEN

28 Employees can take advantage of both state-paid and employer-paid parental leave at the same time.

- **A** ○ TRUE
- **B** ○ FALSE
- **C** ○ NOT GIVEN

PASSAGE 3

Read the text below and answer Questions 29–40.

WHY DO CLOCKS GO CLOCKWISE?

The simple answer is that clocks always go clockwise! If the clock's hands moved in the opposite direction (to what we are used to), it would still be called 'clockwise', of course! But, seriously, why do the hands move from left to right at the top? Generally, the answer given is that clocks were invented in the northern hemisphere where the sun rises in the east, travels round to the south, and sets to the west. The shadow on a typical domestic sundial in olden times would move from left to right. So, the answer is completely logical. Or is it?

If we go back to early clocks, because of their sheer size and cost, there was generally only one turret clock in a town, usually placed high on a tower for all to see and frequently accompanied by a bell that could be heard when the clock face was not visible. If we go back in time to before mechanical clocks, even if people had a sundial at home, they needed a large public sundial that could be read from a distance when they were out. Sundials were therefore placed high on a wall in the town. This is where the explanation above about clockwise movement no longer rings true: for sundials on vertical walls have to have their hours arranged in an anti-clockwise progression. As vertical sundials would have been the predecessors of clock towers, one wonders why a right to left movement didn't become the standard. An old vertical sundial can still be seen in Queen's College, Cambridge, England. Not only does it go 'anticlockwise' but strangely (for us) the number 'I' is at the bottom rather than the top.

Surely the hands on clocks have always moved in the same direction, though? Surprisingly, the answer is no. There is a clock painted in fresco in a Cathedral in Florence that is peculiar in several ways. We are used to clocks with twelve hours on the dial but this one has twenty-four and the twenty-fourth hour does not signify midnight but the hour of sunset (a system that survived until the eighteenth century apparently); furthermore, the layout of the numbers has 'I' at the bottom, although of course XII is at the top, and it goes anticlockwise! This clock is not unique, however.

There were other clocks around in the 15th and 16th centuries with Roman numerals going anti-clockwise. Some of them had a hand that went around once in 24 hours, others went around once every twelve hours, and still others went around four times in 24 hours with the digits I to VI painted on the clock face. Then again, some went around once in 12 hours but the digits were marked I to VI and then I to VI again. Some of the 'once every 24 hours' ones were marked I to XII and I to XII again. There were probably even more variations than this. To find out why all clocks go clockwise and are numbered I to XII (or 1 to 12) today, we have to consider the phenomenon described in 1890 in Principles of Economics by Alfred Marshall.

Early clocks were massive and extremely heavy (not to mention very expensive) devices and technology over the centuries has reduced these to small timepieces that can sit on a little shelf, be carried (often in a waistcoat pocket), or worn on the wrist. When it comes to new technologies, there are often many designs in competition with one another. Occasionally, one

design is obviously pre-eminent and the others soon become obsolete. In the case of the clocks, there would not seem to be one design that is outstandingly more advantageous than the others. That is where Marshall's theory comes in: 'whatever firm [design or technology] gets a good start' eventually wins. We can assume, therefore, that one type of clock face—although it may not have had any technological advantage over the others—was somewhat more common; and, once one technology secures a larger share of the market, there are economies of scale. It becomes more cost-efficient to produce thereby giving it even greater advantage over its rivals. In this way, one technology can completely eclipse the others.

Why do clocks go clockwise? Pure chance is probably the answer. Clockwise may have been more widespread and got off to a good start. After the invention of the first mechanical clock, for a century and a half, there was no consistency in the direction, the position of the numbers on the dial, or even the number of hours shown. All this changed with the mass production of clocks and watches as domestic items. For nearly five hundred years now, they have been consistent—a clockwise dial with twelve hours and two rotations in a 24-hour period.

PART 3 — QUESTIONS

Questions 29-34

Do the following statements agree with the information given in the text?

Write

TRUE if the statement agrees with the information

FALSE if the statement contradicts the information

NOT GIVEN if there is no information on this

29 'Clockwise' has always described the left-to-right movement of a clock's hands.

- **A** ○ TRUE
- **B** ○ FALSE
- **C** ○ NOT GIVEN

30 The shadow on a domestic sundial in the southern hemisphere moves from right to left.

- **A** ○ TRUE
- **B** ○ FALSE
- **C** ○ NOT GIVEN

31 Before the invention of mechanical clocks, people used sundials to tell the time.

- **A** ○ TRUE
- **B** ○ FALSE
- **C** ○ NOT GIVEN

32 The shadow on a vertical sundial moves in a different direction from the domestic equivalent.

- **A** ○ TRUE
- **B** ○ FALSE
- **C** ○ NOT GIVEN

33 The sundial at Queen's College and the clock in the Florentine Cathedral move in the same direction.

- **A** ○ TRUE
- **B** ○ FALSE
- **C** ○ NOT GIVEN

34 On the old 24-hour clocks, number XII (12) stood for midday and XXIV (24) denoted midnight.

- **A** ○ TRUE
- **B** ○ FALSE
- **C** ○ NOT GIVEN

Questions 35-40

Complete the summary below using words from the box below.

assured | consistent | costly

domestic | economic | exclusive

logical | massive | mass-produced

obsolete | outstanding | popular

Improvement in technology has seen clocks develop from large, **35** _____ mechanisms to very small gadgets. When new technologies arise, designs compete with one another. Sometimes, because one design is so **36** _____, it will replace all the others. However, it is not always the best design that wins. There is a theory that asserts the most **37** _____ design wins even if it has no obvious advantage over the others. Once this design starts being **38** _____, its position in the market is **39** _____. That is why there seems to be no **40** _____ explanation for some of the accepted designs that are commonplace today.

Answer Key

#	Answer	Explanation
1	**FALSE**	A deposit of $150 each is payable on booking and the balance is payable 30 days prior to tour departure
2	**TRUE**	The cost is subject to a minimum of 25 passengers travelling and we reserve the right to cancel if this number is not reached
3	**NOT GIVEN**	The itinerary is given as a guide only and is subject to alteration if weather conditions are unfavourable or in any other unforeseen circumstances
4	**NOT GIVEN**	Each passenger is entitled to bring a cabin bag and one item of checked luggage no heavier than 20 kg as per industry requirements
5	**FALSE**	Your suitcase should be of a size and weight you yourself can manage as tour leaders may not be readily available to handle your luggage
6	**TRUE**	It is obligatory that you have a travel insurance policy to cover sudden illness or accident
7	**FALSE**	It is obligatory that you have a travel insurance policy to cover sudden illness or accident. Even so an administration fee is retained for notice of more than 30 days prior to departure
8	**FALSE**	There will be no refund for notice of one day or on the day of departure
9	**TRUE**	Although every endeavour is made by Sunset Tours to ensure your holiday goes according to plan, we act purely as an agent for the various accommodation and other services provided
10	**D**	Easy Listening Broadcasting Association
11	**B**	We wish to express our sincere thanks for your support during our last successful fund-raising endeavour. Your annual donation makes it possible for us to improve the station in every way for your interest and pleasure
12	**C**	We would like to extend to you an invitation to join us at the station on Wednesday, 16th August at 3.00 pm for afternoon tea and to discuss station programming
13	**A**	If you are able to join us, please be kind enough to phone, and let us know

#	Answer	Explanation
14	**B**	Payment—employees are usually paid on the basis of an hourly rate or a salary Contractors have a chance of profit, and also the risk of loss
15	**C**	Income tax and superannuation—employers usually pay these for their employees whereas contractors make their own arrangements
16	**B**	Control over work—generally an employee works as directed by the employer whereas a contractor has a greater say in how the work is to be done
17	**B**	Tools and equipment—contractors may supply special equipment or tools to do the job
18	**C**	Payment—employees are usually paid on the basis of an hourly rate or a salary
19	**B**	Sub-contracting—an employee cannot assign or delegate the work to others whereas a contractor is typically permitted to do so
20	**A**	Only an 'employee' can be covered by an award[1] or make a workplace agreement
21	**A**	Contractors are more often paid for a required outcome, with less regard for time
22	**B**	An employee is someone who performs work under a contract of employment
23	**C / D**	Eligible working parents of children born or adopted on or after 1st August may get 18 weeks government-funded pay at the National Minimum Wage to help them care for a new baby You can earn up to $100,000 a year (individual salary) and still be eligible If you are eligible, you can transfer some or all of the pay to your partner (he needs to be eligible too)
24	**C / D**	Eligible working parents of children born or adopted on or after 1st August may get 18 weeks government-funded pay at the National Minimum Wage to help them care for a new baby You can earn up to $100,000 a year (individual salary) and still be eligible If you are eligible, you can transfer some or all of the pay to your partner (he needs to be eligible too)
25	**FALSE**	You can claim up to three months in advance, and your pay can start any time you choose from when your child is born or adopted
26	**TRUE**	must all be taken with the first year after the birth or adoption

#	Answer	Explanation
27	**NOT GIVEN**	You can claim up to three months in advance, and your pay can start any time you choose from when your child is born or adopted. It will be paid in one continuous period from the start date and must all be taken with the first year after the birth or adoption. You are encouraged to apply early
28	**TRUE**	Eligible parents can receive Parental Leave pay at the same time, before or after other employer-provided paid leave or entitlements
29	**FALSE**	If the clock's hands moved in the opposite direction (to what we are used to), it would still be called 'clockwise', of course
30	**NOT GIVEN**	Generally, the answer given is that clocks were invented in the northern hemisphere where the sun rises in the east, travels round to the south, and sets to the west. The shadow on a typical domestic sundial in olden times would move from left to right
31	**TRUE**	If we go back in time to before mechanical clocks, even if people had a sundial at home, they needed a large public sundial that could be read from a distance when they were out
32	**TRUE**	The shadow on a typical domestic sundial in olden times would move from left to right for sundials on vertical walls have to have their hours arranged in an anti-clockwise progression
33	**TRUE**	An old vertical sundial can still be seen in Queen's College, Cambridge, England. Not only does it go 'anticlockwise' but strangely (for us) the number 'I' is at the bottom rather than the top There is a clock painted in fresco in a Cathedral in Florence that is peculiar in several ways. We are used to clocks with twelve hours on the dial but this one has twenty-four and the twenty-fourth hour does not signify midnight but the hour of sunset (a system that survived until the eighteenth century apparently); furthermore, the layout of the numbers has 'I' at the bottom, although of course XII is at the top, and it goes anticlockwise
34	**FALSE**	We are used to clocks with twelve hours on the dial but this one has twenty-four and the twenty-fourth hour does not signify midnight but the hour of sunset (a system that survived until the eighteenth century apparently); furthermore, the layout of the numbers has 'I' at the bottom, although of course XII is at the top, and it goes anticlockwise
35	**costly**	Early clocks were massive and extremely heavy (not to mention very expensive) devices and technology over the centuries has reduced these to small timepieces that can sit on a little shelf, be carried (often in a waistcoat pocket), or worn on the wrist

#	Answer	Explanation
36	**outstanding**	Occasionally, one design is obviously pre-eminent and the others soon become obsolete
37	**popular**	We can assume, therefore, that one type of clock face—although it may not have had any technological advantage over the others—was somewhat more common; and, once one technology secures a larger share of the market, there are economies of scale
38	**mass-produced**	All this changed with the mass production of clocks and watches as domestic items
39	**assured**	once one technology secures a larger share of the market, there are economies of scale. It becomes more cost-efficient to produce thereby giving it even greater advantage over its rivals. In this way, one technology can completely eclipse the others
40	**logical**	Why do clocks go clockwise? Pure chance is probably the answer

Test 61

PASSAGE 1

Read the text below and answer Questions 1–9.

Citywide Power Company

WELCOME

We are pleased to welcome you to Citywide.

We aim to make our customers' lives as simple as possible by offering a range of payment options and special discounts.

If you need to call us for any reason, freephone Customer Service on 1900 12 55 12.

PAYMENT OPTIONS

Choose the option that suits your preference and rest assured that we offer everyone a 15% discount if the entire bill is paid before the due date.

Direct Debit

Set up a direct debit and your energy bill will be paid automatically each month (as long as you have sufficient funds in your chosen bank account).You qualify for a further 2% PromptPay Discount if you choose this method.

Internet Banking

Add Citywide Power to your bill payment options; receive your bill online; transfer the full amount owing before the due date and get a 2% PromptPay Discount. What could be easier?

Automatic Payment

If you want to pay your bills in smaller instalments at regular intervals, say weekly or fortnightly, then set up an automatic payment with your bank. This option is more suitable for customers with regular energy usage, although you can change the amount and the interval at any time.

Telephone Transfer

Fast and easy bill payment at your fingertips. Make Citywide Power one of your telephone transfer options at the bank and you can just pick up the phone and pay straight from your bank account when you receive your energy bill. The 2% PromptPay Discount applies if accounts are paid in full on time.

Credit Card

Register your credit card details with us, and we'll automatically debit your monthly bill from your credit card. To set up this form of payment, you'll need to phone us with your credit card details, account number and ICP number. We accept most credit cards—all the major ones anyway.

Cheque

Yes, we know there are still customers who prefer to pay by cheque. If this is the case, simply write the cheque—being sure to note your account number on the back—and mail it in your pre-paid, reusable envelope in which you received your bill.

In Person

Got time to pay in person? Then pop into any branch of Citywide with your bill and the means to pay it.

Read the text below and answer Questions 10-14.

How to use your new Flemings Flat Irons

10 _____

A Make sure to coat strands with a heat-protective spray before use. This will stop the straightening irons from causing excessive dehydration and frizz, which can sap the integrity of the hair shaft.

11 _____

B Part hair into four or five large sections, and blow-dry each section using a paddle brush.

12 _____

C Take a one or two inch section of hair and clamp the iron down as close to the roots as possible. Pull the iron down towards the tips with a firm, steady hand. Be careful to not to tug or jerk on the hair, and do not pause for more than a split-second.

13 _____

D After straightening, smooth a serum gloss from mid-shaft to the tips. This creates a slightly reflective sheen, which gives a polished and healthy appearance to your hair.

14 _____

E Your new hairdo can withstand some moisture such as misty rain or mild humidity, but take care not to get it saturated. This will counteract the effect of the straightening, and the hair will return to its natural curly or wavy state.

PART 1 — QUESTIONS

Questions 1-9

Do the following statements agree with the information given in the text?

Write

TRUE if the statement agrees with the information

FALSE if the statement contradicts the information

NOT GIVEN if there is no information on this

1 Calls you make to Citywide Customer Service are not billed to you by the phone company.

- **A** ○ TRUE
- **B** ○ FALSE
- **C** ○ NOT GIVEN

2 Every Citywide customer receives a 15% discount.

- **A** ○ TRUE
- **B** ○ FALSE
- **C** ○ NOT GIVEN

3 If you do not have enough money in your bank account when the direct debit is due, a penalty of 2% is added to your bill.

- **A** ○ TRUE
- **B** ○ FALSE
- **C** ○ NOT GIVEN

4 With Internet banking, the bank does not automatically transfer the funds.

- **A** ○ TRUE
- **B** ○ FALSE
- **C** ○ NOT GIVEN

5 Automatic payment suits people on low incomes.

- **A** ○ TRUE
- **B** ○ FALSE
- **C** ○ NOT GIVEN

6 You should pay your bill straight away if you are using telephone transfer.

- **A** ○ TRUE
- **B** ○ FALSE
- **C** ○ NOT GIVEN

7 Citywide does not accept all credit cards.

- **A** ○ TRUE
- **B** ○ FALSE
- **C** ○ NOT GIVEN

8 There are no postage costs associated with sending a cheque to Citywide in the mail.

- **A** ○ TRUE
- **B** ○ FALSE
- **C** ○ NOT GIVEN

9 You should use cash to pay in person.

- **A** ○ TRUE
- **B** ○ FALSE
- **C** ○ NOT GIVEN

Questions 10-14

The following text has five sections, A–E.

Choose the correct heading for each section from the list of headings below.

Write the correct number, i–viii.

i. **Add shine**

ii. **Return to original condition**

iii. **Avoid excessive wetness**

iv. **Prevent damage**

v. **Heat the straightening irons**

vi. **Move the irons through the hair**

vii. **Take only a second**

viii. **Remove moisture**

PASSAGE 2

Read the text below and answer Questions 15–23.

Setting up pay structures in your workplace:

When it comes to setting up a pay structure for your new business, there are two broad options to choose from: the internal equity method, or the market pricing method.

The internal equity method

The internal equity method of pay structuring involves creating a series of grades with each grade representing a different level of pay within the company. Employment positions are set within these grades depending on the rank of internal advancement the job represents.

A company determines how many grades it needs based on the number of employees and the variety of jobs in the organisation. The number of grades can be expanded at any point. As a result of their frequent use of hybrid positions, small businesses do not always benefit from pay grades.

Each grade should also be given a spread, so that employees can move within their grade as they progress within their current position. Creating a minimum and a maximum spread for the company is also recommended. There should be a 15 percent progression between grades. This is vital for ensuring that promotions incur meaningful pay increases and maintain incentives for the employee to rise within the company.

Market pricing method

An alternative to this more traditional, grid-based method of remuneration is what is called the market pricing approach. This is quickly becoming the dominant method of pricing jobs. This approach involves an employee's position being compensated in relation to the market value of that job, not the level that specific position holds within the organisation.

Using the internal equity method, for example, the chief financial officer (CFO) will probably be in the top grade and remunerated higher than an information technology worker in that organisation. Under the market pricing method there is no guarantee of this. An information technology worker with a highly demanded skill-set may be paid much more than what the CFO earns.

Which is right for your business?

Only you can decide which pay method is right for your business. As a general rule you may find that small, dynamic, high-turnover and high-speed growth-orientated businesses respond well to the market pricing method. This way you can individually select the most qualified and skilled candidates for each position by remunerating them at or just above the market rate so that your precious capital is not wasted on simply rewarding status.

For those companies that seek to expand in a firm, controlled and more cautious manner while maintaining robust internal cohesion and high levels of staff loyalty and discipline, the internal equity method may be more suited.

_____

Read the text below and answer Questions 24-27.

If you want to find a job that motivates you, maybe change your career or start out on your own in a small business or as a freelancer, or even make a fresh start after redundancy, think about making a quick planner to help you identify your interests and motivating factors.

To be successful and happy at work, you have to figure out what it is you really love—you need to recognise your passion. To do well at self-employment or freelance work too, you need to know what your own personal strengths are. More than that, you should be aware of your working styles—things like whether you are good around people or not; whether you are better at working with figures, design or text. Perhaps you like working with machinery or certain materials. The next step is very important: investigate the potential for your ideas, in other words, carry out some research and educate yourself about all the possibilities. Don't rush it. Let your ideas take shape slowly and work out your plans for the future. Time is crucial for refining and developing what you have to offer. At the end of it all, you'll be in the most appropriate and fulfilling job for you whether it's running your own business or enjoying being in a new occupation.

PART 2 — QUESTIONS

Questions 15-23

Complete the notes below.

Choose NO MORE THAN TWO WORDS from the text for each answer.

Internal equity method

Pay organised according to a range of **15** _____—each one denotes different level of pay based on employee's position within the company.

The company decides on the number of grades according to how many workers and how many different **16** _____.

Not suitable for **17** _____ which often have **18** _____.

Gaps between pay grades are important to **19** _____ for promotion.

Market pricing method

Pay is based on the job's **20** _____.

A worker with sought-after **21** _____ may earn more than a CFO.

How to decide?

Internal equity - Good for maintaining steady growth and keeping constant, reliable **22** _____.

Market pricing - Money does not go on paying for **23** _____ alone, but acquiring the best performers.

Questions 24-27

Complete the flow chart below.

Choose ONE WORD ONLY from the text for each answer.

identify **24** _____

↓

identify **25** _____

↓

identify preferred working style

↓

do **26** _____

↓

allow ideas to form

↓

take time to develop

↓

new **27** _____ or career

PASSAGE 3

Read the text below and answer Questions 28–40.

Chickens As pets and useful garden animals

Before making a decision whether to keep chickens either as pets or convenient egg-layers and insect-eaters, it would be wise to check with the local council. Regulations vary from region to region and, although some cities still allow residents to keep chickens, the practice is far from usual today. Some communities prohibit roosters because of their early morning crowing and only allow the much quieter hens. However, in most rural areas, there are generally no restrictions on keeping chickens either as ornamental or practical birds.

There are some Asian ornamental varieties with eye-catching plumage: the Cochin and Silkie from China have distinctive feathery feet and the Phoenix from Japan has a strikingly long tail. These are examples of birds that have been imported by western countries to serve mainly ornamental purposes, even appearing in exhibitions.

Chickens do not have to be especially beautiful to make loving and gentle companions and raising a few as garden pets is not at all difficult. The main concern is protection from predators —both domestic predators such as dogs and wild predators such as stoats and weasels. Backyard poultry need a secure place to roost at night. A cage or other structure which provides shelter, perches and nesting boxes with a lock-up door will suffice. Straw or non-toxic wood shavings can be spread on the floor and in the nesting boxes. Nocturnal predators are a danger and most chickens cannot flap their wings well enough to escape from peril. However, as they will naturally return to the same roost at night, they will enter the cage of their own volition as dusk falls and as long as the door is shut after them, they will remain secure till morning. If the birds are expected to stay in the chicken coop all day, a much larger structure is called for.

Chickens which are allowed to roam around the back garden during the day will prove to be safe, natural and effective methods of insect control. Not only that, but their constant scratching in search of insects will take care of unwanted weeds under bushes and other plants and even provide some beneficial soil cultivation. Chickens are great recyclers too and will eat almost any kind of kitchen scraps—leftovers and wastage are turned into usable, fresh, nutritious eggs! One of the benefits of free-ranging poultry is that they are exposed to the benefit of abundant sunshine which is a great health boost. On the other hand, wet weather can be perilous and make them more prone to disease. A planned approach to disease and parasite control is needed for the general health and well-being of backyard fowls. This may include a vaccination programme, health supplements in their feed, and keeping them in a clean, dry pen in times of extremely rainy weather. In dry weather, there is nothing more luxurious for a hen than a good dust bath to take care of mites and other problems.

Young chicks are effortlessly turned into tame pets by hand feeding and simply spending time with them. Older hens also respond well to being fed by hand or they can be helped to forage for themselves if small rocks and other items are turned over allowing them access to the bugs

and worms beneath. In both these cases, human presence is undoubtedly associated with food and will not only be tolerated but welcomed. Thus, companionship is assured and sought after! Chickens are said to be loyal, intelligent and even cheeky but it probably depends on the depth of their avian-human relationships.

Breeding chickens will obviously require a rooster to fertilise the hens' eggs. If local by-laws allow it, invest in a rooster and watch his fascinating courting behaviour. Typically, when he finds food, he clucks in a high pitch to attract the hens and lets them eat first. When he is courting a particular hen, he may circle her, dragging one wing on the ground—attracting her attention in this way is just part of the mating ritual.

When a hen goes 'broody', she stops laying eggs and sits on the nest to incubate the clutch of eggs under her. She will rarely leave the nest during this stage, even to eat or drink, because she must keep the eggs at a constant temperature and humidity. Incubation takes approximately three weeks but the eggs do not hatch all at the same time so she will stay on the nest for a few more days. After the eggs have hatched, she will take care of the new chicks. This is a time when it is naturally important to keep predators away.

Raising chickens can be a satisfying and enjoyable hobby. They do not need as much care and attention as most pets and there is always the reward of wholesome and nourishing eggs to look forward to.

PART 3 — QUESTIONS

Questions 28-35

Do the following statements agree with the information given in the text?

Write

TRUE if the statement agrees with the information

FALSE if the statement contradicts the information

NOT GIVEN if there is no information on this

28 Keeping chickens in some cities is common practice.

- **A** ○ TRUE
- **B** ○ FALSE
- **C** ○ NOT GIVEN

29 Male chickens make a lot of noise.

- **A** ○ TRUE
- **B** ○ FALSE
- **C** ○ NOT GIVEN

30 In the country many people keep chickens.

- **A** ○ TRUE
- **B** ○ FALSE
- **C** ○ NOT GIVEN

31 Some species of chickens are popular because they have beautiful feathers.

- **A** ○ TRUE
- **B** ○ FALSE
- **C** ○ NOT GIVEN

32 Certain tame, household animals may pose a threat to chickens.

- **A** ○ TRUE
- **B** ○ FALSE
- **C** ○ NOT GIVEN

33 At night chickens like to sleep on straw or other bedding scattered on the floor of the hen house.

- **A** ○ TRUE
- **B** ○ FALSE
- **C** ○ NOT GIVEN

34 Most chickens will manage to fly out of harm's way.

- **A** ○ TRUE
- **B** ○ FALSE
- **C** ○ NOT GIVEN

35 Free-range chickens do not need a large hen house.

- **A** ○ TRUE
- **B** ○ FALSE
- **C** ○ NOT GIVEN

Questions 36-40

Complete the sentences below.

Choose NO MORE THAN TWO WORDS from the text for each answer.

- Chickens in the garden are a good form of **36** _____.
- Scratching in the dirt not only helps the soil but it also gets rid of **37** _____.
- Hens prefer **38** _____ to rain.

- Chickens can be successfully hand-reared and tamed easily if they learn to make a connection between people and **39** _____.
- Incubating eggs must have a consistent level of warmth and **40** _____.

Answer Key

#	Answer	Explanation
1	**TRUE**	If you need to call us for any reason, freephone Customer Service on 1900 12 55 12
2	**FALSE**	we offer everyone a 15% discount if the entire bill is paid before the due date
3	**FALSE**	Set up a direct debit and your energy bill will be paid automatically each month (as long as you have sufficient funds in your chosen bank account).You qualify for a further 2% PromptPay Discount if you choose this method
4	**TRUE**	Add Citywide Power to your bill payment options; receive your bill online; transfer the full amount owing before the due date and get a 2% PromptPay Discount
5	**NOT GIVEN**	This option is more suitable for customers with regular energy usage, although you can change the amount and the interval at any time
6	**FALSE**	The 2% PromptPay Discount applies if accounts are paid in full on time
7	**TRUE**	We accept most credit cards—all the major ones anyway
8	**TRUE**	If this is the case, simply write the cheque—being sure to note your account number on the back—and mail it in your pre-paid, reusable envelope in which you received your bill
9	**NOT GIVEN**	Got time to pay in person? Then pop into any branch of Citywide with your bill and the means to pay it
10	**iv**	Make sure to coat strands with a heat-protective spray before use. This will stop the straightening irons from causing excessive dehydration and frizz, which can sap the integrity of the hair shaft
11	**viii**	Part hair into four or five large sections, and blow-dry each section using a paddle brush
12	**vi**	Take a one or two inch section of hair and clamp the iron down as close to the roots as possible. Pull the iron down towards the tips with a firm, steady hand
13	**i**	After straightening, smooth a serum gloss from mid-shaft to the tips. This creates a slightly reflective sheen, which gives a polished and healthy appearance to your hair

#	Answer	Explanation
14	**iii**	Your new hairdo can withstand some moisture such as misty rain or mild humidity, but take care not to get it saturated
15	**grades**	The internal equity method of pay structuring involves creating a series of grades with each grade representing a different level of pay within the company
16	**jobs**	A company determines how many grades it needs based on the number of employees and the variety of jobs in the organisation
17	**small businesses**	As a result of their frequent use of hybrid positions, small businesses do not always benefit from pay grades
18	**hybrid positions**	As a result of their frequent use of hybrid positions, small businesses do not always benefit from pay grades
19	**maintain incentives**	This is vital for ensuring that promotions incur meaningful pay increases and maintain incentives for the employee to rise within the company
20	**market value**	This approach involves an employee's position being compensated in relation to the market value of that job, not the level that specific position holds within the organisation
21	**skill-set**	An information technology worker with a highly demanded skill-set may be paid much more than what the CFO earns
22	**staff/employees**	For those companies that seek to expand in a firm, controlled and more cautious manner while maintaining robust internal cohesion and high levels of staff loyalty and discipline, the internal equity method may be more suited.
23	**status**	This way you can individually select the most qualified and skilled candidates for each position by remunerating them at or just above the market rate so that your precious capital is not wasted on simply rewarding status
24	**passion**	To be successful and happy at work, you have to figure out what it is you really love—you need to recognise your passion
25	**strengths**	To do well at self-employment or freelance work too, you need to know what your own personal strengths are
26	**research**	The next step is very important: investigate the potential for your ideas, in other words, carry out some research and educate yourself about all the possibilities
27	**business**	At the end of it all, you'll be in the most appropriate and fulfilling job for you whether it's running your own business or enjoying being in a new occupation

#	Answer	Explanation
28	**FALSE**	although some cities still allow residents to keep chickens, the practice is far from usual today
29	**TRUE**	Some communities prohibit roosters because of their early morning crowing and only allow the much quieter hens
30	**NOT GIVEN**	However, in most rural areas, there are generally no restrictions on keeping chickens either as ornamental or practical birds
31	**TRUE**	There are some Asian ornamental varieties with eye-catching plumage: the Cochin and Silkie from China have distinctive feathery feet and the Phoenix from Japan has a strikingly long tail. These are examples of birds that have been imported by western countries to serve mainly ornamental purposes, even appearing in exhibitions
32	**TRUE**	The main concern is protection from predators—both domestic predators such as dogs and wild predators such as stoats and weasels
33	**FALSE**	Backyard poultry need a secure place to roost at night. A cage or other structure which provides shelter, perches and nesting boxes with a lock-up door will suffice
34	**FALSE**	Nocturnal predators are a danger and most chickens cannot flap their wings well enough to escape from peril
35	**TRUE**	If the birds are expected to stay in the chicken coop all day, a much larger structure is called for
36	**insect control**	Chickens which are allowed to roam around the back garden during the day will prove to be safe, natural and effective methods of insect control
37	**(unwanted) weeds**	Not only that, but their constant scratching in search of insects will take care of unwanted weeds under bushes and other plants and even provide some beneficial soil cultivation
38	**dry weather**	On the other hand, wet weather can be perilous and make them more prone to disease. A planned approach to disease and parasite control is needed for the general health and well-being of backyard fowls. This may include a vaccination programme, health supplements in their feed, and keeping them in a clean, dry pen in times of extremely rainy weather. In dry weather, there is nothing more luxurious for a hen than a good dust bath to take care of mites and other problems
39	**food**	In both these cases, human presence is undoubtedly associated with food and will not only be tolerated but welcomed

#	Answer	Explanation
40	**humidity**	She will rarely leave the nest during this stage, even to eat or drink, because she must keep the eggs at a constant temperature and humidity

Test 62

PASSAGE 1

You should spend about 20 minutes on Questions 1-14, which are based on the two reading passages below. Read the text below and answer Questions 1-7.

Marxland Sculpture Garden: Information for Visitors

A brief history

The Marxland Sculpture Garden occupies 30 hectares of land to the north of the historical town of Coppard. A former golf course, the land was bought by the Coppard Council in 1971 and, thanks to a generous donation by the Marxland family, opened to the public as a sculpture garden in 1975.

What to see

The Garden features more than 120 outdoor sculptures, though areas of the grounds themselves are also works of art, thanks to the efforts of landscape designer Hugh O'Connor. There are both permanent and temporary exhibits, many of which were created by artists from the region, most notably renowned bronze sculptor, Nerida Graham. As you wander through the grounds, don't miss *Shackle of Time*, the colossal mechanical sculpture in the Succulent Garden, or *Figurine* near the pond.

Your visit

The main car park is at the North Street entrance – open 9:00 to 17:00.

If approaching from the east, we also have a smaller parking area available at the Gray Street entrance.

The Marxland Sculpture Garden is open seven days a week 10:00–16:30, excluding 25 and 26 December.

Winter months: The Garden closes at 20:30 for 'Marxland at Night'.

Entry: $15 per adult, $10 per child (under 14); $40 for a family day pass.

The Marxland Sculpture Garden is a hands-on experience so don't be afraid to get up close and feel the surface of the works. We just ask that visitors don't climb on any of the exhibits.

Extra events

There's always something happening at the Garden.

The Jazz in the Garden festival is held in the second week of April, boasting world-class musicians and fantastic food stalls. This is the first time it has been held over two days. The

festival has increased in popularity every year since it began in the early 1980s, so get your tickets early!

The Garden has recently started its 'Marxland at Night' program, featuring magical illuminated sculptures. Take an organised tour with one of the Garden staff or try your luck with a map and torch! This event takes place throughout winter.

_____

Read the text below and answer Questions 8-14.

Cookbooks

A

My Petite Kitchen Cookbook

Eleanor Ozich

Petite Kitchen blogger Eleanor Ozich has produced this collection of over 100 simple, wholesome recipes to nourish you and your family. With a focus on wholefoods, Ozich uses unprocessed alternatives to the usual sugar, milk and processed grains to create more nutritionally-balanced meals. This book contains achievable recipes for home cooks.

B

Ottolenghi: The Cookbook

Sami Tamimi, Yotam Ottolenghi

The iconic restaurant Ottolenghi is known for its exquisite, fresh food that has impacted diners' palettes across the country. Much of the intriguing yet simple fare in the book is taken from recipes that featured in chef Yotam Ottolenghi's childhood in Jerusalem, but other recipes come from different culinary traditions, from North African to Californian. If you enjoy top-notch photos of exotic delicacies, this is for you.

C

Crunch Time Cookbook

Michelle Bridges

In the *Crunch Time Cookbook*, celebrity trainer Bridges arms readers with simple, delicious recipes to help shed kilos and keep them off. There's a 12-week menu plan (also available as an e-book) that shows how quick and cheap it can be to prepare your own meals, and all the recipes are family-friendly.

D

The Smitten Kitchen Cookbook

Deb Perelman

This award-winning cookbook is brought to you by celebrated food blogger Deb Perelman. While not an experienced chef or restaurant owner, Perelman is a home cook who was overwhelmed by the sheer volume of recipes on the internet, sometimes giving conflicting advice. If this sounds like you, this book will give you confidence. Each recipe comes with a photograph, so you can see what you're aiming for.

E

The Classic Slow Cooker

Judy Hannemann

This beautifully-presented collection of tried-and-tested recipes was gathered by Hannemann over the years. Apparently, kids love these simple but tasty ideas. From fresh nutritious appetizers to delicious desserts, here are recipes you'll want to cook again and again.

F

The Wagamama Cookbook

Hugo Arnold

The distinctive taste of the Wagamama restaurant chain originates from the traditional ramen (noodle) shops of Japan. This cookbook contains the key to achieving the Wagamama flavour, from appetisers to hearty soups to stir-fries, and even exotic juice-based beverages. There are also helpful hints on sourcing ingredients, techniques for food preparation and creating a meal.

PART 1 — QUESTIONS

Questions 1-7

Do the following statements agree with the information given in Reading Passage 1?

Write

TRUE if the statement agrees with the information

FALSE if the statement contradicts the information

NOT GIVEN if there is no information on this

1 People once played sport on the land used for Marxland Sculpture Garden.

- **A** ○ TRUE
- **B** ○ FALSE
- **C** ○ NOT GIVEN

2 Some sculptures are in the park for a limited time.

- **A** ○ TRUE
- **B** ○ FALSE
- **C** ○ NOT GIVEN

3 Nerida Graham created the Shackle of Time sculpture.

- **A** ○ TRUE
- **B** ○ FALSE
- **C** ○ NOT GIVEN

4 It is free to park your car at the gardens.

- **A** ○ TRUE
- **B** ○ FALSE
- **C** ○ NOT GIVEN

5 Visitors are forbidden to touch some of the sculptures.

- **A** ○ TRUE
- **B** ○ FALSE
- **C** ○ NOT GIVEN

6 Jazz in the Garden has been running for several years.

- **A** ○ TRUE
- **B** ○ FALSE
- **C** ○ NOT GIVEN

7 If visiting the park after dark, you must go with a Garden employee.

- **A** ○ TRUE
- **B** ○ FALSE
- **C** ○ NOT GIVEN

Questions 8-14

Look at the six reviews of cookbooks, A-F.

For which are the following statements true?

Write the correct letter, A-F.

NB You may use any letter more than once

	A	B	C	D	E	F
8 It has general tips about how to cook.	○	○	○	○	○	○
9 It helps people who are confused by the amount of information online.	○	○	○	○	○	○
10 The recipes are good for people who want to lose weight.	○	○	○	○	○	○

	A	B	C	D	E	F
11 The recipes replace standard ingredients with healthier options.	○	○	○	○	○	○
12 Some of the recipes are for dishes the writer ate when growing up.	○	○	○	○	○	○
13 It includes recipes for drinks.	○	○	○	○	○	○
14 It contains pictures of every dish.	○	○	○	○	○	○

PASSAGE 2

You should spend about 20 minutes on Questions 15-27, which are based on the two reading texts below. Read the text below and answer Questions 15-21.

Dupont Mortgage Brokers: an eco-friendly workplace

Here at Dupont, we take our responsibility to the environment seriously. We are committed to considering sustainability issues when making decisions about planning and management. We aim to improve environmental performance by continually addressing environmental risk. To this end we have established a dedicated team to promote environmental awareness and ensure employees are aware of their environmental responsibilities. We encourage all employees to notify us when they see that company practices have a negative impact on the environment and need improvement.

We have done a lot in the last years to be greener in our workplace, but we could do more. Here's a reminder of some basic actions that will lessen our environmental impact:

Good habits in the office

We ask that all employees continue to turn off all lights and electronic equipment, including computers, at the end of the day. If this isn't done, we are asking 'offenders' to pay a small fine – there is a jar for this purpose on Kevin Wu's desk and the proceeds will go to the *Positive Planet* regeneration scheme.

We're doing our bit to reduce landfill by having our used ink cartridges collected. These should be placed in the box by the stationery cupboard - Jetco, the manufacturer we use, arranges collection for recycling on a monthly basis.

In terms of reducing our use of paper, first consider whether it's necessary to print out a document. Will a soft copy do? Save it on file and save paper! We've ordered good quality recycled paper for the office to be used as needed; where you do have to print, make use of both sides of the paper. There is a tub in the photocopying room for any used paper; the cleaners will empty this into the large bin for recycling every week.

Placing orders

In terms of ordering stationery and office equipment, please use the following approved suppliers, which are all committed to reducing waste and eliminating their carbon footprint:

GreenCo Office Supplies

Down to Earth

Jetco

Okapi Stationery

In all parts of the company including office, kitchen, bathrooms and staffroom, please use 'green' products, provided that they are within the allocated budget. To check a product's rating in terms of environmental impact, go to checkisitgreen.co.uk and opt for products that have a four-star rating or higher.

_____

Read the text below and answer Questions 22-27.

Becoming a tour guide

Many people dream of travelling for a living, but what does it actually involve?

Tour guides accompany visitors on tours, providing special information on places of interest, and managing the schedule for the tour.

Starting out

While you can work as a tour guide without formal qualifications, entry to the occupation may be easier if you can show you are qualified and you may like to consider taking a course. Options vary, but the Centre for Further Education offers a *General Certificate in Guiding* along with more specific subjects such as *Guiding a 4WD Tour* and *Guiding a Ski Tour*. You will also get some informal training on the job.

Many would-be guides start out as volunteers, working in a place they know well, showing tourists around. Experience in a related field such as hospitality is generally looked on favourably by employers in the travel industry.

Skills and qualities needed

While everyone brings their own personality to the job, there are some basic qualities that all tour guides should possess:

- Energy and enthusiasm are an absolute must – when the day's tour is done, a guide still needs to study commentary and confirm the next day's activities, so you will often need to operate on very little sleep.
- A friendly personality is needed when interacting with clients, tour operators and the general public.
- An insight into a wide range of cultures helps a guide negotiate all kinds of issues, not only in the place being visited, but also among the people on the tour.
- Knowledge of emergency procedure and the ability to remain calm in a crisis will stand any tour guide in good stead. Your confidence as tour leader will filter down to the group.
- The ability to handle any tricky questions that arise is a crucial component of the role. If you're stuck for an answer, you should be able to find the information and follow up.

Know the reality

Life as a tour guide often requires long spells away from home. Some find that busy times at work fall on holidays they would like to spend with loved ones. Burn-out is also a factor to

consider but it does not mean the end of a career in travel. There are often openings for roles in product development and sales within the industry; experience as a guide will stand you in good stead for these.

PART 2 — QUESTIONS

Questions 15-21

Complete the notes below.

Choose ONE WORD ONLY from the text for each answer.

Dupont, an environmentally sustainable workplace

Commitment to the environment

- ongoing process
- set up a **15** _____ to focus on implementing policy
- workers to identify **16** _____ that cause harm

In the office

- turn off lights, computers when leaving
- forget to turn off equipment → put donation in **17** _____
- recycle **18** _____ → current brand organises pick up

Paper

- avoid printing
- use - recycled

  - both sides

- put in **19** _____ when discarding

Purchasing

- choose products from a list of **20** _____
- where **21** _____ allows, order eco-friendly products
- look up eco-rating

Questions 22-27

Complete the sentences below.

Choose NO MORE THAN TWO WORDS from the passage for each answer.

- **22** _____ aren't necessary to become a tour guide but they can help.
- If you have worked in **23** _____, it may help your chances of employment as a tour guide.
- Tour guides must be prepared to work despite a lack of **24** _____.
- An understanding of different **25** _____ will help a tour guide manage groups of people.
- Dealing with difficult **26** _____ is part of working as a tour guide.
- Being a tour guide may lead to a position in **27** _____ or in putting together new tours for customers.

PASSAGE 3

You should spend about 20 minutes on Questions 28-40, which are based on Reading Passage 3.

Niagara Falls

The Niagara Falls, on the Niagara River on the border between Ontario, Canada, and New York state, US, are one of North America's most famous spectacles.

28

A

The Falls are in two main parts, separated by Goat Island. The larger part, on the Canadian bank, is Horseshoe Falls; its height is 185 feet and the length of its curving crest line is about 2,200 feet. The American Falls, adjoining the right bank in the US, are 190 feet high and 1,060 feet wide.

The water that runs over the falls comes from the Great Lakes. Ninety percent of the water goes over the Horseshoe Falls. Originally, as much as 5.5 billion gallons of water per hour went over the Falls and, from 1842 to 1905, the site of the Falls receded upstream at an average rate of about 5.5 feet per year. Today the amount is controlled by the Canadian and American governments to slow erosion.

29

B

The first known image of Niagara Falls is an engraving by an unidentified Dutch printmaker which was first published in 1697 in a book by Father Louis Hennepin, a priest accompanying a French expedition to America. Alongside the engraving, Hennepin provided a description of the Falls, suggesting it to be over six hundred feet tall, and audible fifteen leagues away (a distance that could be the equivalent of a 15-hour walk). This turned out to be a wild exaggeration as the Falls in fact rise 170 feet. However, as the first European reporter to have seen the Falls, Hennepin's description is significant for the fact that it dominated the collective imagination of the Falls in the century to come.

30

C

In 1848, for the first time in recorded history, the falls ran dry. The river bed started drying quickly, leaving fish and turtles floundering. People came from miles around to explore the riverbed; they found things that had been hidden for years such as artefacts of the War of 1812.

This phenomenon occurred due to strong westerly winds keeping water in Lake Erie, along with an ice jam that dammed the river near Buffalo, New York. Below the Falls, workers were able to head out onto the riverbed and clear away rocks which had been a navigation hazard to the steamboat, *Maid of the Mist*. It is estimated that the river stopped for 30–40 hours in total.

Later, in 1969, the US Army Corps of Engineers built a series of dams which brought the water flow over the American Falls to a small trickle. This was in order to enable a study of the rock formations at the crest of the Falls and see whether there was any way to remove the rock at the base of the American Falls. In the end, the engineers decided to let nature take its course.

31

D

Engineer Charles Ellet completed the first bridge across the Falls in 1948. Seven years later John Roebling oversaw construction of another suspension bridge, this one with two levels: one for carriages and the other for locomotive traffic, allowing the Grand Trunk Railway to connect from Canada to the USA. Before it was built, there was widespread doubt that a suspension bridge would be able to bear the weight of a locomotive; no bridge of this kind had ever done this. Roebling's bridge cost $450,000 and became one of the world's most famous bridges.

Another famous attraction in Niagara Falls is the steamboat, the *Maid of the Mist*. This boat made its maiden voyage in 1846 as a ferry, charging to transport people, cargo, and mail across the river. Before that, rowboats took people who needed to get across the Niagara river below the Falls. However, when Ellet's newly constructed bridge began to diminish its business in 1848, the *Maid of the Mist* concentrated on sightseeing and took visitors very close to the Horseshoe Falls. Several boats have taken the title *Maid of the Mist* since then, and to this day, *Maid of the Mist VI* and *Maid of the Mist VII* operate and since 2013 have been leaving from the US side of the Falls only. At 74 ft and 80 ft respectively, these boats are able to carry 600 visitors a piece, right to the base of the Falls.

32

E

It is often asked why the water of the Niagara Falls seems to take on an aquamarine colour, which is especially intense on sunny days. The reason is that the oxygen and mineral rich waters provide a conducive environment for the growth of algae called diatoms. The bodies of diatoms behave like prisms, reflecting a sparkling aquamarine. Minerals also contribute to the water's colour; dissolved limestone, shale and sandstone form salts that tint the river, while clean and well-oxygenated water helps this effect show through.

The foam in the water at the base of the Falls is not a man-made phenomenon. It is actually calcium carbonate from the mist as it evaporates while going over the Falls. This mixes with decaying diatoms and other algae to produce the foam. Moving further downstream, it remixes

with the water and disappears. While in the 1950s and 1960s there was scum from phosphates and other pollutants, this is not the case today.

PART 3 — QUESTIONS

Questions 28-32

The text has five sections, A-E.

Choose the correct heading for each paragraph, A-E, from the list of headings below.

i. **Preserving the beauty of the area**

ii. **Getting from one side to the other**

iii. **When the Falls stopped flowing**

iv. **Permanent damage to the bottom of the river**

v. **The involvement of two countries**

vi. **Physical characteristics of the Falls**

vii. **Depictions of the Falls**

Questions 33-36

Choose the correct letter, A, B, C or D.

33 Hennepin's account of his visit to Niagara Falls

A ○ understated the scale of the Falls.

B ○ influenced many people's impression of the Falls.

C ○ conflicted with the illustration that accompanied it.

D ○ attracted criticism from locals at the time it was written.

34 What caused the event that happened at the Falls in 1848?

A ○ A transport company was able to assess the volume of water.

B ○ The tourist industry took action in order to attract more people.

C ○ A natural phenomenon caused the source of the falls to be blocked.

D ○ Engineers held back the falls in order to complete their research.

35 Roebling's bridge was remarkable because

A ○ it consisted of two separate levels.

B ○ it was inexpensive for a bridge of its kind.

C ○ it was the first bridge built across the Niagara Falls.

D ○ it was the first bridge of its kind to carry a train.

36 What causes the water of the Falls to be foamy?

A ○ A combination of naturally-occurring substances.

B ○ The pressure of dropping from a height.

C ○ A problem further up the river.

D ○ Pollution from industry.

Questions 37-40

Complete the summary below.

Choose ONE WORD/ONE NUMBER ONLY from the passage for each answer.

The Maid of the Mist

Prior to the *Maid of the Mist*'s first voyage, people used **37** _____ to get across the Niagara River at the base of the Falls. When launched in 1946, the steamboat carried **38** _____ and cargo as well as passengers but after a suspension bridge was built, the main purpose of the *Maid of the Mist* was for **39** _____. The original steamboat has been replaced many times and two *Maids of the Mist* currently run: *Maid of the Mist VI* and *VII*, which each have a passenger capacity of **40** _____.

Answer Key

#	Answer	Explanation
1	**TRUE**	A former golf course, the land was bought by the Coppard Council in 1971
2	**TRUE**	There are both permanent and temporary exhibits, many of which were created by artists from the region, most notably renowned bronze sculptor, Nerida Graham
3	**NOT GIVEN**	There are both permanent and temporary exhibits, many of which were created by artists from the region, most notably renowned bronze sculptor, Nerida Graham. As you wander through the grounds, don't miss Shackle of Time, the colossal mechanical sculpture in the Succulent Garden
4	**NOT GIVEN**	The main car park is at the North Street entrance – open 9:00 to 17:00
5	**FALSE**	The Marxland Sculpture Garden is a hands-on experience so don't be afraid to get up close and feel the surface of the works
6	**TRUE**	The festival has increased in popularity every year since it began in the early 1980s, so get your tickets early
7	**FALSE**	Take an organised tour with one of the Garden staff or try your luck with a map and torch
8	**F**	There are also helpful hints on sourcing ingredients, techniques for food preparation and creating a meal
9	**D**	While not an experienced chef or restaurant owner, Perelman is a home cook who was overwhelmed by the sheer volume of recipes on the internet, sometimes giving conflicting advice. If this sounds like you, this book will give you confidence
10	**C**	In the Crunch Time Cookbook, celebrity trainer Bridges arms readers with simple, delicious recipes to help shed kilos and keep them off
11	**A**	With a focus on wholefoods, Ozich uses unprocessed alternatives to the usual sugar, milk and processed grains to create more nutritionally-balanced meals
12	**B**	Much of the intriguing yet simple fare in the book is taken from recipes that featured in chef Yotam Ottolenghi's childhood in Jerusalem, but other recipes come from different culinary traditions, from North African to Californian

#	Answer	Explanation
13	**F**	This cookbook contains the key to achieving the Wagamama flavour, from appetisers to hearty soups to stir-fries, and even exotic juice-based beverages
14	**D**	Each recipe comes with a photograph, so you can see what you're aiming for
15	**team**	To this end we have established a dedicated team to promote environmental awareness and ensure employees are aware of their environmental responsibilities
16	**practices**	We encourage all employees to notify us when they see that company practices have a negative impact on the environment and need improvement
17	**jar**	If this isn't done, we are asking 'offenders' to pay a small fine – there is a jar for this purpose on Kevin Wu's desk and the proceeds will go to the Positive Planet regeneration scheme
18	**cartridges**	We're doing our bit to reduce landfill by having our used ink cartridges collected. These should be placed in the box by the stationery cupboard – Jetco, the manufacturer we use, arranges collection for recycling on a monthly basis
19	**tub**	There is a tub in the photocopying room for any used paper; the cleaners will empty this into the large bin for recycling every week
20	**suppliers**	In terms of ordering stationery and office equipment, please use the following approved suppliers, which are all committed to reducing waste and eliminating their carbon footprint
21	**budget**	In all parts of the company including office, kitchen, bathrooms and staffroom, please use 'green' products, provided that they are within the allocated budget
22	**Formal qualifications**	While you can work as a tour guide without formal qualifications, entry to the occupation may be easier if you can show you are qualified and you may like to consider taking a course
23	**hospitality**	Experience in a related field such as hospitality is generally looked on favourably by employers in the travel industry
24	**sleep**	Energy and enthusiasm are an absolute must – when the day's tour is done, a guide still needs to study commentary and confirm the next day's activities, so you will often need to operate on very little sleep
25	**cultures**	An insight into a wide range of cultures helps a guide negotiate all kinds of issues, not only in the place being visited, but also among the people on the tour

#	Answer	Explanation
26	**questions**	The ability to handle any tricky questions that arise is a crucial component of the role
27	**sales**	There are often openings for roles in product development and sales within the industry; experience as a guide will stand you in good stead for these
28	**v**	The Niagara Falls, on the Niagara River on the border between Ontario, Canada, and New York state, US, are one of North America's most famous spectacles Today the amount is controlled by the Canadian and American governments to slow erosion
29	**vii**	The first known image of Niagara Falls is an engraving by an unidentified Dutch printmaker which was first published in 1697 in a book by Father Louis Hennepin, a priest accompanying a French expedition to America. Alongside the engraving, Hennepin provided a description of the Falls
30	**iii**	In 1848, for the first time in recorded history, the falls ran dry Later, in 1969, the US Army Corps of Engineers built a series of dams which brought the water flow over the American Falls to a small trickle
31	**ii**	allowing the Grand Trunk Railway to connect from Canada to the USA This boat made its maiden voyage in 1846 as a ferry, charging to transport people, cargo, and mail across the river
32	**vi**	It is often asked why the water of the Niagara Falls seems to take on an aquamarine colour, which is especially intense on sunny days. The reason is that the oxygen and mineral rich waters provide a conducive environment for the growth of algae called diatoms
33	**B**	However, as the first European reporter to have seen the Falls, Hennepin's description is significant for the fact that it dominated the collective imagination of the Falls in the century to come
34	**C**	This phenomenon occurred due to strong westerly winds keeping water in Lake Erie, along with an ice jam that dammed the river near Buffalo, New York
35	**D**	Before it was built, there was widespread doubt that a suspension bridge would be able to bear the weight of a locomotive; no bridge of this kind had ever done this
36	**A**	It is actually calcium carbonate from the mist as it evaporates while going over the Falls. This mixes with decaying diatoms and other algae to produce the foam

#	Answer	Explanation
37	**rowboats**	Before that, rowboats took people who needed to get across the Niagara river below the Falls
38	**mail**	This boat made its maiden voyage in 1846 as a ferry, charging to transport people, cargo, and mail across the river
39	**sightseeing**	However, when Ellet's newly constructed bridge began to diminish its business in 1848, the Maid of the Mist concentrated on sightseeing and took visitors very close to the Horseshoe Falls
40	**600**	At 74 ft and 80 ft respectively, these boats are able to carry 600 visitors a piece, right to the base of the Falls

Test 63

PASSAGE 1

You should spend about 20 minutes on Questions 1-14, which are based on the two texts below. Read the text below and answer Questions 1-7.

What's on at the National Gallery of Canada?

A Governor General's Awards in Visual and Media Arts

Since 2000, the Governor General's Awards in Visual and Media Arts have acknowledged Canadian artists in the fields of fine or applied arts, film, video, or new media. This year's exhibition will showcase the work of eight outstanding laureates. Before the awards, come and greet the eight Canadian artists recognised for their remarkable contributions.

B Laurent Amiot: Canadian Master Silversmith

Acclaimed as one of the most influential silversmiths of the 18th and 19th centuries, Canadian Laurent Amiot is said to have redefined his craft, turning it into an art form.

Explore the exquisite beauty of his work through the display of nearly a hundred pivotal pieces, most of which have never been shown before.

C Artissimo Spring Forest

Come explore art - then design, draw and paint your own! Families are invited to experience the gallery and share their art with others around the world. Kids must be accompanied by an adult.

D The Ottawa Wind Ensemble presents The Music of Broadway

Enjoy an afternoon of Broadway Music in the Great Hall. The Ottawa Wind Ensemble is joined by tenor soloist Dr Fraser Rubens in a concert featuring music from famous musicals, such as *Phantom of the Opera* and *Les Misérables*. Dr Rubens' parallel careers of music and cardiac surgery have been the subject of the documentary series *The Surgeons*.

E BC Artists: from The Gary Sim collection

This exhibition allowed our curator to showcase a significant donation by collector Gary Sim, comprising almost 1,000 publications, including an extensive array of books, periodicals and other publications related to the art of western Canada. Immerse yourself in culture!

F Janet Cardiff: Forty-Part Motet

The widely acclaimed Forty-Part Motet has returned to the gallery by popular demand. The fascinating sound sculpture by artist Janet Cardiff is based on *Spem in Alium*, by 16th-century English composer Thomas Tallis. Voices of singers young and old are played back through forty speakers located around the Rideau Chapel in the Canadian and Indigenous galleries.

_____

Read the text below and answer Questions 8-14.

StarRail app and Smartcard

Use the StarRail app to get real-time updates on your journey and purchase tickets on your phone - in just a few taps, as well as the option to get alerts by email and text.

Useful features:

- View all ticket purchases through MyStarRail.
- See the status of the StarRail network and details of any disruptions to your service.
- Save recent searches to favourites.
- Contact us to report crime on the railway network.

Using a Smartcard

You can order a Smartcard using the StarRail app or get one at any StarRail station. A Smartcard is a plastic card that you can load your tickets onto.

Purchasing a ticket to put on your Smartcard: information for new users

Step 1 - purchase

Purchase tickets online using the StarRail app.

You can also get a ticket from any StarRail ticket vending machine.

Step 2 - load your Smartcard

Purchased online or with the StarRail app? Tap your Smartcard at the ticket gates or platform validator. Leave for four hours between buying and loading, so we have time to check your order and have it waiting.

Purchased at a ticket vending machine? Tap your Smartcard on the reader to load your ticket instantly.

Step 3 - tap to travel

Tap your Smartcard at the ticket gates or platform validator. Wait for the beep, then you're done. At the end of your journey, do the same again.

It costs nothing to use the app, but credit card fees may apply when buying tickets online.

Why can't I get all StarRail tickets on the app?

Our mobile booking site is under development.

You can currently purchase Advance single, Anytime and Off-Peak single and return tickets from the StarRail app. Click 'Plan & Purchase' to order these tickets.

We'll be introducing more ticket types to the StarRail app in future but for now, go to our website if you are looking for a ticket that our App does not currently offer. You can purchase all StarRail tickets (including Advance, Anytime, Off-Peak, Super Off-Peak, Kids Ride Free, Flexitix and Season Tickets) using our desktop booking website.

Smartcard benefits:

Season tickets

You can load weekly, monthly and annual Season Tickets for all our routes.

Super off-peak day return

These tickets are exclusive to Smartcard: enjoy great savings when you travel outside peak hours from Monday to Friday.

PART 1 — QUESTIONS

Questions 1-7

Look at the six descriptions of events A-F.

For which events are the following statements true?

Write the correct letter, A-F.

NB You may use any letter more than once.

	A	B	C	D	E	F
1 You can experience a work that has been put back on display.	○	○	○	○	○	○
2 You will see exhibits that have been gifted to the gallery.	○	○	○	○	○	○
3 You will see works exhibited for the first time.	○	○	○	○	○	○
4 You can watch a performer who is well-known in two fields.	○	○	○	○	○	○
5 You can bring children to this event.	○	○	○	○	○	○
6 You can meet creative people.	○	○	○	○	○	○
7 You can create an artwork yourself.	○	○	○	○	○	○

Questions 8-14

Do the following statements agree with the information given in Reading Passage 1?

Write

TRUE if the statement agrees with the information

FALSE if the statement contradicts the information

NOT GIVEN if there is no information on this

8 The app lets passengers know if there are problems on the train line.

A ○ TRUE

B ○ FALSE

C ○ NOT GIVEN

9 Tickets purchased from vending machines must be paid for by credit card.

A ○ TRUE

B ○ FALSE

C ○ NOT GIVEN

10 Tickets bought on the internet are loaded onto Smartcard immediately.

A ○ TRUE

B ○ FALSE

C ○ NOT GIVEN

11 All stations have ticket validators on platforms.

A ○ TRUE

B ○ FALSE

C ○ NOT GIVEN

12 The SmartRail app is free of charge.

A ○ TRUE

B ○ FALSE

C ○ NOT GIVEN

13 Passengers can buy Flexitix using the app.

A ○ TRUE

B ○ FALSE

C ○ NOT GIVEN

14 Cheaper tickets are available for those travelling at quiet times.

A ○ TRUE

B ○ FALSE

C ○ NOT GIVEN

PASSAGE 2

You should spend about 20 minutes on Questions 15-27, which are based on Reading Passage 2 below. Read the text below and answer Questions 15-21.

Fruit Picking Work in Australia

Because Australia is such a large place, it has several weather zones and many different crops are grown. This means that there is usually work for fruit pickers somewhere in the country. It's worth remembering that there are other related jobs available after the harvest period, such as pruning and planting.

If you're interested in picking fruit in Australia, plan well and be prepared to work hard!

Here are some tips to help you:

Working in the sun

- Wearing sunglasses, to avoid the glare, and sunscreen is absolutely essential if you want to avoid sunburn. A long-sleeved cotton shirt may not seem appealing, but you will be thankful for it in the heat of the day.
- Keeping hydrated is crucial. You will find that you may drink up to eight litres of water a day if you are working outside. It will save time if you keep your water in something that is clipped onto your belt so that you can take a drink whenever you need to.

Other requirements

- Every farm is different. Sometimes, employers don't supply tools, so workers need to use their own. Check first to make sure you have what you need.
- Consider taking an MP3 player or another device so that you can listen to music. The days can be long, and it makes the time go faster.

Various roles

- Instead of working in the orchard, you may find yourself in a packing shed. There is a lot to be done here too, from packing fruit into boxes, checking quality control and using a forklift to loading large pallets onto trucks.

Payment methods

- Fruit should not be picked when wet so, in the case of rain, you will have to stop work. Therefore, you will not be paid in most instances.
- Some farms pay a flat rate (by the hour), but getting a fixed amount is not common for work that involves collecting fruit; this type of payment is generally for work in the shed. The other, more usual, model is the piece rate: your pay depends on the amount of fruit you bring in at the end of the day.

Remember conditions vary greatly from farm to farm so be sure to check anything you need to know with the employer before you start.

_____

Read the text below and answer Questions 22-27.

Haast legal services: Orientation day for new employees

Here at Haast, we run regular staff-orientation sessions for our new employees. In your first week with Haast, you can expect to attend an orientation program to help you familiarise yourself with the workplace. Generally, this will be conducted for groups of three or more. Below is a rough outline for the day:

9:00 Induction session, Boardroom 2

Here you will learn about the history of our company and meet some of our team. Our HR manager will take you through what is expected of employees from an HR policy perspective and outline the chief priorities of our firm.

10:15 Tour, morning tea, Cafeteria

Our office manager will take you around the office to show you where everything is, including bathroom facilities, stationery and photocopying, first aid kit and payroll. You'll finish in the cafeteria where you'll have the chance to speak to our administrative support staff as well as some of the executives who sit on the board. This is an informal yet important part of the day.

11:00 Sensitive information awareness, Boardroom 3

Here at Haast we often deal with matters of a sensitive nature whether they be personal / family disputes or financial difficulties. This requires a clear understanding of privacy concerns and a commitment to respecting our clients' information. One of our senior staff will outline our policies.

12:30 Lunch

1:30 HR session, 1 Atrium

Be here after lunch to have your photo taken. You will be issued with an employee card (which can be collected from reception at the end of the day). Topics that will be covered include how to apply for various types of leave, submission of timesheets and our dress code.

2:30 Training in your own department

This is where you will learn more about your specific position. If possible, you will join the person who previously held your role for a handover. If this is not possible, your team leader will tell you what you need to know.

Online modules

You will have a week to complete two online modules which cover Haast's sustainability policy and safety in the workplace. Feedback will be given via the portal or in person if necessary.

PART 2 — QUESTIONS

Questions 15-21

Complete the sentences below.

Choose NO MORE THAN TWO WORDS from the text for each answer.

- Sometimes there are employment opportunities following the **15** _____ time when fruit is picked.
- Wearing appropriate clothing, eyewear and **16** _____ is necessary to protect your body.
- It is recommended to take a water bottle that can be attached to a **17** _____.
- It is necessary for fruit pickers to bring **18** _____ if these are not provided.
- Other jobs on the farm may involve moving big **19** _____.
- **20** _____ can affect how much work is done and how much money is earned.
- Most picking jobs pay workers a **21** _____.

Questions 22-27

Complete the flow-chart below.

Choose ONE WORD AND/OR A NUMBER from the text for each answer.

Haast New Recruits: Orientation Day

General induction session:

- background of organisation
- expectations at work (HR)
- the organisation's main **22** _____

Meet in Reception, session in Boardroom 2

↓

Tour, Morning tea:

- meet members of the **23** _____ and the admin team

Cafeteria

↓

Information awareness session:

- introduction to issues relating to **24** _____

Boardroom 3

↓

Lunch

↓

HR:

- go to **25** _____ for employee photo

Training:

- start **26** _____ with predecessor or manager in particular roles

Various departments

↓

- finish training about environmental impact and **27** _____ matters within the week

Online

PASSAGE 3

You should spend about 20 minutes on Questions 28-40, which are based on the text below. Read the text below and answer Questions 28-40.

Freya Stark

Freya Stark was a British explorer and writer who had several works published about her travels in the Middle East and Afghanistan, as well as autobiographies and essays.

Born in Paris in 1893, Freya Stark was raised in Italy and England. As a child, she spoke several languages and her upbringing included many outdoor pursuits, like horse riding and mountaineering. With her mother and grandmother as role models, she developed into an unconventional woman who was as at home in elegant salons as she was able to handle hardship and physical exertion.

In 1912, Stark started studying history in London but left for Bologna, Italy, at the beginning of the First World War, to work as a nurse. In 1918, her father gave her a small estate in Mortola on the Riviera in northern Italy, where she grew grapes, vegetables and flowers. But she often travelled to England to take Arabic language courses at the School of Oriental and African Studies. She was nearly thirty by this time. A professor had suggested that she try a non-European language: he recommended Icelandic. Stark, who had been struggling to make a living on the farm in Italy, chose Arabic in the hope that it might provide an opportunity to get away. She had developed a desire to travel to the Middle East and, to this end, applied for the role of governess for the Iraqi princesses at the court of Baghdad, Iraq, but was not successful.

In 1927, she travelled to Lebanon and then on to Damascus, Syria. Travel in the area was restricted at the time, so Stark set off from Damascus in secret on a donkey with a local guide and an English female friend, who had come to join the trip. Stark took pride in travelling without servants or extra belongings, comparing herself favourably in this regard to writer and explorer Gertrude Bell, an Oxford-educated aristocrat who had completed a similar trip with three baggage mules, two tents and three servants. Stark considered herself a more intrepid traveller.

After this, Stark returned to London and went to the Royal Geographical Society to take drawing courses so that she would be able to make her own maps on future trips. In 1929, she set off again for the Middle East and in 1930, Stark reached Persia (now known as Iran). She visited the Valleys of the Assassins, at the time still unexplored by Europeans, and carried out geographical and archaeological studies. On the back of a mule, with a camp bed and a mosquito net, and accompanied by a local guide, Freya Stark rode to the valleys near Alamut to see ruins of a mountain fortress castle which had not yet been recorded on her map. Despite malaria, dengue fever and dysentery, she carried on with her trip and her studies.

Stark's books present a combination of adventure and harsh reality. In *The Southern Gates of Arabia* she tells of following the ancient trade route for the perfumed substance frankincense in the area that is present-day Yemen. Unfortunately, she had to turn back without realising the goal she had set of finding the legendary lost city of Shabwa.

In 1944, Stark spent time in New Delhi, India at the court of the British viceroy. During political discussions there she met renowned politicians, Gandhi and Nehru. She was a regular guest at parties and official functions, where she became known for her extravagant clothes as well as her life of adventure.

While she did not make any huge new discoveries as an explorer, Freya Stark gained a high degree of respect for her sharp observations and compelling tales of her travels. She was able to accurately record unmarked villages and mountains, using compass points and photographs, but people read her books for the descriptions of the journey.

Often Stark would be the only European woman to have visited the places she travelled to, and often she discovered that the only people available to speak with her were the women. Stark might have approached women as a way of gaining trust and reaching powerful men, but over time she got specialised knowledge of the domestic arrangements, costumes and children's lives in these places thanks to her contact with women.

Stark was not especially interested in politics, beyond a desire to remedy the injustices she saw first-hand on her travels. Her main interest was archaeology. However, her later books such as *Rome on the Euphrates*, which came out in 1966, was criticised at the time for being overloaded with history and less in the genre of travel book, which is what readers seemed to want from her. Her last significant trip was to Afghanistan, in 1968, when she was 75. She went to see a 12th-century minaret that had only shortly beforehand been discovered by archaeologists.

Stark kept writing throughout her 80s and early 90s (four volumes of autobiography and eight volumes of letters), the last of which was published in 1985 when she was 93. She travelled until she was 92 and lived to be 100 years of age. Towards her final years, she took many of her godchildren on trips to inspire and educate them, telling them what she had learned from those she met along the way. Freya Stark produced 22 books in her lifetime and serves as an inspiration to travel writers to this day.

PART 3 — QUESTIONS

Questions 28-32

Look at the following statements and the list of places below.

Match each statement with the correct place, A-F.

Write the correct letter A-F.

NB you may use any letter more than once.

A. Baghdad

B. London

C. Alamut

D. Yemen

E. New Delhi

F. Afghanistan

	A	B	C	D	E	F
28 Stark attended many social events.	○	○	○	○	○	○
29 Stark suffered from poor health.	○	○	○	○	○	○
30 Stark failed to gain employment.	○	○	○	○	○	○
31 Stark learnt a craft that would help her on her journeys.	○	○	○	○	○	○
32 Stark had to leave without achieving her purpose.	○	○	○	○	○	○

Questions 33-36

Choose the correct letter A, B, C or D.

33 What influenced Stark's decision to learn Arabic?

A ○ An academic advised her to choose that particular language.

B ○ She planned to accompany a friend to the Middle East.

C ○ She wanted to escape her situation at the time.

D ○ The language had always held an interest for her.

34 How did Stark compare herself to Gertrude Bell?

A ○ She made the journey from Damascus to Syria in less time than Bell did.

B ○ She took less baggage on her trip than Bell took.

C ○ She had a better education than Bell had.

D ○ She took a more exciting route from Damascus than Bell took.

35 What does the writer say about Freya Stark as an explorer?

A ○ She was the first to find some major landmarks.

B ○ She deserved more recognition than she received.

C ○ She produced interesting accounts of her expeditions.

D ○ She drew some unreliable maps.

36 According to the writer, why did Stark become an expert on the lives of women in the places she went to?

A ○ She gained access to women more easily than to men.

B ○ She was more interested in the lives of women than of men.

C ○ She met them while studying their traditional costumes.

D ○ She was introduced to local women by other female travellers.

Questions 37-40

Complete the summary below.

Choose ONE WORD ONLY from the text for each answer.

Freya Stark's later years

Stark's book *Rome on the Euphrates* was said to focus too heavily on **37** _____ rather than what her audience had come to expect. Stark's motivation for going to

Afghanistan when she was 75 was to visit an ancient **38** _____. In her old age, she continued to publish collections of **39** _____ along with books about her life. She was often accompanied by her **40** _____ when she travelled.

Answer Key

#	Answer	Explanation
1	**F**	The widely acclaimed Forty-Part Motet has returned to the gallery by popular demand
2	**E**	This exhibition allowed our curator to showcase a significant donation by collector Gary Sim, comprising almost 1,000 publications, including an extensive array of books, periodicals and other publications related to the art of western Canada
3	**B**	Explore the exquisite beauty of his work through the display of nearly a hundred pivotal pieces, most of which have never been shown before
4	**D**	Dr Rubens' parallel careers of music and cardiac surgery have been the subject of the documentary series The Surgeons
5	**C**	Families are invited to experience the gallery and share their art with others around the world. Kids must be accompanied by an adult
6	**A**	Before the awards, come and greet the eight Canadian artists recognised for their remarkable contributions
7	**C**	Come explore art – then design, draw and paint your own
8	**TRUE**	See the status of the StarRail network and details of any disruptions to your service
9	**NOT GIVEN**	You can also get a ticket from any StarRail ticket vending machine
10	**FALSE**	Leave for four hours between buying and loading, so we have time to check your order and have it waiting
11	**NOT GIVEN**	Tap your Smartcard at the ticket gates or platform validator
12	**TRUE**	It costs nothing to use the app, but credit card fees may apply when buying tickets online
13	**FALSE**	We'll be introducing more ticket types to the StarRail app in future but for now, go to our website if you are looking for a ticket that our App does not currently offer. You can purchase all StarRail tickets (including Advance, Anytime, Off-Peak, Super Off-Peak, Kids Ride Free, Flexitix and Season Tickets) using our desktop booking website
14	**TRUE**	These tickets are exclusive to Smartcard: enjoy great savings when you travel outside peak hours from Monday to Friday

#	Answer	Explanation
15	**harvest**	It’s worth remembering that there are other related jobs available after the harvest period, such as pruning and planting
16	**sunscreen**	Wearing sunglasses, to avoid the glare, and sunscreen is absolutely essential if you want to avoid sunburn
17	**belt**	It will save time if you keep your water in something that is clipped onto your belt so that you can take a drink whenever you need to
18	**tools**	Sometimes, employers don’t supply tools, so workers need to use their own
19	**pallets**	Instead of working in the orchard, you may find yourself in a packing shed. There is a lot to be done here too, from packing fruit into boxes, checking quality control and using a forklift to loading large pallets onto trucks
20	**rain**	Fruit should not be picked when wet so, in the case of rain, you will have to stop work. Therefore, you will not be paid in most instances
21	**piece rate**	The other, more usual, model is the piece rate: your pay depends on the amount of fruit you bring in at the end of the day
22	**priorities**	Our HR manager will take you through what is expected of employees from an HR policy perspective and outline the chief priorities of our firm
23	**board**	You’ll finish in the cafeteria where you’ll have the chance to speak to our administrative support staff as well as some of the executives who sit on the board
24	**privacy**	This requires a clear understanding of privacy concerns and a commitment to respecting our clients’ information
25	**Atrium**	1:30 HR session, 1 AtriumBe here after lunch to have your photo taken
26	**handover**	If possible, you will join the person who previously held your role for a handover
27	**safety**	You will have a week to complete two online modules which cover Haast’s sustainability policy and safety in the workplace
28	**E**	In 1944, Stark spent time in New Delhi, India at the court of the British viceroy. During political discussions there she met renowned politicians, Gandhi and Nehru. She was a regular guest at parties and official functions, where she became known for her extravagant clothes as well as her life of adventure

#	Answer	Explanation
29	**C**	Freya Stark rode to the valleys near Alamut to see ruins of a mountain fortress castle which had not yet been recorded on her map. Despite malaria, dengue fever and dysentery, she carried on with her trip and her studies
30	**A**	She had developed a desire to travel to the Middle East and, to this end, applied for the role of governess for the Iraqi princesses at the court of Baghdad, Iraq, but was not successful
31	**B**	After this, Stark returned to London and went to the Royal Geographical Society to take drawing courses so that she would be able to make her own maps on future trips
32	**D**	In The Southern Gates of Arabia she tells of following the ancient trade route for the perfumed substance frankincense in the area that is present-day Yemen. Unfortunately, she had to turn back without realising the goal she had set of finding the legendary lost city of Shabwa
33	**C**	Stark, who had been struggling to make a living on the farm in Italy, chose Arabic in the hope that it might provide an opportunity to get away
34	**B**	Stark took pride in travelling without servants or extra belongings, comparing herself favourably in this regard to writer and explorer Gertrude Bell, an Oxford-educated aristocrat who had completed a similar trip with three baggage mules, two tents and three servants
35	**C**	While she did not make any huge new discoveries as an explorer, Freya Stark gained a high degree of respect for her sharp observations and compelling tales of her travels
36	**A**	Often Stark would be the only European woman to have visited the places she travelled to, and often she discovered that the only people available to speak with her were the women
37	**history**	However, her later books such as Rome on the Euphrates, which came out in 1966, was criticised at the time for being overloaded with history and less in the genre of travel book, which is what readers seemed to want from her
38	**minaret**	Her last significant trip was to Afghanistan, in 1968, when she was 75. She went to see a 12th-century minaret that had only shortly beforehand been discovered by archaeologists
39	**letters**	Stark kept writing throughout her 80s and early 90s (four volumes of autobiography and eight volumes of letters), the last of which was published in 1985 when she was 93

#	Answer	Explanation
40	**godchildren**	Towards her final years, she took many of her godchildren on trips to inspire and educate them, telling them what she had learned from those she met along the way

Test 64

PASSAGE 1

You should spend about 20 minutes on Questions 1-14, which are based on Reading Passage 1 below. Read the text below and answer Questions 1-7.

Pinehaven apartments: Rules for residents: Communal areas

Rooftop area

The rooftop is a shared space for everyone's enjoyment, so please leave it how you find it. If inviting more than five guests from outside the complex, please book a section of the rooftop ahead of time; the booking form is on the door of the utilities room. Please note that barbecues are used on a first-come-first-served basis. Please also leave them as you find them.

We ask that you are considerate of fellow residents and neighbours and keep noise levels down after 9 p.m. on weeknights.

While the janitor looks after the general maintenance of the area, it is not the job of the janitor to clean up after gatherings, so please make sure any garbage is removed from the rooftop and put in the bins on the ground floor.

Any breakage of communal property must be reported immediately and paid for.

The rooftop is closed from 10 p.m. Sunday to Thursday and 12 a.m. on Friday and Saturday.

Laundry

There are six washing machines and two dryers in the laundry. These cannot be booked in advance. If you leave your washing unattended after a cycle, note that it may be removed so others can use the machines.

Please notify the janitor immediately of any maintenance issues with the machines.

Elevators and stairwells

Be aware that our two elevators and three stairwells are communal areas; do not leave any items in these areas for any reason whatsoever. Elevators are in constant use at weekends so special arrangements need to be made if removalists need elevator access. Please contact management 24 hours in advance to reserve one if this is the case. If stairs are to be used when moving furniture, please use the West stairwell as the South stairwell is narrower and the North stairwell needs to be clear in case of emergencies.

Read the text below and answer Questions 8-14.

Blakeville community college

A Barista course

Learn to make every coffee on a café menu. This course comprises eight hours of hands-on classroom delivery. Take our intensive course on Saturday 23 June or join our weekly two-hour sessions on Thursdays at 6:30 p.m.–8:30 p.m.

You'll learn to operate, clean and maintain a range of coffee machines, use a coffee grinder and present coffee like a professional.

Each student has their own machine – (max 12 in a class).

Cost: $290 ($10 off each when you book for two students).

B Leadlighting and stained glass

Learn the art of glass cutting and leadlighting as you make a project of your choice. Supplies are included in the cost and glass-cutters may be taken home, to be returned the following session. Runs Tuesdays 6:30 p.m.–9:00 p.m. from 24 June–22 July.

Cost: $320

C Sewing weekend course

Held over two days on the first weekend of every month (starting 28 June), this course is for those who want to make alterations to their garments or create new clothes and furnishings. Your proficiency will be assessed by the instructor on the first morning, and you will receive instruction based on the stage you are at. Machines and thread will be provided, but please bring your own fabric and pattern.

Cost: $250 for Saturday and Sunday.

D Drawing workshop

This course is a bridge for people who already like to draw to get to the next level. You'll be introduced to methods employed by contemporary artists using pencil, charcoal and ink. For the first session, please bring paper, pencil and eraser; you'll also need to purchase ink and charcoal pencils on the night. Held on Wednesday evenings between 7:00 p.m.–9:00 p.m., 25 June–23 July.

Cost: $180 plus incidentals

E Bicycle maintenance

A great starting point for those interested in bike care and repair. From fixing a puncture to adjusting brakes and gears, the team from BikeSmart will show you how. Saturday 10 a.m. to 12 p.m., 28 June and 5 July.

Cost: by donation

F Budgeting for beginners

This course will show you how to make a budget and stick to it. You'll learn to tailor your savings regime to your circumstances and you'll set and reach financial goals. These workshops run over three nights: Thursday 7:30 p.m.–9:00 p.m., starting 26 June. Bring a friend at no additional cost.

Cost: $90

PART 1 — QUESTIONS

Questions 1-7

Do the following statements agree with the information given Reading Passage 1?

Write

TRUE if the statement agrees with the information

FALSE if the statement contradicts the information

NOT GIVEN if there is no information on this

1 Barbecues on the rooftop area must be reserved in advance.

- **A** ○ TRUE
- **B** ○ FALSE
- **C** ○ NOT GIVEN

2 Rubbish from rooftop parties must be taken downstairs.

- **A** ○ TRUE
- **B** ○ FALSE
- **C** ○ NOT GIVEN

3 The janitor should be notified of any damage to the rooftop area.

- **A** ○ TRUE
- **B** ○ FALSE
- **C** ○ NOT GIVEN

4 You may use more than one washing machine at a time.

- **A** ○ TRUE
- **B** ○ FALSE
- **C** ○ NOT GIVEN

5 The janitor checks the machines in the laundry regularly.

- **A** ○ TRUE
- **B** ○ FALSE
- **C** ○ NOT GIVEN

6 You have to book an elevator if you want to use it to move in or out on a weekend.

- **A** ○ TRUE
- **B** ○ FALSE
- **C** ○ NOT GIVEN

7 The South stairwell has the best access for removalists.

- **A** ○ TRUE
- **B** ○ FALSE
- **C** ○ NOT GIVEN

Questions 8-14

Look at the six descriptions of courses A-F in the text.

For which courses are the following statements true?

Write the correct letter, A-F.

NB You can use any letter more than once.

	A	B	C	D	E	F
8 You have to pay extra for materials.	○	○	○	○	○	○
9 The class is open to students of different levels of ability.	○	○	○	○	○	○
10 Two people can attend for the price of one.	○	○	○	○	○	○

	A	B	C	D	E	F
11 You can choose how much you want to pay for the class.	○	○	○	○	○	○
12 It is possible to borrow equipment.	○	○	○	○	○	○
13 You must have some experience in the skill being taught.	○	○	○	○	○	○
14 A one-day course is offered.	○	○	○	○	○	○

PASSAGE 2

You should spend about 20 minutes on Questions 15-27, which are based on Reading Passage 2. Read Reading Passage 2 and answer Questions 15-20.

Setting up a home office, a how-to guide

Working from home is now an option in an increasing number of jobs, and many workers enjoy the flexibility this brings. However, not every home is automatically equipped to provide a workspace. Here are some tips for creating a professional home office, whether you are working for an employer or you have your own business:

- Establish the basic needs you have for your office. In most cases, you'll need a desk, adjustable chair and computer at least. Then you'll have an idea of how much space you'll need. You'll need a room away from noise and distractions and, if possible, it will be separate from communal areas with a closing door. Even if you don't share your home with others, it's a good idea to have a physical division between your home and work life.
- Maintaining a professional office means you'll need to be well-organised. Not only will you require space to spread out and work, you should allocate plenty of room for storage of files and supplies. You might have to store files in another room but, bear in mind that anything you use on a regular basis should be accessible.
- Getting the basics right is crucial: quality ergonomic furniture will ultimately save you money on treatment for physical problems caused by bad posture. While it can be tempting to skimp on key pieces and splurge on non-essentials like desk ornaments, it is far more important to have a reliable phone and computer, a fast internet connection and a chair that will support your lower back.
- Don't forget to hang a clock on the wall or put one on your desk where you can see it. It's easy to lose track of time when you're working from home and you might find yourself working for hours on end without a break. Conversely, you might feel it's time for a break before it actually is. You'll find you are far more efficient if you can set hours and stick to them. You'll stay more focused and clients will appreciate knowing when you can be reached.
- It is stipulated in health and safety policies of most workplaces that a first-aid kit should be provided, and this is best practice in the home office too. Ventilation, whether natural or artificial, must be adequate and the work area should be clear of obstructions.

Read Reading Passage 2 below and answer Questions 21-27.

How to motivate your sales team: a guide for managers

Motivation is one of the most important ingredients of continued sales success over time. As a manager, you need to motivate your people as individuals and also as a team.

The foundation of motivation is trust. If your salespeople don't believe you have their best interests at heart, they won't be driven to put in their best effort at work. Take the time to find out their goals and the challenges they face in pursuing these goals.

The best way to find out what motivates your workers may simply be to ask them. Have them explain to you what management style they respond best to - some people need almost constant guidance while others like to be left to their own devices for most of the time. Ask them about the best times of the day or week to have meetings; although it may not always be possible, accommodate them when you can.

An often-overlooked factor is when and how to give feedback. Some need this - whether positive or negative - on a daily basis, while others would rather it was saved for more formal appraisals.

There are also some very tangible changes that may have an instant effect; these relate to the health and comfort of the workers. Ensure that they have time to recharge on their breaks and, if you can afford it, provide some nutritious, energy-giving snacks in the lunchroom. Some employers offer their workers a free or discounted membership at a gym and report that this pays for itself in healthy, motivated employees.

It's always worth remembering that people are motivated in different ways. The most commonly exploited motivator is money, whether it's a raise, bonus or commission, but that's not the only way of getting the best from your staff. Some thrive on competition, within or between teams. Others need acknowledgement for a job well done. Groups often respond positively to a chance to get out of the work environment, perhaps for social occasions or to attend sports events. Find what works for your sales people.

There are cases when workers are experiencing a slump and are not performing well. They may not rise to the challenge of working towards something they believe to be out of their reach. If this is the case, link their incentive to their improvement, rather than performance as measured against others.

PART 2 — QUESTIONS

Questions 15-20

Complete the sentences below.

Choose ONE WORD ONLY from the text for each answer.

- Ideally, the office space in your home should be in a **15** _____ room.
- Consider the need for **16** _____ as well as workspace.
- Spend your budget on good equipment rather than unnecessary items, such as **17** _____.
- Ensure a **18** _____ is visible from where you will be working.
- Having regular office hours will be helpful for your **19** _____.
- In terms of health and safety, it is important that there is enough **20** _____.

Questions 21-27

Complete the notes below.

Choose NO MORE THAN TWO WORDS from the text for each answer.

Motivating staff

General principles:

- motivation can't exist without **21** _____
- manager must understand workers' goals, challenges

Ask workers:

- what **22** _____ they prefer
- when they want meetings
- how often they need **23** _____

Meet physical needs:

- adequate breaks
- healthy food
- access to a **24** _____

Examples of motivators:

- money
- **25** _____ with colleagues
- praise / recognition
- outings such as parties and **26** _____

Poor performers:

- offer rewards based on **27** _____

PASSAGE 3

You should spend about 20 minutes on Questions 28-40, which are based on Reading Passage 3.

The wallaby

Wallabies are small to medium-sized marsupials that inhabit the Australian continent and its surrounding islands. The word wallaby comes from the indigenous Australian language.

28

A

While the largest wallabies can measure 6 feet from head to tail, as big or bigger than some kangaroos, most species of wallaby are smaller than kangaroos. The smallest are around 12 inches when fully-grown. They have an upright posture supported by two disproportionately large hind legs and feet, small forelimbs and a large thick tail. Wallabies have strong hind legs that enable them to travel at speed; their sizeable Achilles tendons assist them in hopping. Besides hopping, the hind legs can also be used to deliver hard kicks to other wallabies. Their tails are not able to grip but are essential in that they provide balance when a wallaby is stationary or in motion.

Because wallabies are herbivores, they have a large jaw to allow them to chew grass and plants. This accounts for their elongated faces. One distinction between a wallaby and a kangaroo is the teeth: wallabies have flat molars at the back, while kangaroos' back teeth are curved.

29

B

Wallabies generally prefer bushy or rugged areas in remote locations of Australia, rather than the open arid plains that kangaroos prefer. Some smaller wallabies, such as pademelons, live in the forest. Often wallabies are named for the type of area where they reside, e.g. shrub wallabies, brush wallabies and rock wallabies.

From 1858 until 1870, about 12 species of marsupial were taken from Australia and liberated in New Zealand, but only the brush-tailed opossum and the wallabies adapted successfully to the new land. Inadequate early accounts of which exact species were introduced and where they were initially taken from, mean that there is still confusion with regards to which species of wallaby are actually present in New Zealand today.

In 1896, the acclaimed Australian painter Frederick McCubbin painted *On the wallaby track*, showing a family in the bush without a home, the woman with a child on her lap and the man boiling water for tea. The painting's title derives from the Australian colloquial term 'on the

wallaby track' describing the wandering rural workers who moved from place to place for work and alluding to the nomadic tendency of wallabies.

30

C

In terms of their young, like all marsupials, wallabies are born at an early stage of development. Young wallabies, like young kangaroos, are called a *joey*. As soon as they are born, they crawl into their mothers' pouches and stay there, generally for around two months. At first, the joey spends varying lengths of time out of the pouch, grazing and acquiring vital survival skills. When it needs to sleep or it feels it is in danger; however, the joey will return to the pouch. In some species, joeys stay in the pouch for up to a year or until the next joey is born. However, for most wallabies the young are thought to be independent by 9 months.

There is significant variation when it comes to the daily habits of wallabies. The larger wallaby species tend to be diurnal (mostly active throughout the day) and live in mobs, or groups, whereas smaller species are generally nocturnal (active at night) and solitary.

31

D

There are animals that are native to Australia that have always hunted the wallaby; these include dingoes, wedge-tailed eagles and Tasmanian devils. However, it is species that were brought to Australia by settlers that have posed more danger. Foxes, cats and dogs have all taken their toll on wallaby numbers, as have herbivores like rabbits, sheep, goats and cattle that compete with wallabies for food. However, it is human activity that has had the most impact; land clearing and burning of bushlands have left great numbers of wallabies effectively homeless and without a source of food.

32

E

Four species of wallaby have already gone extinct. There are others that are classified as *vulnerable* or *endangered*, which means that they face a high or very high risk of extinction in the wild. Measures are being taken to help particular species, including conserving their habitats and breeding them in captivity, so they may be reintroduced into the wild at a later point when conditions are favourable.

While wallabies are considered by some farmers to be a pest, efforts are being made by the Australian Society for Kangaroos to stop farmers culling kangaroos and wallabies. Instead they advocate that they should be captured and relocated.

Questions 28-32

Reading Passage 3 has five sections A-E.

Choose the correct heading for each section, A-E, from the list of headings below.

NB you can use any letter more than once.

i. **How do wallabies interact with other species?**

ii. **What is being done to protect wallabies?**

iii. **What are the threats to the wallaby population?**

iv. **How much contact do wallabies have with their offspring and with each other?**

v. **What are the distinctive features of wallabies?**

vi. **How do wallabies behave when in groups?**

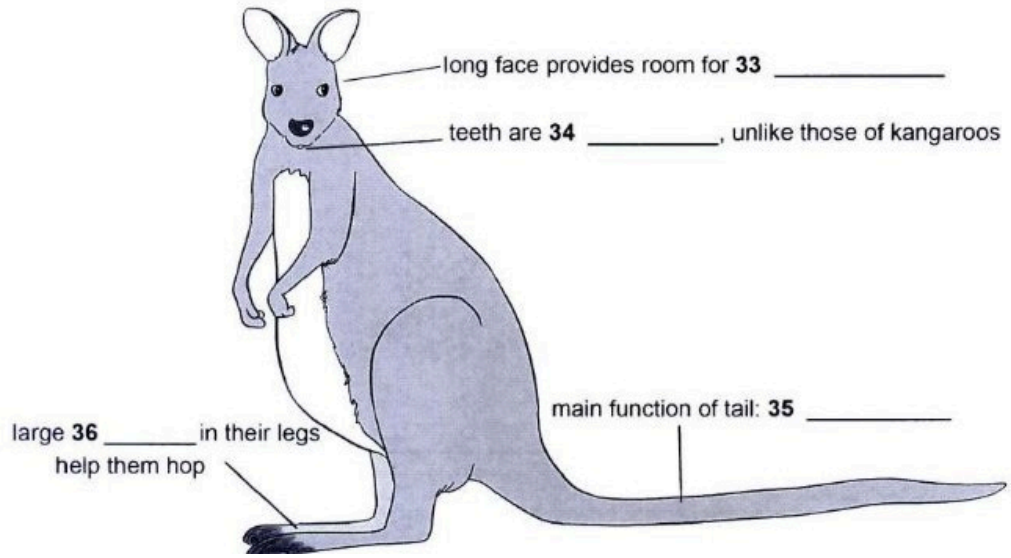
vii. **Where can wallabies be found?**

viii. **What kinds of wallaby are suited to specific environments?**

Questions 33-36

Label the diagram below.

Choose ONE WORD ONLY from the Reading Passage for each answer.



33 _____

34 _____

35 _____

36 _____

Questions 37-40

Write the correct letter, A, B, C or D.

37 Where do wallabies tend to live?

- A ○ in places inhabited by similar animals, such as kangaroos
- B ○ in areas where bigger species cannot steal their food
- C ○ in dry areas with a minimum of vegetation
- D ○ in wild places that are far away from humans

38 There is debate about which species of wallaby are present in New Zealand because

- A ○ some seem to have disappeared since they were introduced.
- B ○ records from the time they were introduced are incomplete.
- C ○ they are sometimes mistaken for a type of possum.
- D ○ they are shy creatures that avoid human contact.

39 'On the wallaby track' refers to people who

- A ○ travel around without a fixed home.
- B ○ live in areas where wallabies can be found.
- C ○ follow the trails of wallabies in order to hunt them.
- D ○ make their home in a remote part of the country.

40 The greatest danger to the survival of wallabies is

- A ○ a predator species that have been introduced to Australia.
- B ○ animals that eat vegetation that wallabies need to survive.

C ○ native animals that have increased in numbers.

D ○ destruction of the places where they live.

Answer Key

#	Answer	Explanation
1	**FALSE**	Please note that barbecues are used on a first-come-first-served basis
2	**TRUE**	While the janitor looks after the general maintenance of the area, it is not the job of the janitor to clean up after gatherings, so please make sure any garbage is removed from the rooftop and put in the bins on the ground floor
3	**NOT GIVEN**	Any breakage of communal property must be reported immediately and paid for
4	**NOT GIVEN**	There are six washing machines and two dryers in the laundry. These cannot be booked in advance. If you leave your washing unattended after a cycle, note that it may be removed so others can use the machines
5	**NOT GIVEN**	Please notify the janitor immediately of any maintenance issues with the machines
6	**TRUE**	Elevators are in constant use at weekends so special arrangements need to be made if removalists need elevator access. Please contact management 24 hours in advance to reserve one if this is the case
7	**FALSE**	If stairs are to be used when moving furniture, please use the West stairwell as the South stairwell is narrower and the North stairwell needs to be clear in case of emergencies
8	**D**	you'll also need to purchase ink and charcoal pencils on the night Cost: $180 plus incidentals
9	**C**	Your proficiency will be assessed by the instructor on the first morning, and you will receive instruction based on the stage you are at
10	**F**	Bring a friend at no additional cost
11	**E**	Cost: by donation
12	**B**	Supplies are included in the cost and glass-cutters may be taken home, to be returned the following session
13	**D**	This course is a bridge for people who already like to draw to get to the next level

#	Answer	Explanation
14	**A**	Take our intensive course on Saturday 23 June or join our weekly two-hour sessions on Thursdays at 6:30 p.m.–8:30 p.m
15	**separate**	if possible, it will be separate from communal areas with a closing door
16	**storage**	Not only will you require space to spread out and work, you should allocate plenty of room for storage of files and supplies
17	**ornaments**	While it can be tempting to skimp on key pieces and splurge on non-essentials like desk ornaments, it is far more important to have a reliable phone and computer, a fast internet connection and a chair that will support your lower back
18	**clock**	Don’t forget to hang a clock on the wall or put one on your desk where you can see it
19	**clients**	You’ll find you are far more efficient if you can set hours and stick to them. You’ll stay more focused and clients will appreciate knowing when you can be reached
20	**ventilation**	Ventilation, whether natural or artificial, must be adequate and the work area should be clear of obstructions
21	**trust**	The foundation of motivation is trust
22	**management style**	Have them explain to you what management style they respond best to
23	**feedback**	An often-overlooked factor is when and how to give feedback. Some need this – whether positive or negative – on a daily basis, while others would rather it was saved for more formal appraisals
24	**gym**	Some employers offer their workers a free or discounted membership at a gym and report that this pays for itself in healthy, motivated employees
25	**competition**	Some thrive on competition, within or between teams
26	**sports (events)**	Groups often respond positively to a chance to get out of the work environment, perhaps for social occasions or to attend sports events
27	**improvement**	If this is the case, link their incentive to their improvement, rather than performance as measured against others
28	**v**	They have an upright posture supported by two disproportionately large hind legs and feet, small forelimbs and a large thick tail One distinction between a wallaby and a kangaroo is the teeth: wallabies have flat molars at the back, while kangaroos’ back teeth are curved

#	Answer	Explanation
29	**vii**	Wallabies generally prefer bushy or rugged areas in remote locations of Australia, rather than the open arid plains that kangaroos prefer From 1858 until 1870, about 12 species of marsupial were taken from Australia and liberated in New Zealand, but only the brush-tailed opossum and the wallabies adapted successfully to the new land
30	**iv**	Young wallabies, like young kangaroos, are called a joey. As soon as they are born, they crawl into their mothers' pouches and stay there, generally for around two months The larger wallaby species tend to be diurnal (mostly active throughout the day) and live in mobs, or groups, whereas smaller species are generally nocturnal (active at night) and solitary
31	**iii**	Foxes, cats and dogs have all taken their toll on wallaby numbers, as have herbivores like rabbits, sheep, goats and cattle that compete with wallabies for food. However, it is human activity that has had the most impact; land clearing and burning of bushlands have left great numbers of wallabies effectively homeless and without a source of food
32	**ii**	Measures are being taken to help particular species, including conserving their habitats and breeding them in captivity, so they may be reintroduced into the wild at a later point when conditions are favourable
33	**jaw**	Because wallabies are herbivores, they have a large jaw to allow them to chew grass and plants
34	**flat**	One distinction between a wallaby and a kangaroo is the teeth: wallabies have flat molars at the back, while kangaroos' back teeth are curved
35	**balance**	Their tails are not able to grip but are essential in that they provide balance when a wallaby is stationary or in motion
36	**tendons**	their sizeable Achilles tendons assist them in hopping
37	**D**	Wallabies generally prefer bushy or rugged areas in remote locations of Australia, rather than the open arid plains that kangaroos prefer
38	**B**	Inadequate early accounts of which exact species were introduced and where they were initially taken from, mean that there is still confusion with regards to which species of wallaby are actually present in New Zealand today
39	**A**	In 1896, the acclaimed Australian painter Frederick McCubbin painted On the wallaby track, showing a family in the bush without a home, the woman with a child on her lap and the man boiling water for tea. The painting's title derives from the

#	Answer	Explanation
		Australian colloquial term ‘on the wallaby track’ describing the wandering rural workers who moved from place to place for work and alluding to the nomadic tendency of wallabies
40	**D**	However, it is human activity that has had the most impact; land clearing and burning of bushlands have left great numbers of wallabies effectively homeless and without a source of food

Test 65

PASSAGE 1

You should spend about 20 minutes on Questions 1-14, which are based on Reading Passage 1. Read the text below and answer Questions 1-7.

Notice of public meeting: The M32 development

The Fortescue Neighbourhood Action Group is urging residents to attend a public meeting to hear the concerns of local residents and families of pupils from Fortescue Primary School about the approval of the final stage of the M32 motorway.

On 17 April, the Government approved Stage 3 of the M32 motorway development, which will affect the Fortescue area. It was not until ten days later that this approval was finally announced.

Date: May 5

Time: 6:30 p.m.

Location: Jarrah Community Hall, corner of Fortescue Road and Huxley Parade, Fortescue.

Speakers: Ann Banks (Local council)

Marcin Kowalski (Parents Association, Fortescue Primary)

Louise Chang (President, Conservation Volunteers)

45 minutes will be reserved for questions and public comment.

Community organisations successfully lobbied for more dedicated parks and for noise restrictions in Zone 1. The developers, BD Construction, acted on this due to objections from the community.

We have to keep up the pressure!

Points of concern

- In the first stage of the development, the majority of wildlife and birds in the area moved (or were moved by conservation groups) from Zone 1 to Zone 2. Now that Zone 2 is to be developed, no policy exists to assist these animals; they have little chance of finding an appropriate habitat nearby.
- It is unclear how the motorway will improve traffic on Packers Road.
- There has been no announcement about how to manage the traffic bottleneck in Bradford Street that will result from roadworks.
- Traffic jams / gridlock are anticipated on the arterial roads surrounding the entry point to the new section of motorway.

- The Environmental Impact Statement put out by BD Construction for Stage 3 does not specifically address the issue of noise and pollution in Hyde's Reserve.
- With Fortescue Primary School just 50 metres from the main construction site, school students will be subjected to years of dust and noise, and then by unfiltered emissions from vehicle exhaust pipes.

Come along and have your say!

Read the text below and answer Questions 8-14.

Concorde festival

Concorde Festival has always been a family affair and this year is no exception!

A

10:00-17:00 (all day)

Beats and bites

Hamperdown Avenue will be transformed into an outdoor eatery. Come and sample delicacies from nearby restaurants including Georgio's Pizza, Al Basha Kebab House and Texas Fry-Up. Lively bands, including international act Firehouse will entertain throughout the day.

Pedestrian zone, Hamperdown Ave

B

10:00-11:30

Little farmers

Home Gardening for Kids

Presented by East City Farms

Located in the Eco Village (south-west corner of Hamperdown Park)

7th Heaven hip-hop troupe

Come and see students from East Concorde Middle School show you their moves!

Main Stage

C

10:30-16:00

Hamperdown brew zone

If the excitement of the festival becomes too much, have a break in the chill-out zone. We have set up bean-bags, picnic blankets and a drinks stand run by local coffee house, Hamperdown Brew, under the trees along the eastern side of Hamperdown Park. Vocal acts, such as Joss and Bill, along with other graduates from the Concorde School of Music, will entertain throughout the day. Pets welcome.

D

11:00-12:00

Poster making

Celebrating the things we love about Concorde!

Unleash your creativity and maybe win book vouchers, (ages 5-10)

Located in the Kids Workshop Area

Presented by Hamperdown Library

E

12:00-13:00

Make it yourself

Alex Mastroianni & Sabine Deleflie, Authors of Make it yourself, present Salads & Pickles Talk and Demonstration. Learn to make your own pickles with what's in your fridge or garden.

Sanderson Stage

F

13:00-14:00

Hamperdown hounds

The annual dog parade and 'dress-up-the-dog' contest has become a much-awaited event.

Doggie treats will be awarded to winners.

Northern perimeter of Hamperdown Park.

G

14:00-15:30

Cartooning and colouring-in activities for kids

Located in the Kids Workshop Area

Presented and guided by cartoonist and illustrator Charlotte Mantel

PART 1 — QUESTIONS

Questions 1-7

Do the following statements agree with the information given in Reading Passage 1?

TRUE if the statement agrees with the information

FALSE if the statement contradicts the information

NOT GIVEN if there is no information on this

1 Stage 3 of the development was made public as soon as it was approved.

- **A** ○ TRUE
- **B** ○ FALSE
- **C** ○ NOT GIVEN

2 The developers responded to public complaints about Zone 1.

- **A** ○ TRUE
- **B** ○ FALSE
- **C** ○ NOT GIVEN

3 The meeting will be led by a representative from the Parents Association.

- **A** ○ TRUE
- **B** ○ FALSE
- **C** ○ NOT GIVEN

4 There is a plan to safely relocate animals in Zone 2.

- **A** ○ TRUE
- **B** ○ FALSE
- **C** ○ NOT GIVEN

5 Packers Road currently has more traffic problems than Bradford Street.

A ○ TRUE

B ○ FALSE

C ○ NOT GIVEN

6 The developers produced a document about the effects of the development on nature in the area.

A ○ TRUE

B ○ FALSE

C ○ NOT GIVEN

7 Children will be affected by the construction activities.

A ○ TRUE

B ○ FALSE

C ○ NOT GIVEN

Questions 8-14

Look at the seven descriptions of events A-G.

For which events are the following statements true?

NB You may use any letter more than once.

	A	B	C	D	E	F	G
8 You can see a presentation about preparing food.	○	○	○	○	○	○	○
9 You can watch a group of young people dancing.	○	○	○	○	○	○	○
10 Children can draw with the help of an expert.	○	○	○	○	○	○	○
11 You can listen to local singers.	○	○	○	○	○	○	○
12 There are prizes for children.	○	○	○	○	○	○	○

	A	B	C	D	E	F	G
13 There are activities for pets.	○	○	○	○	○	○	○
14 There is a place to take a rest.	○	○	○	○	○	○	○

PASSAGE 2

You should spend about 20 minutes on Questions 15-27, which are based on the two texts below. Read the text below and answer Questions 15-21.

Memo: To all key holders and persons responsible for locking up

Head office is streamlining procedures for the safety and security of employees, cash and stock. Below is the procedure for closing the Vern's Clothing Warehouse. Please follow these steps in all branches.

Vern's Clothing Warehouse: Procedure for closing the shop

Tasks:

One hour before the store closes

- Restock shelves, making a note of anything that needs to be ordered.

- Assign cleaning duties to staff members.

- Take defective returned merchandise to the back room to be processed / sent to warehouse.

- Put all non-defective returned merchandise back on shelves.

- Check window display and wheel the external sale table back inside.

Closing the shop

- Walk the floor, double-checking for any remaining customers. Be sure to check the fitting rooms, pulling back curtains as you go.

- Lock the side door with the key and bolt it at both top and bottom.

- Lock the automatic door (main entry) by pushing the red button to the left of the door.

- Observe departing employees, ensuring that all merchandise being taken has been paid for.

- No friends are allowed on the premises at closing time. Please have them wait outside.

Handling registers and money

- Close the cash register and lock the till.

- Count cash away from registers so that it will not be visible to people who might be able to view the activity from outside the store through windows. The back office is the best place for counting money.

- Place the till tape, daily report and all money in the safe there.

- Two people must always be present when the safe is open and money is being counted, so always do this in the presence of a co-worker.

- Leave register drawers open to better protect point of sale terminals in the event of a break-in because burglars are likely to damage a register if trying to gain access.

- Leave the appropriate lighting on - a sign near the main switch panel indicates which lights are not to be turned off.

- Activate the burglar alarm to the left of the front entrance by typing the code into the pad followed by the # key. This will give you 90 seconds to lock up and leave.

- Leave the key with security if you are not rostered on the following day.

Read the text below and answer Questions 22-27.

The Heritage Hotel

Uniform policy

The Heritage Hotel is committed to dress standards that will enhance its corporate image, and it is essential that grooming and presentation be of the highest standard at all times.

Employees are required to maintain a neat, clean, well-groomed appearance. The discretion of what constitutes acceptable grooming rests with the company.

Uniform specifications

• Staff who have contact with customers (e.g. reception and management) are to wear either a white or black shirt with a pocket that displays the Heritage Hotel insignia (employees are issued one shirt in each colour). These staff members will be issued with a burgundy Heritage Hotel jacket, to be worn with the regulation black skirt or trousers, also provided by the Hotel.

• Those working back-of-house in maintenance and housekeeping roles will be provided with two white Bob Charles shirts with the Hotel insignia on the front. Trousers or a skirt in navy blue will also be issued by the Hotel.

• Shoes are to be comfortable and clean. They should be black and with a heel of less than 3cm. For safety reasons, no open-toed shoes are permitted.

• Anyone employed by the Heritage Hotel is to ensure their name badge is visible at all times during their shift.

Care of uniform

• The hotel issues complete uniforms to all staff, which are signed for on commencement of employment and must be returned when leaving the company.

• The hotel uniform, whether for management / reception or maintenance / housekeeping should always be freshly pressed with no stains, loose threads or missing buttons.

• Those working as managers or at reception may store their uniform in the locker in the office to the rear of reception and keep the jacket there during the shift if it is not being worn. It can be laundered when necessary in the hotel laundry.

• Those working in maintenance and housekeeping may also have their uniform laundered. Uniforms can be placed in the laundry basket in the ground-floor staffroom and picked up from the shelf in the same room for the next shift. It must be recorded on the wall chart when an item is dropped off or collected.

• If the management / reception uniform is torn, please take it directly to Ms Nichols in the laundry. Maintenance / housekeeping staff should notify their team leader if their uniform needs mending or replacing.

PART 2 — QUESTIONS

Questions 15-21

Complete the flow-chart below.

Choose NO MORE THAN TWO WORDS from the text for each answer.

Vern's Clothing Warehouse: Procedure for closing the shop

One hour prior to closing:

- take returns to storeroom or place on shelves

- bring in **15** _____ from outside the shop

- replace stock on shelves

Close the shop:

- check no customers are still in store - look in **16** _____

- lock both doors

- **17** _____ are not permitted in the shop

- close and lock registers

- take cash to the safe in the **18** _____

- you need a **19** _____ to be there when opening the safe

- ensure correct **20** _____ are on

- set the alarm (next to the **21** _____) and leave within 90 seconds

Questions 22-27

Complete the table below.

Write NO MORE THAN TWO WORDS from the text for each answer.

	Management / Reception	Housekeeping / Maintenance
Top	- shirt (white or black) with logo on **22** _____ - hotel jacket	- white Bob Charles shirt with company logo
Trousers / skirt	- colour: black - supplied and fitted by hotel	- colour: **23** _____
Shoes	- must not be **24** _____	
25 _____	- must be worn by all staff members while at work	
Storage and laundering of uniform	- keep in locker behind reception	- sign for clean uniform in **26** _____
Damaged uniform	- take to Ms Nichols (laundry)	- report to **27** _____

PASSAGE 3

You should spend about 20 minutes on Questions 28-40, which are based on Reading Passage 3. Read the text below and answer Questions 28-40.

Urban fish farming

New initiatives are making the widespread farming of fish in cities a real possibility.

It is estimated that the world's population will have reached 8 billion people by the year 2030, which is a matter of concern in terms of the global food supply. It is thought that by then, only 38% of seafood consumed will come from wild sea life, meaning that the rest will be sourced from fish farming. Using a system called aquaponics however, it is possible to cultivate both fish and produce (e.g. vegetables) in a closed-loop system. The fish waste fertilises the plants and the plants purify the water making it habitable for the fish. This idea has been used in fish farming for years; recently however, there have been some initiatives that are using aquaponics in a city environment.

Many offshore fish farms are experiencing a number of issues. Often, the waters where they are located are becoming less attractive as habitats because the water is getting warmer and, therefore, has higher levels of acidity. In addition to this, this type of farming often relies on antibiotics and pesticides. Leftover fish waste can pollute the area and have a negative effect on other species. These reasons have led researchers and entrepreneurs to investigate alternative ways of farming fish.

New York scientist Martin Schreibman keeps fish in large tanks in his laboratory - a very different set-up from a conventional fish farm or, for that matter, from a natural ecosystem. He has been working on a system that eliminates the use of chemicals in the rearing of the fish. This system filters water from the tap and removes waste created by the fish. No antibiotics or pesticides are added but he is able to control the temperature of the water and has had particular success with tilapia fish, which he says are ideal for research thanks to their resilience. By making his recirculation system sufficiently compact that it can be operated using the city water supply, Schreibman believes tanks like his could be used on city rooftops to provide residents with fish all year round.

The idea behind aquaponics is far from new. As far back as 1,000 BC farmers in China realised they were able to boost the yield from their rice paddies when they let fish swim in the water around the rice and fertilise the plants with their waste. Jason Green explains that his company, Edenworks, wants to adapt that early knowledge, which used an ecosystem that was already there, to the modern situation where the ecosystem can be separate and independent from the land. He notes that the challenge is to create soil that has the same richness and nutrient support as a natural system has.

In trying to recreate the right balance to produce delicious food, Edenworks monitors all conditions on the farms using sensors. The company has enlisted the help of professional chef

and now Edenworks' Head of Product, Sam Yoo, to sample the food once it is harvested. Yoo uses his highly-trained palette to help quantify aspects of the food like flavour and texture.

One notable feature of Edenworks farms is that they use a vertical design. This enables them to grow up to six times as much produce in the same sized space as other systems. They do not use LED or fluorescent lights, preferring instead a solar design. Currently they sell produce and fish directly to restaurants, but Green explains Edenworks would like to get to a point where the aquaponic model of food production is integrated into building design from the start. He adds that besides providing food, a rooftop farm serves as a layer of insulation for the building, thus benefitting the occupants in additional ways.

There are undoubted benefits of urban farming for the environment. The average item in an American grocery story currently travels 1500 miles on its way to the shelf. Producing food in cities would not only vastly reduce the energy required for distribution but would also have a positive effect on how fresh and nutritious the fruits and vegetables in local communities are.

Neil Sims of Kampachi Farms has been deeply involved in the fish-farming industry, though off the coast of Hawaii rather than in cities. Sims and his colleagues have found that they have had to overcome the public perception of farmed fish or fish grown in a warehouse as being somehow inferior nutritionally. He acknowledges that some poorly-executed attempts at fish farming in the past may have made people sceptical but notes that the resistance should be countered with the possibility of a sustainable, healthy source of fish. As Sims points out, if the number of people on Earth approaches the expected 11 billion at the end of the century, there will simply not be enough fish to feed everyone. That is, of course, unless a new way of supplying fish is adopted.

PART 3 — QUESTIONS

Questions 28-32

Look at the following statements and the list of people below.

Match each statement with the correct person, A, B, C or D.

NB you may use any letter more than once.

A. Martin Schreibman

B. Jason Green

C. Sam Yoo

D. Neil Sims

	A	B	C	D
28 He believes that traditional fishing will not keep pace with population growth.	○	○	○	○
29 He states that a particular type of fish is suited to being farmed.	○	○	○	○
30 He analyses the taste of food carefully.	○	○	○	○
31 He believes that no artificial substances need to be added to the water.	○	○	○	○
32 He found that some people are reluctant to embrace the idea of fish farming.	○	○	○	○

Questions 33-36

Choose the correct letter, A, B, C or D.

33 One advantage of aquaponics mentioned in the first paragraph is that

A ○ people are quick to adopt it when they understand it.

B ○ plants and animals benefit from each other.

C ○ many cities are already equipped to put it into practice.

D ○ food can reach customers the same day it is harvested.

34 What problem with fish farming in the ocean is mentioned?

A ○ Fish farms are too far from the consumer.

B ○ Diseased fish are becoming immune to medicines used.

C ○ Conditions are becoming less favourable for some marine creatures.

D ○ Other marine species may interfere with fish being farmed.

35 A distinctive aspect of the fish farming done by Edenworks is that

A ○ they can maximise the use of space.

B ○ they produce higher quality fish than other companies.

C ○ they operate in taller buildings.

D ○ they make use of artificial lighting.

36 What does Green say about designing farms within buildings?

A ○ Urban architects have opposed these farms so far.

B ○ These farms may bring other advantages as well as providing food.

C ○ These farms should not be located too high up in the building.

D ○ These farms will work well in a limited set of conditions.

Questions 37-40

Complete the summary below.

Choose ONE WORD ONLY from the text for each answer.

Bringing back an old concept

From 1,000 BC Chinese rice farmers made use of aquaponics, which helped them to increase their **37** _____. They allowed fish into the rice paddies and the **38** _____ from the fish naturally enriched their crops. Edenworks is looking at ways to incorporate that idea, but with a system that is not connected to the **39**

_____. They are trying to find a way to produce food that tastes great by duplicating the qualities of **40** _____ found in nature.

Answer Key

#	Answer	Explanation
1	**FALSE**	On 17 April, the Government approved Stage 3 of the M32 motorway development, which will affect the Fortescue area. It was not until ten days later that this approval was finally announced
2	**TRUE**	Community organisations successfully lobbied for more dedicated parks and for noise restrictions in Zone 1. The developers, BD Construction, acted on this due to objections from the community
3	**NOT GIVEN**	Speakers: Ann Banks (Local council)Marcin Kowalski (Parents Association, Fortescue Primary)Louise Chang (President, Conservation Volunteers)
4	**FALSE**	Now that Zone 2 is to be developed, no policy exists to assist these animals; they have little chance of finding an appropriate habitat nearby
5	**NOT GIVEN**	It is unclear how the motorway will improve traffic on Packers Road There has been no announcement about how to manage the traffic bottleneck in Bradford Street that will result from roadworks
6	**TRUE**	The Environmental Impact Statement put out by BD Construction for Stage 3 does not specifically address the issue of noise and pollution in Hyde's Reserve
7	**TRUE**	With Fortescue Primary School just 50 metres from the main construction site, school students will be subjected to years of dust and noise, and then by unfiltered emissions from vehicle exhaust pipes
8	**E**	Alex Mastroianni & Sabine Deleflie, Authors of Make it yourself, present Salads & Pickles Talk and Demonstration. Learn to make your own pickles with what's in your fridge or garden
9	**B**	7th Heaven hip-hop troupeCome and see students from East Concorde Middle School show you their moves
10	**G**	G14:00-15:30Cartooning and colouring-in activities for kidsLocated in the Kids Workshop AreaPresented and guided by cartoonist and illustrator Charlotte Mantel
11	**C**	Vocal acts, such as Joss and Bill, along with other graduates from the Concorde School of Music, will entertain throughout the day

#	Answer	Explanation
12	**D**	Unleash your creativity and maybe win book vouchers, (ages 5-10)
13	**F**	The annual dog parade and ‘dress-up-the-dog’ contest has become a much-awaited event.Doggie treats will be awarded to winners
14	**C**	If the excitement of the festival becomes too much, have a break in the chill-out zone. We have set up bean-bags, picnic blankets and a drinks stand run by local coffee house, Hamperdown Brew, under the trees along the eastern side of Hamperdown Park
15	**sale table**	Check window display and wheel the external sale table back inside
16	**fitting rooms**	Be sure to check the fitting rooms, pulling back curtains as you go
17	**friends**	No friends are allowed on the premises at closing time. Please have them wait outside
18	**back office**	The back office is the best place for counting money – Place the till tape, daily report and all money in the safe there
19	**co-worker**	Two people must always be present when the safe is open and money is being counted, so always do this in the presence of a co-worker
20	**lights**	Leave the appropriate lighting on – a sign near the main switch panel indicates which lights are not to be turned off
21	**(front) entrance**	– Activate the burglar alarm to the left of the front entrance by typing the code into the pad followed by the # key. This will give you 90 seconds to lock up and leave
22	**pocket**	Staff who have contact with customers (e.g. reception and management) are to wear either a white or black shirt with a pocket that displays the Heritage Hotel insignia (employees are issued one shirt in each colour)
23	**navy (blue) / (navy) blue**	Trousers or a skirt in navy blue will also be issued by the Hotel
24	**open-toed**	For safety reasons, no open-toed shoes are permitted
25	**name badge**	Anyone employed by the Heritage Hotel is to ensure their name badge is visible at all times during their shift
26	**staffroom**	Uniforms can be placed in the laundry basket in the ground-floor staffroom and picked up from the shelf in the same room for the next shift. It must be recorded on the wall chart when an item is dropped off or collected

#	Answer	Explanation
27	**team leader**	Maintenance / housekeeping staff should notify their team leader if their uniform needs mending or replacing
28	**D**	As Sims points out, if the number of people on Earth approaches the expected 11 billion at the end of the century, there will simply not be enough fish to feed everyone. That is, of course, unless a new way of supplying fish is adopted
29	**A**	No antibiotics or pesticides are added but he is able to control the temperature of the water and has had particular success with tilapia fish, which he says are ideal for research thanks to their resilience
30	**C**	The company has enlisted the help of professional chef and now Edenworks' Head of Product, Sam Yoo, to sample the food once it is harvested. Yoo uses his highly-trained palette to help quantify aspects of the food like flavour and texture
31	**A**	He has been working on a system that eliminates the use of chemicals in the rearing of the fish. This system filters water from the tap and removes waste created by the fish. No antibiotics or pesticides are added but he is able to control the temperature of the water and has had particular success with tilapia fish, which he says are ideal for research thanks to their resilience
32	**D**	Sims and his colleagues have found that they have had to overcome the public perception of farmed fish or fish grown in a warehouse as being somehow inferior nutritionally. He acknowledges that some poorly-executed attempts at fish farming in the past may have made people sceptical but notes that the resistance should be countered with the possibility of a sustainable, healthy source of fish
33	**B**	The fish waste fertilises the plants and the plants purify the water making it habitable for the fish
34	**C**	Often, the waters where they are located are becoming less attractive as habitats because the water is getting warmer and, therefore, has higher levels of acidity. In addition to this, this type of farming often relies on antibiotics and pesticides. Leftover fish waste can pollute the area and have a negative effect on other species
35	**A**	One notable feature of Edenworks farms is that they use a vertical design. This enables them to grow up to six times as much produce in the same sized space as other systems
36	**B**	He adds that besides providing food, a rooftop farm serves as a layer of insulation for the building, thus benefitting the occupants in additional ways

#	Answer	Explanation
37	**yield**	As far back as 1,000 BC farmers in China realised they were able to boost the yield from their rice paddies when they let fish swim in the water around the rice and fertilise the plants with their waste
38	**waste**	As far back as 1,000 BC farmers in China realised they were able to boost the yield from their rice paddies when they let fish swim in the water around the rice and fertilise the plants with their waste
39	**land**	Jason Green explains that his company, Edenworks, wants to adapt that early knowledge, which used an ecosystem that was already there, to the modern situation where the ecosystem can be separate and independent from the land
40	**soil**	He notes that the challenge is to create soil that has the same richness and nutrient support as a natural system has

Test 66

PASSAGE 1

You should spend about 20 minutes on Questions 1-14, which are based on the two texts below. Read the text below and answer Questions 1-7.

Product recall: Healthfast

A Healthfast Vitamins and Wellbeing wishes to inform its retailers and customers that foreign material has been found in some bottles and containers of its vitamins and supplements. These foreign items include sawdust, paint chips and metal shavings.

B Batches affected

You will find the batch number printed on the bottom of the jar or container.

Goodnight Formula3 P6617–P6628

Healthfast Diet Support tablets N5990–N5992

Anti-stress Formula DR5938–DR5941

C If the batch number has worn off or you have any queries relating to the recall, please call the dedicated hotline on 1800 98887777. Alternatively, our retailers have been briefed and are being regularly updated, so you may enquire at the outlet where the purchase was made.

D These products are available nationwide, but reports of faulty items have come from the Sussex Cove area, leading us to believe that they have been tampered with locally. However, in the interests of security, we urge all customers who have products from the list above to return them immediately, either to point of purchase or via post to head office (Freepost SU9877). If you have opened the bottle / container, please inspect and report any irregularities.

E Refunds

As the manufacturer, the health and safety of our customers is paramount. We will provide a refund for any unopened bottle or container from the list above, no questions asked. We will be inspecting these in order to continue to ascertain and monitor the situation.

F If you have consumed vitamins or supplements from the affected batches, we would be grateful if you could complete the attached survey and report the place of purchase of the product. Please note that our children's supplement range and Sportsboost vitamins have not been affected and do not need to be returned.

G Healthfast Vitamins and Wellbeing will pay a reward of up to $20,000 for information leading to the conviction of any person found guilty of tampering with its products. If you have such information, please contact Regina Giese, Customer Relations Manager, Healthfast Vitamins and Wellbeing, at rgiese@healthfast.co.

_____

Read the text below and answer Questions 8-14.

Taking a holiday in Canada – on a budget

Canada is often considered to be an expensive place to travel because of the climate, vast distances and high cost of domestic travel, but this doesn't have to be the case. Below are some tips to help plan a Canadian trip that won't break the bank.

Getting around

- Buses and trains in Canada are reliable but can be expensive and limit where you are able to go. One option for travelling between and within cities is a rideshare scheme. Locals with empty seats in their cars will take you from A to B for a fee.
- If you want to hire a car, don't assume you have to go with a big company. There are lesser-known companies that hire out older cars, which are still reliable. Either way, there are savings to be had when you book outside the peak months (May, June and September). Be aware of add-on costs, however. The base rate does not generally include car insurance or unlimited kilometres.
- If your dates are flexible, you may make great savings with a campervan relocation deal. These deals come up when a rental company needs a vehicle moved from one office to another one way for example, Halifax to Montreal. An online search will quickly reveal such opportunities, though not often far in advance.

Activities

- National parks offer a great array of choices for those who love breathtaking scenery and outdoor activities. If you like kayaking, paddle boarding or mountain biking, rent the gear outside of national parks for more budget-friendly options. For example, the University of Calgary rent summer and winter camping gear and equipment for outdoor activities.
- Doing some online research before your trip will save both time and money when you get there.

Food

- When going from a big city to the Rocky Mountains, stock up on supplies from a major supermarket first. Most of the larger supermarket chains have many options for prepared food and some will even heat it up for you in the deli section.
- Most city parks and campsites have barbecue grills that can be used by anyone. You only need to buy aluminium trays and whatever food you would like to grill.

PART 1 — QUESTIONS

Questions 1-7

The reading text above has seven sections, A-G.

Which section mentions the following information?

Write the correct letter, A-G.

NB You may use any letter more than once.

	A	B	C	D	E	F	G
1 which exact products are being recalled	○	○	○	○	○	○	○
2 what the manufacturer will do with returned products	○	○	○	○	○	○	○
3 who to contact to find out more	○	○	○	○	○	○	○
4 what to do if you have bought a recalled product but have not used it	○	○	○	○	○	○	○
5 what the manufacturer is offering for details of the crime	○	○	○	○	○	○	○
6 where recalled products were sold	○	○	○	○	○	○	○
7 why the products are being recalled	○	○	○	○	○	○	○

Questions 8-14

Do the following statements agree with the information given in Reading Passage 1?

Write

TRUE if the statement agrees with the information

FALSE if the statement contradicts the information

NOT GIVEN if there is no information on this

8 Train and bus fares cost the same amount.

A ○ TRUE

B ○ FALSE

C ○ NOT GIVEN

9 Fees for hire cars usually cover the cost of insuring the vehicle.

A ○ TRUE

B ○ FALSE

C ○ NOT GIVEN

10 Deals for relocating vehicles are only in major cities.

A ○ TRUE

B ○ FALSE

C ○ NOT GIVEN

11 Deals to relocate vehicles tend to come up close to the time of departure.

A ○ TRUE

B ○ FALSE

C ○ NOT GIVEN

12 National parks are the cheapest option for hiring outdoor equipment.

A ○ TRUE

B ○ FALSE

C ○ NOT GIVEN

13 Warm food is available at some supermarkets.

A ○ TRUE

B ○ FALSE

C ○ NOT GIVEN

14 Public parks often have facilities for cooking food.

- **A** ○ TRUE
- **B** ○ FALSE
- **C** ○ NOT GIVEN

PASSAGE 2

You should spend about 20 minutes on Questions 15-27, which are based on Reading Passage 2. Read the text below and answer Questions 15-21.

Dealing with customer complaints: a guide for Gray's Discount sales staff

An opportunity to improve

While we do our best to provide our customers with top-quality products and service, there will inevitably be occasional complaints. We need to look at these complaints as opportunities to make things right. The vast majority of customers who complain have reasonable grounds for doing so and we should be grateful that they do; the majority of unhappy customers will not make a complaint to us but will instead make it known to approximately ten people, as well as possibly complaining online.

A professional approach

Some complaints can be delivered forcefully and angrily. It is a challenge to remain calm in such situations, but this is what we, as staff, must do. It is worth bearing in mind that we shouldn't turn it into a personal matter; just address the issue at hand. Take a professional approach if a customer becomes agitated and keep your own emotions in check. This does not mean you should allow a customer to become abusive in any way - seek assistance from your manager if this occurs.

Finding out what's wrong

Listen carefully and attentively to what the customer has to say and let them finish. Sometimes people just want to be heard. Ensure you know the exact nature of the problem and show the customer you want to know what happened; the best way of doing this is to ask questions. Before you can present the customer with options for a solution, you need to check with them that you have a clear picture of why they are complaining.

Providing solutions

When the customer has given you all the details, be sure to acknowledge the issue (this does not necessarily mean accepting full blame). If the customer has not opened an item or the item is faulty, give them a replacement if that is what they request. There is no need to have this approved by a manager but note it in the diary in the office and put faulty items in the returns bay. However, if the customer requests a refund, you will need to have this processed by management.

In the case of ongoing or more serious complaints, it may be wise to follow up with a phone call or email to make sure the customer is satisfied with the outcome.

_____

Read Reading Passage 2 and answer Questions 22-27.

Safety gear in the construction industry – the responsibility of employers and employees

Even in a highly-regulated area of work, accidents can still occur. Safety precautions must be in place to limit these accidents, and enforcing the wearing of safety gear can make the world of difference.

Employers must

- ensure that safety gear (see below) is worn by all workers on site.
- provide safety gear that is suitable for the nature of the work being done.
- provide safety gear of an appropriate size for each worker.
- ensure employees are trained and instructed in how to use / wear safety gear correctly.

Employees must

- wear safety gear in the course of their work on site.
- not misuse or intentionally cause damage to safety gear.
- inform the employer if safety gear is worn out or damaged.

Head

Hard hats are compulsory at all times on site to shield the head from falling objects and bumps. They also offer protection from rain, direct sun and electric shocks. Hard hats and helmets are available with built-in ventilation for those working underground or in tight spaces.

Eyes

This is a sensitive area, requiring the utmost protection, whether that be goggles or a transparent visor attached to a helmet.

Protection should always be worn when working around smoke, extreme winds or in an area where hazardous chemicals are used or kept.

Body

Reflective safety vests are used to ensure high visibility on site. They may also be flame-retardant and breathable as the situation demands.

Hands

Almost all construction work requires the active use of hands; hence, proper precautions are required to avoid common injuries. Well-fitting safety gloves help protect hands from the most common hazard: lacerations. Other dangers include temperature extremes or anything that causes burns.

Feet

Closed-toe shoes with steel caps are a must to protect against falling objects, dangerous substances and heavy equipment. Rubber soles are also advised as many accidents happen due to slips.

PART 2 — QUESTIONS

Questions 15-21

Complete the notes below.

Choose ONE WORD ONLY from the text for each answer.

Dealing with customer complaints

Background

- Customers usually have good reasons to complain.
- Most dissatisfied customers don't complain to store but tell around **15** _____ others and complain on the internet.

Manner

- Stay calm.
- Remember not to make it **16** _____.
- Control your **17** _____ during conflict.

Steps

- Listen to the customer.
- Allow the customer to **18** _____.
- **19** _____ can be used to show you're interested.
- **20** _____ your understanding of the complaint.
- Acknowledge the problem.
- Offer a solution - **21** _____ can be given without asking the manager.
- Must ask the manager for other transactions.
- Follow up if appropriate.

Questions 22-27

Complete the sentences below.

Choose ONE WORD ONLY from the text for each answer.

- Employers in the construction industry have to make sure that workers have safety gear that is the right **22** _____.

- Head gear may come with **23** _____ for enclosed places.
- Employees working with dangerous **24** _____ need to protect their eyes.
- **25** _____ and, therefore, safety is improved by wearing a reflective vest.
- Burns to the hands occur less frequently than **26** _____.
- **27** _____ can be avoided by wearing the proper footwear.

PASSAGE 3

You should spend about 20 minutes on Questions 28-40, which are based on Reading Passage 3. Read the text below and answer Questions 28-40.

The Comic Store

The Comic Store in Canterbury, UK, is a specialist bookshop established in 2008 by The Kent Consortium co-founder, Joe Lane. As well as establishing The Comic Store itself, Lane donated dozens of pieces of artwork from his private collection to decorate the walls and provide a permanent exhibition. The 8,000 m² building was designed by the well-known Hungarian architect, Zoltan Nagy.

It contains several display areas and has held many successful temporary exhibitions, some of which have since toured across Europe and internationally.

The Comic Store was formerly called the Cartoon Archive Project (CAP). Kasper Andersen, the curator at the time of the name change, explained that, besides art exhibits, the museum has a manga wing and has branched out into other areas of illustration and video, such as political cartoons, video games and contemporary art. Therefore, the new name was brought in to reflect the shop's move beyond single pieces of art to a wider range of comic-based media and artefacts.

The look and design of the store itself has been controversial with architects and the public debating whether it is beautiful or ugly. There has been much discussion about whether the modern building is in harmony with the surrounding historical buildings. Jade Lane, the sister of the founder who was involved in setting up the store, noted that it was important for the customer's experience to begin before they enter the building.

The front of the building is decorated with large cartoon characters. The structure has many curves and shiny surfaces in various colours and materials, and its appearance has been compared to that of an eye watching the sky. Indeed, Nagy and his team took inspiration for the exterior of the building from the renowned artist Roy Lichtenstein's eye images. The mix of textures and colours used in the design is said to reflect the energy and fluidity of comic art.

The building project made technological advances in its sophisticated use of computer modelling which translated a three-dimensional shape into a geometric language that the project's engineers and builders could understand. The computer coordinates gave precise three-dimensional instructions - a critical point because the project had no straight, ruled surfaces. This resulted in a perfect fit when it was finally assembled which overcame some of the initial design challenges.

The hub of activity at The Comic Store is the presentation area called The Main Event. This space has a soaring ceiling, state-of-the art acoustics and lighting, along with an IMAX screen that is one of the largest in the UK. As well as being a venue for private events, workshops and presentations, it is sometimes open late to the public for experiences such as *The Comic Sleepover*, where visitors can bring their own cushions and enjoy a series of classic cartoons.

The Comic Store offers a wide variety of exhibitions, comics, books and mechandise for those interested in cartoons. Its largest exhibition to date has been *Superheroes Save the Day* on the second floor of the store.

This features models of superheroes, such as Spiderman, Dr Who and Wonderwoman, as well as the chance to see authentic comics dating back to the 1930's. Set next to this on the second floor is the DC Thomson exhibition, which pays homage to the famous Dundee design company which created those famous comics *The Beano* and *The Dandy*. Visitors can explore photos, cartoons and, if eager to see more, can go to dedicated kiosks to watch videos. Just across from this, The Levels offers an insight into gaming history, featuring the stories of video game developers, designers, coders, composers and critics. Also, on this floor, the *Make-believe* exhibition showcases items from lands of fantasy, such as a replica of Gandalf the Wizard's staff (stick) from *Lord of the Rings*, one of the dragon models from *Harry Potter* and maps from *Star Trek*.

Besides the exhibitions themselves, there are many dedicated spaces at the Comic Store that are set aside and available to be booked for educational workshops or entertainment purposes. For example, The Hive is a flexible space with a moveable air wall that means it can be subdivided into several rooms.

Seminars are held there, and it can be booked privately, as can the Outdoor Terrace which can be setup for events, offering a pleasant outlook over some of the city's points of interest such as the Cathedral or City Walls.

The Comic Store employs more than 50 people, most - if not all - of whom have experience and training in design, visual art and/or writing. In addition, there are many volunteers who share their knowledge and enthusiasm with visitors. Several internships are also offered every year to those who are hoping for a career in the arts or arts-based retail, but these positions are quite highly sought after so there is a long waiting list. More positions are, however, expected to be created in future as the The Comic Store attracts 50,000 visitors a year.

PART 3 — QUESTIONS

Questions 28-32

Look at the following statements, Questions 28-32, and the areas of The Comic Store below.

Match each statement with the correct part of The Comic Store, A, B, C or D.

NB you may use any letter more than once.

A. Exterior

B. The Main Event

C. Outdoor Terrace

D. The Hive

	A	B	C	D
28 It has views of Canterbury's landmarks.	○	○	○	○
29 It can be booked for large parties.	○	○	○	○
30 The area can be adjusted to create smaller spaces.	○	○	○	○
31 It hosts film events outside the usual opening hours.	○	○	○	○
32 Its design was influenced by the shape of a body part.	○	○	○	○

Questions 33-36

Choose the correct letter, A, B, C or D.

33 What does the writer say in the first paragraph about the exhibitions at The Comic Store?

A ○ Some of them have been shown in other cities.

B ○ They often reflect the architecture of the building.

C ○ They were commissioned by the store's founder.

D ○ Visitors to The Comic Store are allowed to touch most things on display.

34 The name of the shop was changed to The Comic Store

A ○ as the public did not like the former name.

B ○ because it sounded good and was and easier to remember.

C ○ in order to signal a change in the management of the shop.

D ○ to show the shop had a wider focus than its earlier name suggested.

35 What does the writer say in the third paragraph about the construction of The Comic Store?

A ○ The architect chose a construction team he had worked with before.

B ○ The people who built it were helped by the use of computer design.

C ○ A famous optician was consulted about the way it looked.

D ○ Engineers found it difficult to make the design a reality.

36 What does the writer say about the staff at The Comic Store?

A ○ A high proportion of them are volunteers.

B ○ Many of them have creative backgrounds.

C ○ Employees tend to stay in their jobs for a long time.

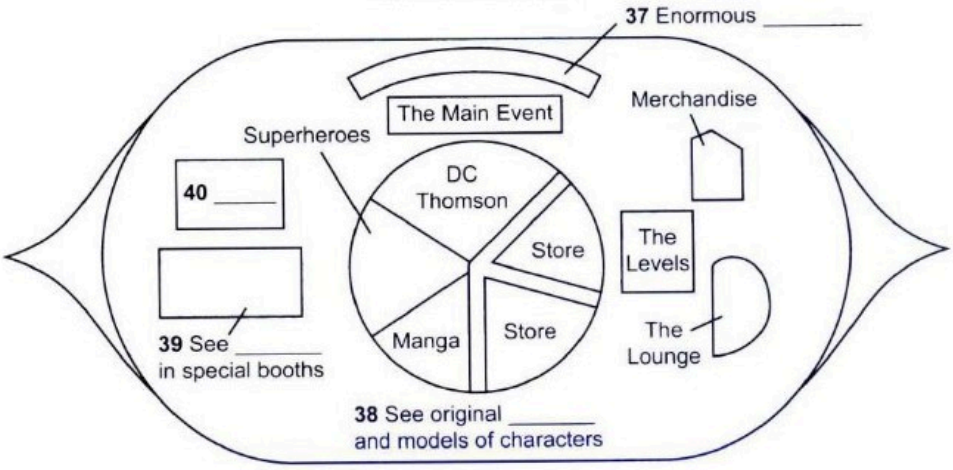
D ○ Working as an intern can lead to full-time employment at the stop.

Questions 37-40

Label the map.

Choose ONE WORD ONLY from the text for each answer.

The Comic Store



37 _____

38 _____

39 _____

40 _____

Answer Key

#	Answer	Explanation
1	**B**	Goodnight Formula3 P6617–P6628 Healthfast Diet Support tablets N5990–N5992 Anti-stress Formula DR5938–DR5941
2	**E**	We will provide a refund for any unopened bottle or container from the list above, no questions asked. We will be inspecting these in order to continue to ascertain and monitor the situation
3	**C**	If the batch number has worn off or you have any queries relating to the recall, please call the dedicated hotline on 1800 98887777. Alternatively, our retailers have been briefed and are being regularly updated, so you may enquire at the outlet where the purchase was made
4	**D**	However, in the interests of security, we urge all customers who have products from the list above to return them immediately, either to point of purchase or via post to head office (Freepost SU9877)
5	**G**	Healthfast Vitamins and Wellbeing will pay a reward of up to $20,000 for information leading to the conviction of any person found guilty of tampering with its products
6	**D**	These products are available nationwide, but reports of faulty items have come from the Sussex Cove area
7	**A**	Healthfast Vitamins and Wellbeing wishes to inform its retailers and customers that foreign material has been found in some bottles and containers of its vitamins and supplements. These foreign items include sawdust, paint chips and metal shavings
8	**NOT GIVEN**	Buses and trains in Canada are reliable but can be expensive and limit where you are able to go
9	**FALSE**	The base rate does not generally include car insurance or unlimited kilometres
10	**NOT GIVEN**	These deals come up when a rental company needs a vehicle moved from one office to another one way for example, Halifax to Montreal
11	**TRUE**	An online search will quickly reveal such opportunities, though not often far in advance
12	**FALSE**	If you like kayaking, paddle boarding or mountain biking, rent the gear outside of national parks for more budget-friendly options

#	Answer	Explanation
13	**TRUE**	Most of the larger supermarket chains have many options for prepared food and some will even heat it up for you in the deli section
14	**TRUE**	Most city parks and campsites have barbecue grills that can be used by anyone
15	**10/ten**	the majority of unhappy customers will not make a complaint to us but will instead make it known to approximately ten people, as well as possibly complaining online
16	**personal**	It is worth bearing in mind that we shouldn't turn it into a personal matter; just address the issue at hand
17	**emotions**	Take a professional approach if a customer becomes agitated and keep your own emotions in check
18	**finish**	Listen carefully and attentively to what the customer has to say and let them finish
19	**questions**	Ensure you know the exact nature of the problem and show the customer you want to know what happened; the best way of doing this is to ask questions
20	**check**	Before you can present the customer with options for a solution, you need to check with them that you have a clear picture of why they are complaining
21	**replacement**	If the customer has not opened an item or the item is faulty, give them a replacement if that is what they request. There is no need to have this approved by a manager
22	**size**	provide safety gear of an appropriate size for each worker
23	**ventilation**	Hard hats and helmets are available with built-in ventilation for those working underground or in tight spaces
24	**chemicals**	Protection should always be worn when working around smoke, extreme winds or in an area where hazardous chemicals are used or kept
25	**visibility**	Reflective safety vests are used to ensure high visibility on site
26	**lacerations**	Well-fitting safety gloves help protect hands from the most common hazard: lacerations. Other dangers include temperature extremes or anything that causes burns
27	**slips**	Rubber soles are also advised as many accidents happen due to slips
28	**C**	the Outdoor Terrace which can be setup for events, offering a pleasant outlook over some of the city's points of interest such as

#	Answer	Explanation
		the Cathedral or City Walls
29	**B**	As well as being a venue for private events, workshops and presentations, it is sometimes open late to the public for experiences such as The Comic Sleepover, where visitors can bring their own cushions and enjoy a series of classic cartoons
30	**D**	The Hive is a flexible space with a moveable air wall that means it can be subdivided into several rooms
31	**B**	The hub of activity at The Comic Store is the presentation area called The Main Event. This space has a soaring ceiling, state-of-the art acoustics and lighting, along with an IMAX screen that is one of the largest in the UK. As well as being a venue for private events, workshops and presentations, it is sometimes open late to the public for experiences such as The Comic Sleepover, where visitors can bring their own cushions and enjoy a series of classic cartoons
32	**A**	Indeed, Nagy and his team took inspiration for the exterior of the building from the renowned artist Roy Lichtenstein's eye images
33	**A**	It contains several display areas and has held many successful temporary exhibitions, some of which have since toured across Europe and internationally
34	**D**	Therefore, the new name was brought in to reflect the shop's move beyond single pieces of art to a wider range of comic-based media and artefacts
35	**B**	The building project made technological advances in its sophisticated use of computer modelling which translated a three-dimensional shape into a geometric language that the project's engineers and builders could understand
36	**B**	The Comic Store employs more than 50 people, most – if not all – of whom have experience and training in design, visual art and/or writing
37	**screen**	along with an IMAX screen that is one of the largest in the UK
38	**comics**	This features models of superheroes, such as Spiderman, Dr Who and Wonderwoman, as well as the chance to see authentic comics dating back to the 1930's
39	**videos**	Visitors can explore photos, cartoons and, if eager to see more, can go to dedicated kiosks to watch videos

#	Answer	Explanation
40	**Make-believe**	Also, on this floor, the Make-believe exhibition showcases items from lands of fantasy, such as a replica of Gandalf the Wizard's staff (stick) from Lord of the Rings, one of the dragon models from Harry Potter and maps from Star Trek

Test 67

PASSAGE 1

You should spend about 20 minutes on Questions 1-14, which are based on the two texts below. Read the text below and answer Questions 1-7.

What's on? Sydney's Night Noodle Markets

The Night Noodle Markets are returning to Hyde Park, serving up the best street food Sydney has to offer. You'll see old favourites as well as new contenders, and while the focus is still firmly on Asian cuisine, European and South American delicacies also feature.

The usual suspects are back this year, with stalls such as **Hoy Pinoy** and **Mr Bao** promising to deliver the delicious fare the city has come to look forward to. **Black Star Pastry** is also back, by popular demand.

As usual, there will be no shortage of noodle options. Don't miss **Taiwanese Noodle House** and its brisket noodle soup.

But the market does a lot more than noodles; the much-loved **Indu** restaurant has a stall serving the South Indian dosa, a crisp pancake. Join the queue for a dosa filled with goat meat and pomegranate or, if you don't eat meat, try the eggplant with bitter melon.

More than just food

The market space called **Hyde Park Palms** offers plenty of entertainment, from popular DJs to family-friendly live music. Illuminated dragons roam throughout the market until 10p.m. Check the Noodle Market website for details of the line-up.

Tips:

- Come early – the later you arrive, the longer the lines and the more chance of a stall running out of your first choice of dish. Stalls are well-stocked this year, but demand is high for the favourites, so don't be disappointed. The lines for the most popular stalls such as **Hoy Pinoy** and **Indu** can be long, but worth the wait.
- Beanbags and chairs around tables are the only seating options provided and they can be hard to come by at this busy event – consider bringing your own rug.
- If the weather looks suspect, check our website before heading out. As a rule, the market will go ahead unless it is pouring with rain.
- It's a cash-free event, so bring your plastic. Put it on your card and don't worry about counting out change.

Read the text below and answer Questions 8-14.

Tips for managing your time

A To see how you currently manage your time, it's useful to keep a log of everything you do. Start by writing down what you do every 30-minutes for a week – you may be surprised at what you see. Ask yourself when you are the most productive, what you devote most of your time to and how long your routine activities take.

B Make a list of everything you need to do. Include everything, large and small, and add to it as you go. At this stage, it isn't necessary to assign priorities and times; just capture your ideas before you forget them.

C A long list of things to do is just the first step. Once you've made your list, it's time to prioritise tasks. Put them in order of urgency and how much value it will bring you to have them done. Then you will be better able to allocate the right amount of time to each task.

D Remember that scheduling is not only writing down what you have to do, it is also making time for the things you want to do. You should make room for family and friends or pursuing creative interests and sport, just as you would for chores and work / study responsibilities.

E Look back at your log and reflect on the times you are most productive – and then schedule your tasks according to their priority and your energy levels.

F While using a conventional list on paper might be a good way to get started, you might find software is more helpful. You can get apps to send you reminders, merge your calendar with those of colleagues, as well as helping you delete and prioritise tasks.

G Most people find that disorganisation results in poor time management. Clear your home and workspace of clutter that is draining your energy and diverting your concentration. Many people find it useful to have three piles: *Keep*, *Give away* and *Throw in the rubbish*. When a task has been dealt with, file it (either physically or digitally) somewhere you can easily find it again.

PART 1 — QUESTIONS

Questions 1-7

Do the following statements agree with the information given in Reading Passage 1?

TRUE if the statement agrees with the information

FALSE if the statement contradicts the information

NOT GIVEN if there is no information on this

1 The market specialises in food cooked in an Asian style.

- **A** ○ TRUE
- **B** ○ FALSE
- **C** ○ NOT GIVEN

2 This is the first time Black Star Pastry is taking part in the festival.

- **A** ○ TRUE
- **B** ○ FALSE
- **C** ○ NOT GIVEN

3 The vegetarian option from Indu is more popular than the meat option.

- **A** ○ TRUE
- **B** ○ FALSE
- **C** ○ NOT GIVEN

4 The entertainment starts early in the evening.

- **A** ○ TRUE
- **B** ○ FALSE
- **C** ○ NOT GIVEN

5 Hoy Pinoy is one of the busiest stalls at the market.

A ○ TRUE

B ○ FALSE

C ○ NOT GIVEN

6 The festival supplies rugs for people to sit on.

A ○ TRUE

B ○ FALSE

C ○ NOT GIVEN

7 Stalls at the night market can process payments made by card.

A ○ TRUE

B ○ FALSE

C ○ NOT GIVEN

Questions 8-14

The reading text above has seven sections, A-G.

Which section mentions the following?

NB You may use any letter more than once.

	A	B	C	D	E	F	G
8 why it might be better to use technology	○	○	○	○	○	○	○
9 how to keep a record of the ways you spend your time	○	○	○	○	○	○	○
10 why you should mark things in order of importance on your list	○	○	○	○	○	○	○
11 how to get rid of things that distract you	○	○	○	○	○	○	○
12 what types of activities you need to plan	○	○	○	○	○	○	○

	A	B	C	D	E	F	G
13 how to decide when to do a task	○	○	○	○	○	○	○
14 what to do with work you have completed	○	○	○	○	○	○	○

PASSAGE 2

You should spend about 20 minutes on Questions 15-27, which are based on Reading Passage 2. Read the text and answer Questions 15-21.

Starting a new business: points to consider

Starting a business can mean a huge change in lifestyle and also a large financial commitment. However, it is possible to be ready for this if you are well prepared from the start. We've put together some tips to help you:

Evaluate your idea

You may believe you have a great idea, but you need to ask yourself if the present market demands it; gather and analyse information to establish the feasibility of your business.

Make a plan

Doing this will mean that you clarify goals for the business and what you will do to achieve them. Always be generous in your costing to allow for unforeseen circumstances; it's safest to consider the worst-case scenario.

Business models

You need to select the business structure that is most suitable for your purposes. Take professional advice if you are unsure. Here are some examples:

- sole trader – an individual trading on their own
- partnership – a number of people or entities running a business together
- company – a legal entity that is separate from its owners

Analyse yourself

Operating a business is not just about being self-employed. There are many questions to ask yourself in order to be sure that running a business is the best option for you, and you need to be honest with yourself from the beginning.

- Why do you want to have your own business?
- Do you have the right temperament to deal with challenges and possible setbacks?
- Do you have management skills and expertise in the industry?
- What are your personal strengths, and, on the flipside, what weaknesses may you need to overcome?

What if...?

You need to consider potential problems before they occur.

- Do you need to have your product patented? You don't want anyone stealing your invention. If it's a new product or process, speak to a patent attorney to make sure your

idea is protected.
- Who will run the business when you can't? Many small business owners want to do everything themselves, but eventually everyone needs to take holidays and family demands may take them away from the business. Do you have good staff you can trust to keep the business going in your absence?
- Will your business be able to withstand emergencies? Check you have insurance that covers you and your business for anything that could possibly go wrong, from theft, to natural disaster, to ill health.

Read the text below and answer Questions 22-27.

Hay and Walford Ltd: Social Media Policy for employees

Here at Hay and Walford Ltd, we acknowledge the role social media plays in shaping our public image and the image our clients and associates have of us.

Whether on our official company accounts or workers' individual social media accounts, we encourage all employees to bear in mind that they represent the firm and comments remain on the internet long after they were first made.

Company social media accounts

You do not know the influence a throwaway remark may have. For this reason, please refrain from commenting on any litigation that the company is involved in.

Similarly, anything that is labelled 'for internal use only' is not to be shared in full or in part on social media.

Messages from the CEO are automatically confidential and should not be mentioned in social media posts.

The company's finances are especially sensitive information and must not be shared, commented on or speculated on at all.

If you make an error of fact or wish to review your professional opinion, please take immediate steps to make corrections or delete the post.

Bear in mind that we are bound by regulations relating to copyright. As such, do not share the work of other people or companies without correctly acknowledging them as creators.

To be on the safe side, if you are in any doubt as to whether to put something on our social media accounts, please do not post in the first instance and seek advice from one of the team in Communications about whether the information is sensitive or unsuitable from the company's point of view.

Individual accounts

Even via private accounts, employees can be associated with the company.

If you wish to mention the company but are not an official spokesperson for Hay and Walford Ltd, make it clear what your position in the company is.

Whether discussing company business or not, be aware that comments made by employees that contradict our values of equality and decency can reflect badly on the company. We ask that you always treat other users of social media with respect, whatever the situation.

To the extent that your image on social media is public, it needs to be in line with the professional image that you, and Hay and Walford Ltd, wish to present.

PART 2 — QUESTIONS

Questions 15-21

Complete the sentences below.

Write ONE WORD ONLY from the text for each answer.

- Before investing in a new business, do research about its **15** _____ in the current market.
- Making a business plan will help you be clear about your **16** _____.
- Choose the **17** _____ which best matches how you want to run your business.
- In terms of your personality, ask yourself if your **18** _____ allows you to manage difficult situations.
- Be aware of any **19** _____ you have, as well as the skills and qualities you possess.
- You may need to look into ways of ensuring the **20** _____ of your business idea.
- You should make sure your plan includes **21** _____ to safeguard against problems in future.

Questions 22-27

Complete the notes below.

Choose ONE WORD ONLY from the text for each answer.

Hay and Walford's official social media accounts

- Never post about:
  - **22** _____ that is currently taking place.
  - matters marked 'for internal use only'.
  - anything that relates to the company's **23** _____ .
- Correct / delete any misinformation immediately.
- Observe the **24** _____ of other brands and individuals.
- Consult **25** _____ if unsure about appropriacy of post.

Employees' private accounts

- If discussing the company:
  - must state your role unless you are a company **26** _____ .
- If not discussing company:
  - still need to show **27** _____ .
- Ensure private accounts are consistent with professional image.

PASSAGE 3

You should spend about 20 minutes on Questions 28-40, which are based on Reading Passsage 3. Read the text on page 176 and answer Questions 28-40.

The history of kites

28

A

The fighter kite is an ancient design that became popular in Asia. While there were some variations, fighter kites tended to be small, flat and diamond-shaped and were flown throughout Asia, including in Japan and India. The main part of this kite was made of paper, while its spine consisted of a piece of tapered bamboo. There was also a rounded, balanced bow. These kites did not have tails, which were thought to affect their manoeuvrability. Most of the line was made of cotton but part of this was covered with an abrasive, which could cut an opponent's line in a competition.

European kites developed later, possibly crafted out of flags. Nowadays there are eight main kinds of kite worldwide: the flat, bowed, box, sled, delta and compound, all of which have frames, and now the parafoil which is somewhat like a parachute, and the rotor which has a spinning vane between two cylinders. Perhaps most significantly, the materials used to build kites remained basically unchanged for hundreds of years, but today the materials that comprise the various components of kites are often synthetic.

29

B

In Europe, kites were curiosities at first rather than being part of the culture, but they were soon used as vehicles for discovery and innovation. In 1893, William A Eddy introduced a tailless kite that was in the shape of an elongated diamond. He was interested in the potential kites had for the purposes of meteorology and aerial photography. Besides being responsible for a renewed interest in kite-flying throughout Europe, Eddy's kite was also utilised by the United States Weather Bureau.

In 1752, the American inventor and statesman Benjamin Franklin went out in a thunderstorm with his son to fly a flat kite with a pointed wire. They attached a metal key to the kite's line and watched as it became electrified, both miraculously avoiding electrocution. This proved that lightning was a natural occurrence called electricity, and this experiment led to Franklin inventing the lightning rod, a metallic rod that protects a structure from lightning damage by guiding currents from lightning flashes into the ground.

30

C

Kites also contributed greatly to the development of the airplane. The first recorded aircraft with a person inside was British aviator Sir George Cayley's glider in 1853. He used modified kites to test whether his glider idea would work. This was a big step in aviation, as it dispelled the former assumption that an aircraft would need wings that flapped like a bird's.

Around 1900 Orville and Wilbur Wright started using kites to test their ideas for planes. These brothers ran a bicycle shop in Ohio in the United States and were obsessed with aviation. It was the Wright brothers who concentrated on how to control the aircraft, something that had, until then, baffled many other inventors. The Wright brothers made a box kite that was wired in a way that meant the kite could be made to turn. Not long after that, they successfully flew the first manned airplane. Without experiments with kites, modern aircraft would have taken much longer to be developed.

31

D

Whatever the design of a kite, in order to fly, it needs to have certain characteristics. Firstly, it needs to be able to lift in the wind and this requires an aerodynamic structure. It also needs to have something that stops it from flying away; this is called a tether. One end of the tether is connected to the kite and the other is usually on a hand-held spool for a person to manage the length of the line. Another necessary component is the bridle, which is two or more lines that are attached to each other at a point and this can be adjusted according to the strength and direction of the wind.

32

E

There are three forces that control kite flight; these are lift, gravity and drag. If the wind is stronger than the resistance of the air (drag) and the pull of gravity, the kite should be able to fly. One way in which a kite differs from a plane is that when the kite is fixed (using the tether) so that the wind gives it lift, it maintains what is called 'perpetual stall'. This is essential for a kite to fly but would not be a suitable design for an aeroplane. If a kite is flat, it should have a tail to provide drag so that the nose of the kite is pointing upwards.

Although many people try it, running with a kite is not an effective way to send it into the sky. It is better to start off with two people, one holding the kite and the other with the line unravelled about 30 metres, holding the reel or spool. The bridle of the kite should be facing the person who is not holding it and the breeze should come from behind the kite. If all this has been done, the kite should be launched successfully when the person holding it lets go of it.

PART 3 — QUESTIONS

Questions 28-32

The text above has five sections, A-E.

Choose the correct heading for each paragraph from the list of headings below.

NB you may use any letter more than once.

i. **Using kites for scientific research**

ii. **Types of kite**

iii. **Factors that determine whether a kite will fly**

iv. **The beginning of manned flight**

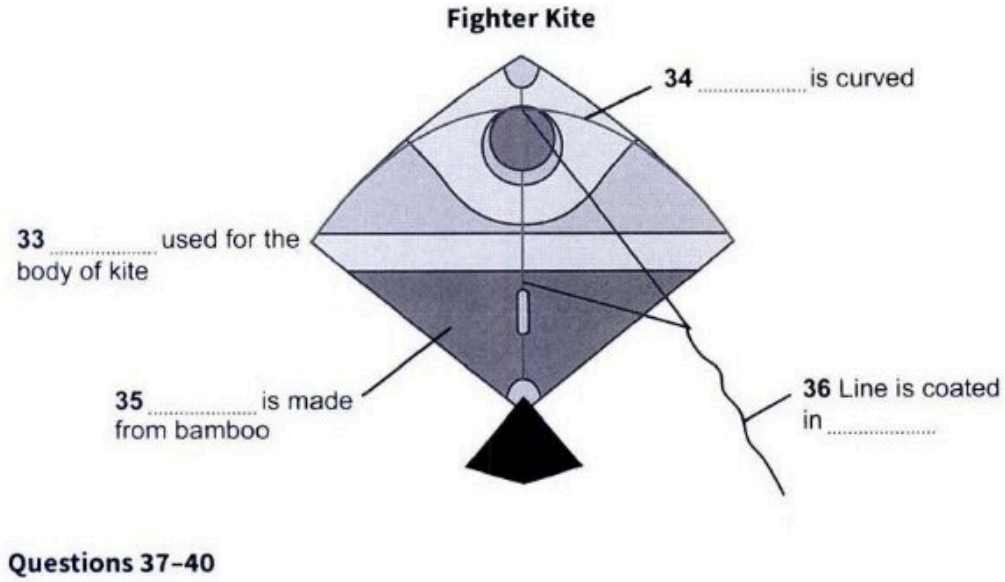
v. **The popularity of kites throughout the years**

vi. **Basic features shared by all kites**

Questions 33-36

Label the diagram below.

Choose ONE WORD ONLY from the text for each answer.



Questions 37–40

33 _____

34 _____

35 _____

36 _____

Questions 37-40

Choose the correct letter, A, B, C or D.

37 What is the main difference between kites in the past and modern kites?

- **A** ○ Their parts are made from different substances.
- **B** ○ Modern kites tend to be larger.
- **C** ○ Kites in the past were less sturdy.
- **D** ○ They are used for different purposes.

38 Benjamin Franklin's experience flying a kite in a storm

- **A** ○ led to a useful innovation.
- **B** ○ proved it was not a dangerous thing to do.
- **C** ○ showed that his son's theory was correct.
- **D** ○ was a successful use of a new kind of kite.

39 The Wright Brothers differed from other early aviation engineers in that they

- **A** ○ used kites as models for real planes.
- **B** ○ worked on how to determine the direction of a kite.
- **C** ○ applied what they had learned in their bicycle business to flying.
- **D** ○ made an important discovery by accident.

40 The best way to send a kite into the air is to

- **A** ○ hold the kite and run along with it.
- **B** ○ ensure that the wind blows underneath the kite.
- **C** ○ release the kite at a distance from a person holding the string.
- **D** ○ let the kite fly from a person's hand as it is given more string.

Answer Key

#	Answer	Explanation
1	**TRUE**	while the focus is still firmly on Asian cuisine, European and South American delicacies also feature
2	**FALSE**	Black Star Pastry is also back, by popular demand
3	**NOT GIVEN**	Join the queue for a dosa filled with goat meat and pomegranate or, if you don't eat meat, try the eggplant with bitter melon
4	**NOT GIVEN**	Illuminated dragons roam throughout the market until 10p.m. Check the Noodle Market website for details of the line-up
5	**TRUE**	The lines for the most popular stalls such as Hoy Pinoy and Indu can be long, but worth the wait
6	**FALSE**	Beanbags and chairs around tables are the only seating options provided and they can be hard to come by at this busy event – consider bringing your own rug
7	**TRUE**	It's a cash-free event, so bring your plastic. Put it on your card and don't worry about counting out change
8	**F**	While using a conventional list on paper might be a good way to get started, you might find software is more helpful. You can get apps to send you reminders, merge your calendar with those of colleagues, as well as helping you delete and prioritise tasks
9	**A**	To see how you currently manage your time, it's useful to keep a log of everything you do. Start by writing down what you do every 30-minutes for a week – you may be surprised at what you see
10	**C**	Then you will be better able to allocate the right amount of time to each task
11	**G**	Clear your home and workspace of clutter that is draining your energy and diverting your concentration. Many people find it useful to have three piles: Keep, Give away and Throw in the rubbish
12	**D**	Remember that scheduling is not only writing down what you have to do, it is also making time for the things you want to do. You should make room for family and friends or pursuing creative interests and sport, just as you would for chores and work / study responsibilities
13	**E**	Look back at your log and reflect on the times you are most productive – and then schedule your tasks according to their

#	Answer	Explanation
		priority and your energy levels
14	**G**	When a task has been dealt with, file it (either physically or digitally) somewhere you can easily find it again
15	**feasibility**	gather and analyse information to establish the feasibility of your business
16	**goals**	Doing this will mean that you clarify goals for the business and what you will do to achieve them
17	**structure**	You need to select the business structure that is most suitable for your purposes
18	**temperament**	Do you have the right temperament to deal with challenges and possible setbacks
19	**weaknesses**	What are your personal strengths, and, on the flipside, what weaknesses may you need to overcome
20	**protection**	speak to a patent attorney to make sure your idea is protected
21	**insurance**	Check you have insurance that covers you and your business for anything that could possibly go wrong, from theft, to natural disaster, to ill health
22	**litigation**	For this reason, please refrain from commenting on any litigation that the company is involved in
23	**finances**	The company's finances are especially sensitive information and must not be shared, commented on or speculated on at all
24	**copyright**	Bear in mind that we are bound by regulations relating to copyright
25	**Communications**	To be on the safe side, if you are in any doubt as to whether to put something on our social media accounts, please do not post in the first instance and seek advice from one of the team in Communications about whether the information is sensitive or unsuitable from the company's point of view
26	**spokesperson**	If you wish to mention the company but are not an official spokesperson for Hay and Walford Ltd, make it clear what your position in the company is
27	**respect**	We ask that you always treat other users of social media with respect, whatever the situation
28	**ii**	Nowadays there are eight main kinds of kite worldwide: the flat, bowed, box, sled, delta and compound, all of which have frames, and now the parafoil which is somewhat like a parachute, and the rotor which has a spinning vane between two cylinders

#	Answer	Explanation
29	**i**	He was interested in the potential kites had for the purposes of meteorology and aerial photography This proved that lightning was a natural occurrence called electricity, and this experiment led to Franklin inventing the lightning rod, a metallic rod that protects a structure from lightning damage by guiding currents from lightning flashes into the ground
30	**iv**	The first recorded aircraft with a person inside was British aviator Sir George Cayley's glider in 1853 Not long after that, they successfully flew the first manned airplane
31	**iii**	Whatever the design of a kite, in order to fly, it needs to have certain characteristics
32	**vi**	There are three forces that control kite flight; these are lift, gravity and drag. If the wind is stronger than the resistance of the air (drag) and the pull of gravity, the kite should be able to fly
33	**Paper**	The main part of this kite was made of paper, while its spine consisted of a piece of tapered bamboo
34	**Bow**	There was also a rounded, balanced bow
35	**Spine**	The main part of this kite was made of paper, while its spine consisted of a piece of tapered bamboo
36	**abrasive**	Most of the line was made of cotton but part of this was covered with an abrasive, which could cut an opponent's line in a competition
37	**A**	Perhaps most significantly, the materials used to build kites remained basically unchanged for hundreds of years, but today the materials that comprise the various components of kites are often synthetic
38	**A**	This proved that lightning was a natural occurrence called electricity, and this experiment led to Franklin inventing the lightning rod, a metallic rod that protects a structure from lightning damage by guiding currents from lightning flashes into the ground
39	**B**	It was the Wright brothers who concentrated on how to control the aircraft, something that had, until then, baffled many other inventors. The Wright brothers made a box kite that was wired in a way that meant the kite could be made to turn
40	**C**	It is better to start off with two people, one holding the kite and the other with the line unravelled about 30 metres, holding the reel or spool the kite should be launched successfully when the person holding it lets go of it

Test 68

PASSAGE 1

Read the text below and answer Questions 1-8.

Some places to visit

A Beautiful Kingsley House was built in the 18th century, and all the rooms are decorated and furnished in the style of the time. They include the dining room, study and dressing room, which contains a display of 18th-century ladies' clothing. Our volunteer guides in each room bring the house to life with stories of the past.

B The Africa Museum was founded 50 years ago, and to commemorate the event, we have chosen 50 treasures from the permanent collection and put them together to tell the fascinating story of that continent. This exhibition continues until the end of the year. The Folk Art Gallery opens to the public next month, exhibiting traditional paintings and other objects from all over Africa.

C From the outside, 17 Mansfield Street may not look particularly exciting, but come inside, and you'll find yourself in a historic building that started life as a theatre, before becoming a bank and then a restaurant, which is still in operation. On Sundays and Mondays, when the restaurant is closed, a guide is available to show you round the building and its fascinating architectural features.

D The Industrial Heritage Centre tells the fascinating story of a local family firm. Mr John Carroll started his engineering business in this building exactly 150 years ago. The firm closed in 1969, but the factory has been re-created, with machines like those that Mr Carroll was familiar with. See what working life could be like in the 19th century, a life far removed from the elegance of the wealthy.

E The Fashion Museum has only just opened. It is home to an outstanding collection of more than 30,000 objects worn by men, women and children, dating from the 17th century to the present day. You'll see how people used to dress! As well as the permanent exhibits, you can currently see Dressing the Stars, which displays original costumes worn by the stars of many popular films.

F Having spent the best part of two years being refurbished, the Mason Museum has recently opened its doors again. It provides a magnificent setting for its art collection and for the beautiful 18th-century furniture for which the Mason is famous. Open Mondays to Fridays 10–4, and weekends 10–6.

Read the text below and answer Questions 9–14.

LearnWithUs courses

LearnWithUs courses are a great way to learn, because they're so flexible. All our courses are taken online using a computer, so you can work through the course at your own speed, and go back to any session whenever you want to. For some courses there are workbooks, in addition to the computer course, to provide extra written practice.

We offer hundreds of courses in a whole range of subjects from reading, writing and maths to business and management. Many of these are specially designed for people whose first language isn't English.

Step one: have a chat with a friendly member of staff in one of our 1,500 LearnWithUs centres around the country. They can advise you on the most suitable course. They'll also work out whether you qualify for funding, so that you won't have to pay the full fee for the course.

You might want to try a taster lesson first. This is a single computer session in any subject of your choice, and it will show you what learning with LearnWithUs is like.

When you've made your final decision, step two is to register on your course. Once you've done this, a staff member will show you how to get started, whether you're using a computer at home, at work or at a LearnWithUs centre.

That's all you need to do! When you start your course, you can contact your LearnWithUs centre by phone (we're open during normal office hours) or email if you need help.

PART 1 — QUESTIONS

Questions 1-8

The text above has six descriptions of places to visit in the same city, A–F.

Which description mentions the following information?

NB You may use any letter more than once.

	A	B	C	D	E	F
1 clothes that well-known people have worn	○	○	○	○	○	○
2 a display that cannot be seen yet	○	○	○	○	○	○
3 people who talk in an entertaining way	○	○	○	○	○	○
4 the museum having just reopened	○	○	○	○	○	○
5 a building that has changed its function several times	○	○	○	○	○	○
6 furniture of the same kind that was used when the building was new	○	○	○	○	○	○
7 being open for tours on certain days of the week	○	○	○	○	○	○
8 a special event to mark an anniversary	○	○	○	○	○	○

Questions 9-14

Do the following statements agree with the information given in the text above?

Write

TRUE if the statement agrees with the information

FALSE if the statement contradicts the information

NOT GIVEN if there is no information on this

9 You can work through parts of a course more than once.

A ○ TRUE

B ○ FALSE

C ○ NOT GIVEN

10 The number of courses offered by LearnWithUs has increased enormously.

A ○ TRUE

B ○ FALSE

C ○ NOT GIVEN

11 Many staff members have worked through a LearnWithUs course themselves.

A ○ TRUE

B ○ FALSE

C ○ NOT GIVEN

12 You may have to pay to take a LearnWithUs course.

A ○ TRUE

B ○ FALSE

C ○ NOT GIVEN

13 Everybody takes the same taster lesson.

A ○ TRUE

B ○ FALSE

C ○ NOT GIVEN

14 LearnWithUs centres are open seven days a week.

A ○ TRUE

B ○ FALSE

C ○ NOT GIVEN

PASSAGE 2

Read the text below and answer Questions 15–20.

The benefits of having a business mentor

Introduction

If you're starting your own business, you probably need a mentor. This is a business person who volunteers to give their time to help somebody else with their work – particularly somebody who is new to business. They have a wealth of experience they are willing to share, perhaps from setting up and running their own company. The mentor's role is to support, develop, stimulate and challenge. However, business mentors won't solve your problems for you or tell you what to do: they will talk things over with you, rather than acting as consultants. Many people setting up their first business have found that a mentor can have a very positive effect on its success.

Why business mentoring is important

If you have a gap in your knowledge or experience, then mentoring could work very well for you. For example, you may have a great concept for a business but need a bit of assistance to turn it into a successful venture.

A mentor can provide you with a number of benefits, such as:

• guidance on developing and improving your business

• help with decisions – particularly difficult ones

• ideas for new products or services, or for working practices that will improve your efficiency

• tips for your business that are gained from practical experience

• access to a network of contacts with other business people

A business mentor can also help you to:

• develop key business skills

• improve your problem-solving abilities

• build confidence

• work on your personal development

Face-to-face business mentoring

If you decide that face-to-face business mentoring is right for you, mentor and mentee should decide in advance on the nature of the relationship.

You will need to agree on the degree of involvement that suits you both. Some mentors and mentees work extremely closely, keeping in touch with each other most weeks or even most days. In the majority of cases, however, a mentor will provide help every few weeks or months. In either case, they might meet, speak on the phone, or exchange emails.

You should also agree on a level of structure to suit you both. Mentoring can be a very formal process with regular meetings which follow a specific agenda and work towards a specific set of goals. It can also be quite a casual arrangement, where the mentee calls on the mentor as and when problems or questions arise.

_____

Read the text below and answer Questions 21–27.

A Planning Process for Middle-Sized Projects

Any business project – such as reducing energy costs, or improving efficiency – needs to be planned, and time spent planning will save far more time later on. The typical stages in this planning process are explained below.

• Your first task is to spot what needs to be done. Examine your firm's current position, perhaps making a formal analysis of its strengths and weaknesses. Then think about how you might improve that position: what opportunities are there for achieving this?

• The next step is to decide precisely what the aim of your plan is. This is best expressed in a simple single sentence, to ensure that it is clear and sharp in your mind. Doing this helps you to avoid wasting effort on irrelevant side issues.

• Next you should work out how to do it. It is tempting just to grasp the first idea that comes to mind, but it is better to consider a wide range of options: this way, you may come up with less obvious but better solutions.

• Once you have explored the options available to you, the selection of which option to use is the next step. If you have the time and resources, you might decide to evaluate all options, carrying out some planning, such as costing, for each. Normally you will not have this luxury.

• You already have a broad idea of what your project will consist of. Now is the time to work out the full details, identifying the most efficient and effective method of carrying it out, including answering the questions of 'who', 'what' and 'when'.

• The next stage is to review your plan and decide whether it will work satisfactorily. This evaluation enables you to change to another option that might be more successful, or to accept that no plan is needed.

• Once you have finished your plan and decided that it will work satisfactorily, it is time for implementation. Your plan will cover how this is to be done.

• Once you have achieved a plan, you can close the project. At this point it is often worth assessing the project to see whether there are any lessons that you can learn.

PART 2 — QUESTIONS

Questions 15-20

Complete the notes below.

Choose ONE WORD ONLY from the text for each answer.

How can a mentor help somebody setting up a business?

A mentor **15** _____ to help a new business person.

Mentors have a different role from **16** _____

A mentor can:

- help you turn your idea into a successful business
- assist when you need to make **17** _____
- suggest how your business can increase its **18** _____
- introduce you to a business network
- help you to develop your skills, abilities and provide you with more **19** _____

To be agreed:

- how much **20** _____ the mentor should have
- how much structure the mentoring process should have

Questions 21-27

Complete the flow-chart below.

Choose ONE WORD ONLY from the text for each answer.

Suggested stages in a planning process

Start by identifying opportunities for making improvements to current situation.

↓

Decide and define the plan's exact **21** _____.

↓

Identify and consider a **22** _____ of possible solutions.

↓

Make a **23** _____ from possible solutions.

↓

Plan all the **24** _____ of every aspect of the project.

↓

Carry out an **25** _____ of your plan before any action is taken.

↓

Carry out the **26** _____ of your completed plan.

↓

Identify whether the project has provided any **27** _____ for you.

PASSAGE 3

Read the text below and answer Questions 28-40.

The Penny Black

It might not have looked very impressive, but the Penny Black, now 170 years old, was the first stamp to be created and it launched the modern postal system in Britain.

Before 1840 and the arrival of the Penny Black, you had to be rich and patient to use the Royal Mail. Delivery was charged according to the miles travelled and the number of sheets of paper used; a 2-page letter sent from Edinburgh to London, for example, would have cost 2 shillings, or more than £7 in today's money. And when the top-hatted letter carrier came to deliver it, it was the recipient who had to pay for the postage. Letter writers employed various ruses to reduce the cost, doing everything possible to cram more words onto a page. Nobody bothered with heavy envelopes; instead, letters would be folded and sealed with wax. You then had to find a post office – there were no pillar boxes – and hope your addressee didn't live in one of the several rural areas which were not served by the system. If you were lucky, your letter would arrive (it could take days) without being read or censored.

The state of mail had been causing concern throughout the 1830s, but it was Rowland Hill, an inventor, teacher and social reformer from Kidderminster, who proposed a workable plan for change. Worried that a dysfunctional, costly service would stifle communication just as Britain was in the swing of its second industrial revolution, he believed reform would ease the distribution of ideas and stimulate trade and business, delivering the same promise as the new railways.

Hill's proposal for the penny post, which meant any letter weighing less than half an ounce (14 grams) could be sent anywhere in Britain for about 30p in today's money, was so radical that the Postmaster General, Lord Lichfield, said, 'Of all the wild and visionary schemes which I ever heard of, it is the most extravagant.' Lord Lichfield spoke for an establishment not convinced of the need for poor people to post anything. But merchants and reformers backed Hill. Soon the government told him to make his scheme work. And that meant inventing a new type of currency.

Hill quickly settled on 'a bit of paper covered at the back with a glutinous wash which the user might, by applying a little moisture, attach to the back of a letter'. Stamps would be printed in sheets of 240 that could be cut using scissors or a knife. Perforations would not arrive until 1854. The idea stuck, and in August 1839 the Treasury launched a design competition open to 'all artists, men of science and the public in general'. The new stamp would need to be resistant to forgery, and so it was a submission by one Mr Cheverton that Hill used as the basis for one of the most striking designs in history. Cheverton, who worked as a sculptor and an engineer, determined that a portrait of Queen Victoria, engraved for a commemorative coin when she was a 15-year-old princess, was detailed enough to make copying difficult, and recognisable enough to make fakes easy to spot. The words 'Postage' and 'One Penny' were added

alongside flourishes and ornamental stars. Nobody thought to add the word ‘Britain', as it was assumed that the stamps would solely be put to domestic use.

With the introduction of the new postal system, the Penny Black was an instant hit, and printers struggled to meet demand. By the end of 1840, more than 160 million letters had been sent – more than double the previous year. It created more work for the post office, whose reform continued with the introduction of red letter boxes, new branches and more frequent deliveries, even to the remotest address, but its lasting impact on society was more remarkable.

Hill and his supporters rightly predicted that cheaper post would improve the ‘diffusion of knowledge'. Suddenly, someone in Scotland could be reached by someone in London within a day or two. And as literacy improved, sections of society that had been disenfranchised found a voice.

Tristram Hunt, an historian, values the ‘flourishing of correspondence' that followed the arrival of stamps. 'While I was writing my biography of Friedrich Engels I could read the letters he and Marx sent between Manchester and London,' he says. “They wrote to each other three times a day, pinging ideas back and forth so that you can almost follow a real-time correspondence.'

The penny post also changed the nature of the letter. Weight-saving tricks such as cross-writing began to die out, while the arrival of envelopes built confidence among correspondents that mail would not be stolen or read. And so people wrote more private things - politically or commercially sensitive information or love letters. ‘In the early days of the penny post, there was still concern about theft,' Hunt says. “Engels would still send Marx money by ripping up five-pound notes and sending the pieces in different letters.' But the probity of the postal system became a great thing and it came to be expected that your mail would not be tampered with.

For all its brilliance, the Penny Black was technically a failure. At first, post offices used red ink to cancel stamps so that they could not be used again. But the ink could be removed. When in 1842, it was determined that black ink would be more robust, the colour of the Penny Black became a sort of browny red, but Hill's brainchild had made its mark.

PART 3 — QUESTIONS

Questions 28-30

Choose the correct letter, A, B, C or D.

28 One of the characteristics of the postal service before the 1840s was that

- **A** ○ postmen were employed by various organisations.
- **B** ○ letters were restricted to a certain length.
- **C** ○ distance affected the price of postage.
- **D** ○ the price of delivery kept going up.

29 Letter writers in the 1830s

- **A** ○ were not responsible for the cost of delivery.
- **B** ○ tried to fit more than one letter into an envelope.
- **C** ○ could only send letters to people living in cities.
- **D** ○ knew all letters were automatically read by postal staff.

30 What does the text say about Hill in the 1830s?

- **A** ○ He was the first person to express concern about the postal system.
- **B** ○ He considered it would be more efficient for mail to be delivered by rail.
- **C** ○ He felt that postal service reform was necessary for commercial development.
- **D** ○ His plan received support from all the important figures of the day.

Questions 31-34

Look at the following statements and the list of people below.

Match each statement with the correct person, A, B, C or D.

NB You may use any letter more than once.

A. Rowland Hill

B. Lord Lichfield

C. Cheverton

D. Tristram Hunt

	A	B	C	D
31 His inspiration came from a particular picture.	○	○	○	○
32 He claimed that the postal system would lead to the spread of information.	○	○	○	○
33 He organised the creation of the first stamp.	○	○	○	○
34 He expressed doubts about the plans to change the postal service.	○	○	○	○

Questions 35-40

Complete the notes below.

Choose NO MORE THAN TWO WORDS from the passage for each answer.

The Penny Black

- Design came about as a result of a competition organised by the **35** _____
- Based on an engraving of Queen Victoria featured on a **36** _____
- Apart from the Queen's face, the stamp had just three words and pictures of **37** _____ as decoration
- No mention of **38** _____, as plan was for stamps to be for domestic use only
- The **39** _____, which was applied to indicate that the stamp had been used, proved to be ineffective
- In 1842, the **40** _____ of the stamp was changed

Answer Key

#	Answer	Explanation
1	**E**	As well as the permanent exhibits, you can currently see Dressing the Stars, which displays original costumes worn by the stars of many popular films
2	**B**	The Folk Art Gallery opens to the public next month, exhibiting traditional paintings and other objects from all over Africa
3	**A**	Our volunteer guides in each room bring the house to life with stories of the past
4	**F**	Having spent the best part of two years being refurbished, the Mason Museum has recently opened its doors again
5	**C**	historic building that started life as a theatre, before becoming a bank and then a restaurant, which is still in operation
6	**A**	Beautiful Kingsley House was built in the 18th century, and all the rooms are decorated and furnished in the style of the time
7	**C**	On Sundays and Mondays, when the restaurant is closed, a guide is available to show you round the building and its fascinating architectural features
8	**B**	The Africa Museum was founded 50 years ago, and to commemorate the event, we have chosen 50 treasures from the permanent collection and put them together to tell the fascinating story of that continent
9	**TRUE**	All our courses are taken online using a computer, so you can work through the course at your own speed, and go back to any session whenever you want to
10	**NOT GIVEN**	We offer hundreds of courses in a whole range of subjects from reading, writing and maths to business and management
11	**NOT GIVEN**	Step one: have a chat with a friendly member of staff in one of our 1,500 LearnWithUs centres around the country. They can advise you on the most suitable course
12	**TRUE**	They'll also work out whether you qualify for funding, so that you won't have to pay the full fee for the course
13	**FALSE**	This is a single computer session in any subject of your choice, and it will show you what learning with LearnWithUs is like
14	**FALSE**	When you start your course, you can contact your LearnWithUs centre by phone (we're open during normal office hours) or email

#	Answer	Explanation
		if you need help
15	**volunteers**	This is a business person who volunteers to give their time to help somebody else with their work – particularly somebody who is new to business
16	**consultants**	However, business mentors won't solve your problems for you or tell you what to do: they will talk things over with you, rather than acting as consultants
17	**decisions**	• help with decisions – particularly difficult ones
18	**efficiency**	• ideas for new products or services, or for working practices that will improve your efficiency
19	**confidence**	• build confidence
20	**involvement**	You will need to agree on the degree of involvement that suits you both
21	**aim**	The next step is to decide precisely what the aim of your plan is
22	**range**	It is tempting just to grasp the first idea that comes to mind, but it is better to consider a wide range of options: this way, you may come up with less obvious but better solutions
23	**selection**	Once you have explored the options available to you, the selection of which option to use is the next step
24	**details**	Now is the time to work out the full details, identifying the most efficient and effective method of carrying it out, including answering the questions of 'who', 'what' and 'when'
25	**evaluation**	The next stage is to review your plan and decide whether it will work satisfactorily. This evaluation enables you to change to another option that might be more successful, or to accept that no plan is needed
26	**implementation**	Once you have finished your plan and decided that it will work satisfactorily, it is time for implementation
27	**lessons**	At this point it is often worth assessing the project to see whether there are any lessons that you can learn
28	**C**	Delivery was charged according to the miles travelled and the number of sheets of paper used; a 2-page letter sent from Edinburgh to London, for example, would have cost 2 shillings, or more than £7 in today's money
29	**A**	And when the top-hatted letter carrier came to deliver it, it was the recipient who had to pay for the postage

#	Answer	Explanation
30	**C**	Worried that a dysfunctional, costly service would stifle communication just as Britain was in the swing of its second industrial revolution, he believed reform would ease the distribution of ideas and stimulate trade and business, delivering the same promise as the new railways
31	**C**	it was a submission by one Mr Cheverton that Hill used as the basis for one of the most striking designs in history. Cheverton, who worked as a sculptor and an engineer, determined that a portrait of Queen Victoria, engraved for a commemorative coin when she was a 15-year-old princess, was detailed enough to make copying difficult, and recognisable enough to make fakes easy to spot
32	**A**	Hill and his supporters rightly predicted that cheaper post would improve the ‘diffusion of knowledge’
33	**A**	Soon the government told him to make his scheme work. And that meant inventing a new type of currency Hill quickly settled on ‘a bit of paper covered at the back with a glutinous wash which the user might, by applying a little moisture, attach to the back of a letter’
34	**B**	Lord Lichfield, said, ‘Of all the wild and visionary schemes which I ever heard of, it is the most extravagant.’ Lord Lichfield spoke for an establishment not convinced of the need for poor people to post anything
35	**Treasury**	The idea stuck, and in August 1839 the Treasury launched a design competition open to ‘all artists, men of science and the public in general’
36	**(commemorative) coin**	Cheverton, who worked as a sculptor and an engineer, determined that a portrait of Queen Victoria, engraved for a commemorative coin when she was a 15-year-old princess, was detailed enough to make copying difficult, and recognisable enough to make fakes easy to spot
37	**(ornamental) stars**	The words ‘Postage’ and ‘One Penny’ were added alongside flourishes and ornamental stars
38	**(word) Britain**	Nobody thought to add the word ‘Britain’, as it was assumed that the stamps would solely be put to domestic use
39	**(red) ink**	At first, post offices used red ink to cancel stamps so that they could not be used again. But the ink could be removed
40	**colour/color**	When in 1842, it was determined that black ink would be more robust, the colour of the Penny Black became a sort of browny red, but Hill’s brainchild had made its mark

Test 69

PASSAGE 1

Read the text below and answer Questions 1–7.

Interesting Day Courses in your Area

A Photographing Wildlife

This workshop includes an introduction in the classroom, two photography sessions with specially arranged access to the zoo enclosures so that you can take natural-looking close-ups of the most exotic species, and the opportunity to review and discuss your images as a group.

B Drawing For Fun

You will learn some basic techniques using soft pencils and charcoal. These and different types of paper are provided. Just bring yourself and a willingness to 'have a go'. This is a start-up day so people who have already attended courses should not apply.

C Find Your Voice

You may feel you can't sing or you may be an established singer who wants to improve or gain confidence. You will be shown how to sing in tune, how to breathe correctly and how to project your voice. You may attend this course more than once and each time have a wonderful experience. Everyone can sing and it's great fun.

D Focus On Landscapes

This course is designed for students who are familiar with painting in watercolours, but are having difficulty with some techniques. We will discuss choice of materials, colour mixing and any other areas that may be raised.

The day will start with a demonstration, followed by an opportunity to sketch outdoors. After a light lunch cooked in the studio, there will be a further practical session.

E Taking Happy Pictures

The main objective is to introduce you to the skills required to take good photographs of people at special events, such as parties or weddings.

We will discuss camera settings, dealing with varied light or bad weather, and how to get a good atmosphere. Lunch is provided at a nearby hotel, followed by a practical session inside the studio.

F The Music Takeaway

Get some friends, family or colleagues together for your own music course in a venue of your choice, which could be your front room, basement or workplace. We send two guitar tutors to lead a one-day session for you in the style of music you prefer, such as rock, country, funk or blues.

_____

Read the text below and answer Questions 8–14.

Learn to Skydive

Accelerated Freefall (AFF) is an intensive skydiving course and you can experience freefall on your very first jump. We offer the AFF Level 1 course as a unique introduction to the world of parachuting and skydiving. It's great as a one-off freefall experience. However, the full eight-level Accelerated Freefall course is the best way to learn to skydive and attain your licence as a qualified parachutist, which allows you to jump at skydiving centres across the world.

The AFF Level 1 course begins with an intensive day of ground training. During the day, you will learn how your parachute equipment works and how to check and fit it, how to exit the aircraft, how to maintain the correct body position in the air, monitor your altitude and deploy your parachute and how to deal with emergencies. The day will finish with a written test. The training can be both mentally and physically tiring so you should stay overnight if you wish to do your first jump the next day. For safety reasons we require you to return and jump in less than a month after your training in order to complete the Level 1 course.

When you come to do your jump you will receive refresher training before you board the aircraft. You will exit the aircraft with two AFF Level 1 instructors. They will provide in-air coaching as they fall alongside you, holding onto your harness. You will experience about one minute of freefall and deploy your own parachute, then fly and navigate for around five minutes before landing on the dropzone. Following this, you will meet your instructors to debrief the jump and collect your certificate. Shortly after you arrive home, you will receive an email link to the instructors' footage of your skydive to post online.

There are some restrictions for solo skydiving. The maximum acceptable weight is 95 kg fully clothed and a reasonable level of fitness is required. As far as age is concerned, the minimum is 16 and a parental signature of consent is required for students of 16–17 on three forms. Adults over 45 wishing to skydive must bring a completed Declaration of Fitness form signed and stamped by their doctor. Acceptance rests with the head instructor.

PART 1 — QUESTIONS

Questions 1-7

Look at the six advertisements, A–F. For which course are the following statements true?

Write the correct letter, A–F.

NB You may use any letter more than once.

	A	B	C	D	E	F
1 Participants can decide where the course is held.	○	○	○	○	○	○
2 Different ability levels are welcome.	○	○	○	○	○	○
3 All the necessary materials are supplied.	○	○	○	○	○	○
4 Participants will be able to go where the public are not normally allowed.	○	○	○	○	○	○
5 It is possible to repeat this course.	○	○	○	○	○	○
6 You can select what to study from a range of options.	○	○	○	○	○	○
7 The course will provide advice on how to overcome difficult conditions.	○	○	○	○	○	○

Questions 8-14

Do the following statements agree with the information given in the text?

Write

TRUE if the statement agrees with the information

FALSE if the statement contradicts the information

NOT GIVEN if there is no information on this

8 After doing the AFF Level 1 course, people can skydive in different countries.

A ○ TRUE

B ○ FALSE

C ○ NOT GIVEN

9 The AFF Level 1 course takes more than one day to complete.

A ○ TRUE

B ○ FALSE

C ○ NOT GIVEN

10 Students must do their first jump within a certain period.

A ○ TRUE

B ○ FALSE

C ○ NOT GIVEN

11 Training continues after the student jumps out of the plane.

A ○ TRUE

B ○ FALSE

C ○ NOT GIVEN

12 During a first jump, an instructor will open the student's parachute.

A ○ TRUE

B ○ FALSE

C ○ NOT GIVEN

13 Instructors usually film the first jumps that the students make.

A ○ TRUE

B ○ FALSE

C ○ NOT GIVEN

14 Students will be divided into age groups when taking the course.

A ○ TRUE

B ○ FALSE

C ○ NOT GIVEN

PASSAGE 2

Read the text below and answer Questions 15-20.

Mistakes when applying for a job

There are many mistakes that people make when writing their résumé (CV) or completing a job application. Here are some of the most common and most serious.

The biggest problem is perhaps listing the duties for which you were responsible in a past position: all this tells your potential employers is what you were supposed to do. They do not necessarily know the specific skills you used in executing them, nor do they know what results you achieved – both of which are essential. In short, they won't know if you were the best, the worst, or just average in your position.

The more concrete information you can include, the better. As far as possible, provide measurements of what you accomplished. If any innovations you introduced saved the organization money, how much did they save? If you found a way of increasing productivity, by what percentage did you increase it?

Writing what you are trying to achieve in life – your objective – is a waste of space. It tells the employer what you are interested in. Do you really think that employers care what you want? No, they are interested in what they want! Instead, use that space for a career summary. A good one is brief – three to four sentences long. A good one will make the person reviewing your application want to read further.

Many résumés list 'hard' job-specific skills, almost to the exclusion of transferable, or 'soft', skills. However, your ability to negotiate effectively, for example, can be just as important as your technical skills.

All information you give should be relevant, so carefully consider the job for which you are applying. If you are applying for a job that is somewhat different than your current job, it is up to you to draw a connection for the résumé reviewer, so that they will understand how your skills will fit in their organization. The person who reviews your paperwork will not be a mind reader.

If you are modest about the skills you can offer, or the results you have achieved, a résumé reader may take what you write literally, and be left with a low opinion of your ability: you need to say exactly how good you are. On the other hand, of course, never stretch the truth or lie.

Read the text below and answer Questions 21–27.

HEALTH AND SAFETY CERTIFICATE FOR THE CONSTRUCTION INDUSTRY (H&S Certificate)

Who should register for this course?

The H&S Certificate is aimed at people who work as supervisors within the construction industry (whether or not that is part of their job title), who are required to ensure that activities under their control are undertaken safely.

Course duration

Option 1 - Conversion Course (for those who have a PHS Certificate see below): 10 days, either one day a week or two weeks full-time

Option 2 – Full Course (for all others): 15 days, either one day a week or three weeks full-time

For both options, the written exam and practical assessment take half a day.

About the course

The course provides thorough preparation for the H&S Certificate, which is an award in health and safety specifically designed for the construction industry. It combines theory with practice, ensuring that those who gain the certificate are capable of managing health and safety throughout each stage of the construction process, from planning and design to use and finally demolition.

You may already be one step towards gaining an H&S Certificate

The PHS (Principles of Health and Safety) Certificate can be taken separately or as part of the H&S Certificate. If you gained this qualification no more than five years before entering for the H&S Certificate, it will be recognised as contributing to your Certificate without the need to repeat that unit of the course.

Course content

The H&S Certificate is divided into three units. Unit 1 covers the principles of health and safety (and is identical to the PHS Certificate), Unit 2 covers the identification and control of hazards, and Unit 3 deals with practical applications of health and safety.

How is the course assessed?

Candidates take written examinations for Units 1 and 2. Unit 3 is assessed by a practical examination testing the ability to identify health and safety issues in a construction workplace. Unit 3 needs to be taken within 14 days of a written examination.

A full certificate is issued on successful completion of all three units.

Funding

Candidates from non-EU countries may be eligible for a small number of grants. These cover the cost of tuition, but not examination fees. For details, please contact the Registrar.

Enquiries

For further information please contact our administration office.

PART 2 — QUESTIONS

Questions 15-20

Complete the sentences below.

Choose ONE WORD ONLY from the text for each answer.

- It is a mistake to specify your **15** _____ in past positions.
- Do not include a description of your **16** _____ in life.
- Include soft skills such as an ability to **17** _____ successfully.
- Think hard about the position so you can ensure that the information in your application is **18** _____.
- Make the **19** _____ between your abilities and the job you are applying for clear.
- Do not be too **20** _____ about what you can do.

Questions 21-27

Answer the questions below.

Choose ONE WORD ONLY AND/OR A NUMBER from the text for each answer.

21 Which position is the Certificate intended for? _____

22 How many days must a student without a PHS Certificate study? _____

23 What is the last stage of the construction process that is covered by the course? _____

24 For how long does a PHS Certificate count towards the H&S Certificate? _____

25 What do students learn to identify and deal with in Unit 2? _____

26 What type of examination is used for Unit 3? _____

27 What will a grant pay for? _____

PASSAGE 3

Read the text below and answer Questions 28-40.

Clog dancing's big street revival

28

A The streets of Newcastle, in the north-east of England, have begun to echo with a sound that has not been heard for about a century. A sharp, rhythmic knocking can be heard among the Saturday crowds in one of the city's busiest intersections. It sounds a little like dozens of horses galloping along the street, but there are none in sight. In fact, it's the noise of a hundred people dancing in wooden shoes, or clogs.

The shoppers are about to be ambushed by the UK's biggest clog dance event. The hundred volunteers have been coached to perform a mass routine. For ten minutes, the dancers bring the city centre to a standstill. There are people clogging on oil drums and between the tables of pavement cafés. A screaming, five-man team cuts through the onlookers and begins leaping over swords that look highly dangerous. Then, as swiftly as they appeared, the cloggers melt back into the crowd, leaving the slightly stunned spectators to go about their business.

29

B This strange manifestation is the brainchild of conductor Charles Hazlewood, whose conversion to clog dancing came through an encounter with a folk band, The Unthanks. 'Rachel and Becky Unthank came to develop some ideas in my studio,' Hazlewood says. 'Suddenly, they got up and began to mark out the rhythm with their feet – it was an extraordinary blur of shuffles, clicks and clacks that was an entirely new music for me. I thought, "Whatever this is, I want more of it".'

Hazlewood was inspired to travel to Newcastle to make a television programme, Come Clog Dancing, in which he and a hundred other people learn to clog in a fortnight. Yet when he first went out recruiting, local people seemed unaware of their heritage. 'We went out on to the streets, looking for volunteers, but nobody seemed to know anything about clog dancing; or if they did, they thought it originated in the Netherlands.'

30

C The roots of clog dancing go back several hundred years, and lie in traditional dances of the Dutch, Native Americans and African-Americans, in which the dancer strikes the ground with their heel or toes, to produce a rhythm that's audible to everyone around. In England, clogging is believed to have first developed in the mid-19th century in the cotton mills of Lancashire, in the north-west, where workers created a dance that imitated the sound of the machinery. The

style quickly spread and developed a number of regional variations. In Northumberland, it became a recreation for miners, who danced solo or to the accompaniment of a fiddle.

'The Northumberland style is very distinct from Lancashire clogging,' says Laura Connolly, a virtuoso dancer who worked with Hazlewood on the programme. 'Northumbrian dancing is quite neat and precise with almost no upper-body movement, whereas the Lancastrian style is more flamboyant.'

31

D Whatever the region, clogging remains very much a minority pursuit. Yet at the turn of the 20th century, clogging was a fully-fledged youth craze. Two famous comic film actors, Stan Laurel and Charlie Chaplin, both began their careers as cloggers. But the dance almost completely died out with the passing of the industrial age. 'People danced in clogs because they were cheap, hardwearing and easily repaired,' Connolly says. 'Yet eventually clogs became associated with poverty and people were almost ashamed to wear them.'

32

E Fortunately, the key steps of the dances were preserved and handed down in a series of little blue books, often named after their inventors. 'It means that we still know what Mrs Willis's Rag or Ivy Sands's Hornpipe were like,' Connolly says. 'It's my dream that one day there'll be a little blue book called Laura Connolly's Jig.'

33

F Her biggest challenge to date was to teach Hazlewood and 100 other beginners a routine sufficiently accomplished to perform on television, from scratch, in less than two weeks. 'I started people off with something simple,' she says. 'It's a basic shuffle that most people can pick up.' Once Hazlewood had absorbed the basics, Connolly encouraged him to develop a short solo featuring more complex steps – though he nearly came to grief attempting a tricky manoeuvre known as Charlie Chaplin Clicks, so named as it was the signature move of Chaplin's film character the Little Tramp.

'To be honest, I never quite got those right,' Hazlewood says with a laugh. 'We came up with a slightly easier version, which Laura thought we should call Charlie Hazlewood Clicks. The thing about clogs is that they're all surface: there's no grip and they're slightly curved so you stand in a slightly peculiar way. The potential to fall over is enormous.'

On the day, Hazlewood managed to pull off a decent solo, clicks and all. 'I wasn't convinced, until the moment I did it, that I was going to get it right,' he admits. 'But in the end, clog dancing is not so very different from conducting. Both require you to communicate a beat – only I had to learn how to express it with my feet, rather than my hands. But it's a good feeling.'

34

G 'People forget that clogging was originally a street dance,' Connolly says. 'It was competitive, it was popular, and now young people are beginning to rediscover it for themselves. As soon as we finished in Newcastle, I had kids coming up to me saying, "Clog dancing's cool – I want to do that!"'

PART 3 — QUESTIONS

Questions 28-34

The text has seven sections, A–G.

Choose the correct heading for each section from the list of headings below.

Write the correct number, i–x.

i. **The instructions for old dances survive**

ii. **Inspired by foreign examples**

iii. **Found in a number of countries and districts**

iv. **An enthusiastic response from certain people**

v. **Spectators join in the dancing**

vi. **How the street event came about**

vii. **From the height of popularity to a fall from fashion**

viii. **A surprise public entertainment**

ix. **Young people invent their own clog dances**

x. **Clog dancing isn't so easy**

Questions 35-37

Complete the summary below.

Choose NO MORE THAN TWO WORDS from the text for each answer.

A clog dancing event in Newcastle

First the city's shoppers hear a sound that seems to be created by a large number of **35** _____ , and then over a hundred people wearing clogs appear and dance. Most dance on the pavement, some on oil drums. One group uses **36** _____ as part of its dance. The event was organised by Charles Hazlewood, a **37** _____. He was introduced to clog dancing by a folk band working with him in his studio.

Questions 38-40

Complete the notes below.

Choose ONE WORD ONLY from the text for each answer.

The origins of clog dancing

- Originated in the Netherlands and North America
- In England, probably invented by factory workers copying the noise made by the **38** _____ in mills
- In Northumberland, was danced by **39** _____
- Very popular in the early 20th century
- Lost popularity when clogs were thought to indicate **40** _____

Answer Key

#	Answer	Explanation
1	F	Get some friends, family or colleagues together for your own music course in a venue of your choice, which could be your front room, basement or workplace
2	C	You may feel you can't sing or you may be an established singer who wants to improve or gain confidence
3	B	You will learn some basic techniques using soft pencils and charcoal. These and different types of paper are provided. Just bring yourself and a willingness to 'have a go'
4	A	This workshop includes an introduction in the classroom, two photography sessions with specially arranged access to the zoo enclosures so that you can take natural-looking close-ups of the most exotic species, and the opportunity to review and discuss your images as a group
5	C	You may attend this course more than once and each time have a wonderful experience
6	F	We send two guitar tutors to lead a one-day session for you in the style of music you prefer, such as rock, country, funk or blues
7	E	We will discuss camera settings, dealing with varied light or bad weather, and how to get a good atmosphere
8	FALSE	the full eight-level Accelerated Freefall course is the best way to learn to skydive and attain your licence as a qualified parachutist, which allows you to jump at skydiving centres across the world
9	TRUE	The AFF Level 1 course begins with an intensive day of ground training The training can be both mentally and physically tiring so you should stay overnight if you wish to do your first jump the next day. For safety reasons we require you to return and jump in less than a month after your training in order to complete the Level 1 course
10	TRUE	For safety reasons we require you to return and jump in less than a month after your training in order to complete the Level 1 course
11	TRUE	They will provide in-air coaching as they fall alongside you, holding onto your harness
12	FALSE	You will experience about one minute of freefall and deploy your own parachute, then fly and navigate for around five minutes before landing on the dropzone

#	Answer	Explanation
13	**TRUE**	Shortly after you arrive home, you will receive an email link to the instructors' footage of your skydive to post online
14	**NOT GIVEN**	As far as age is concerned, the minimum is 16 and a parental signature of consent is required for students of 16–17 on three forms. Adults over 45 wishing to skydive must bring a completed Declaration of Fitness form signed and stamped by their doctor. Acceptance rests with the head instructor
15	**duties**	The biggest problem is perhaps listing the duties for which you were responsible in a past position: all this tells your potential employers is what you were supposed to do
16	**objective**	Writing what you are trying to achieve in life – your objective – is a waste of space
17	**negotiate**	However, your ability to negotiate effectively, for example, can be just as important as your technical skills
18	**relevant**	All information you give should be relevant, so carefully consider the job for which you are applying
19	**connection**	it is up to you to draw a connection for the résumé reviewer, so that they will understand how your skills will fit in their organization
20	**modest**	If you are modest about the skills you can offer, or the results you have achieved, a résumé reader may take what you write literally, and be left with a low opinion of your ability: you need to say exactly how good you are
21	**supervisor(s)**	The H&S Certificate is aimed at people who work as supervisors within the construction industry (whether or not that is part of their job title), who are required to ensure that activities under their control are undertaken safely
22	**15 (days) / fifteen**	Option 2 – Full Course (for all others): 15 days, either one day a week or three weeks full-time
23	**demolition**	from planning and design to use and finally demolition
24	**5 years**	If you gained this qualification no more than five years before entering for the H&S Certificate, it will be recognised as contributing to your Certificate without the need to repeat that unit of the course
25	**hazards**	Unit 2 covers the identification and control of hazards
26	**practical**	Unit 3 is assessed by a practical examination testing the ability to identify health and safety issues in a construction workplace
27	**tuition**	These cover the cost of tuition, but not examination fees

#	Answer	Explanation
28	**viii**	The shoppers are about to be ambushed by the UK's biggest clog dance event. The hundred volunteers have been coached to perform a mass routine. For ten minutes, the dancers bring the city centre to a standstill. There are people clogging on oil drums and between the tables of pavement cafés. A screaming, five-man team cuts through the onlookers and begins leaping over swords that look highly dangerous. Then, as swiftly as they appeared, the cloggers melt back into the crowd, leaving the slightly stunned spectators to go about their business
29	**vi**	This strange manifestation is the brainchild of conductor Charles Hazlewood, whose conversion to clog dancing came through an encounter with a folk band, The Unthanks Hazlewood was inspired to travel to Newcastle to make a television programme, Come Clog Dancing, in which he and a hundred other people learn to clog in a fortnight
30	**iii**	The roots of clog dancing go back several hundred years, and lie in traditional dances of the Dutch, Native Americans and African-Americans, in which the dancer strikes the ground with their heel or toes, to produce a rhythm that's audible to everyone around. In England, clogging is believed to have first developed in the mid-19th century in the cotton mills of Lancashire, in the north-west, where workers created a dance that imitated the sound of the machinery. The style quickly spread and developed a number of regional variations. In Northumberland, it became a recreation for miners, who danced solo or to the accompaniment of a fiddle
31	**vii**	Yet at the turn of the 20th century, clogging was a fully-fledged youth craze. Two famous comic film actors, Stan Laurel and Charlie Chaplin, both began their careers as cloggers. But the dance almost completely died out with the passing of the industrial age
32	**i**	Fortunately, the key steps of the dances were preserved and handed down in a series of little blue books, often named after their inventors
33	**x**	The thing about clogs is that they're all surface: there's no grip and they're slightly curved so you stand in a slightly peculiar way. The potential to fall over is enormous
34	**iv**	As soon as we finished in Newcastle, I had kids coming up to me saying, "Clog dancing's cool – I want to do that!"
35	**horses (galloping)**	A sharp, rhythmic knocking can be heard among the Saturday crowds in one of the city's busiest intersections. It sounds a little like dozens of horses galloping along the street, but there are none in sight

#	Answer	Explanation
36	**swords**	A screaming, five-man team cuts through the onlookers and begins leaping over swords that look highly dangerous
37	**conductor**	This strange manifestation is the brainchild of conductor Charles Hazlewood, whose conversion to clog dancing came through an encounter with a folk band, The Unthanks
38	**machinery**	In England, clogging is believed to have first developed in the mid-19th century in the cotton mills of Lancashire, in the north-west, where workers created a dance that imitated the sound of the machinery
39	**miners**	In Northumberland, it became a recreation for miners, who danced solo or to the accompaniment of a fiddle
40	**poverty**	Yet eventually clogs became associated with poverty and people were almost ashamed to wear them

Test 70

PASSAGE 1

Read the advertisements below and answer Questions 1-4.

Job Advertisements

A

Restaurant Supervisor

Waiting Staff

Telephonist

The ideal candidates must have relevant experience gained in a high quality hotel. Please call Personnel on 020-7723-7723, or send your CV to: The Aylesbury, Hodge Road, London SE1 8RS

The Aylesbury

LONDON

B

USE YOUR LANGUAGES AND EARN £450-£1200 P.W.

We are one of the largest business publishers in Europe and have limited vacancies for intelligent young people in our London advertisement sales office. Enquiries from German, Spanish and Eastern European speakers especially welcome. Phone Steve Warburton on 020 7114 9610

C

SECRETARY

Busy Chartered Accountants require experienced/efficient secretary. Accounts experience, proficient typing, and an excellent telephone manner essential; shorthand useful.

Please send CV to:

Box No. 9246

c/o Weekly Standard Classified,

9 Berry Street,

Kensington W8 9LP

D

TRAVEL COMPANY

Vacancy for self-confident person to look after bookings for our Caribbean hotels. Salary based on applicant's experience & suitability.

Please send CV to

Greg Taplin, KRI Ltd,

12 Galena Road, London, W6 3XZ

E

NANNY WANTED

for 9 month old handful.

Artistic/Prof household Notting Hill, 3 days per week. Some hours flexibility req'd.

Knowledge German/Hungarian advantage, not essential

020 7221 6119

F

Hollywood World

LONDON

Join the Stars!

Food Servers

The biggest and busiest restaurant in London is seeking additional stars for its team of dedicated professionals. If you have experience in high volume restaurants and are looking for a challenge, then come on down for an audition. Interview day is on Friday 6th May from 12 noon to 7pm.

Hollywood World is located at 29 Foster Street, London W1 6JZ

Read the text below and answer Questions 5-10.

List of Telephone Services

LIST OF TELEPHONE SERVICES

SERVICE	NUMBER TO DIAL
Operator Services The operator is there to help you if you have difficulty making a call or if you want to use any of our special call services. These include: ALARM CALLS * ADVICE OF DURATION CHARGE * CREDIT CARD CALLS * FIXED TIME CALLS * FREEFONE CALLS * PERSONAL CALLS * TRANSFERRED CHARGE CALLS * SUBSCRIBER CONTROLLED TRANSFER. For details of charges see our free leaflet. Dial 101 and ask for financial services.	101
International Operator See Section 3 (international) for details.	123
Directory Enquiries Tell the operator the town you require. Have paper and pencil ready.	142
International Directory Enquiries	130
Emergency Tell the operator what service you want.	010
Faults Any fault should be reported to the local fault repair service.	166
Sales For enquiries regarding other purchases.	170
Telemessage If you have something special to say and prefer to say it in writing.	190
International Telemessage	191
International Telegrams You can send a telegram to most other countries.	192
Maritime Services	200

SERVICE	NUMBER TO DIAL
SHIP'S TELEGRAM SERVICE * SHIP'S TELEPHONE SERVICE * INMARSAT SATELLITE SERVICE. You can call or send a message to someone aboard ship by using our Maritime Services. For telephone calls to ships quote the name of the Coast Radio Station if known. For INMARSAT (Maritime Satellite) service dial 178. Give the ship's name, its identification number and ocean region, if known. International Directory Enquiries, code 130, can say if a ship is equipped for satellite service and provide the number.	
Any Other Call Enquiries	111

_____

Read the text below and answer Questions 11-14.

Fire Notice

FIRE NOTICE

In the event of fire, the ALARM will ring. On hearing the fire alarm, all those in the West Wing should evacuate the building by staircase J. Rooms 1 to 199 are in the West Wing. All others should use staircase A. The assembly area for occupants of the West Wing is the staff car park at the rear of the building. All others assemble in the courtyard.

Evacuate the building even if the alarm stops.

If you discover a fire, shout "FIRE" and operate the nearest fire alarm. Attack the fire with an extinguisher but do not take any risks. Inform Reception by dialling 3333.

PART 1 — QUESTIONS

Questions 1-2

Look at the six job advertisements, A-F.

For which advertisement are the following statements true?

NB You may use any letter more than once.

A. Advertisement A

B. Advertisement B

C. Advertisement C

D. Advertisement D

E. Advertisement E

F. Advertisement F

	A	B	C	D	E	F
1 Which job is in a hotel?	○	○	○	○	○	○
2 Which job is for someone to look after a child?	○	○	○	○	○	○

Questions 3-4

Look at the six job advertisements, A-F.

3 4 Which TWO advertisements are for waiters?

- **A** ☐ Advertisement A
- **B** ☐ Advertisement B
- **C** ☐ Advertisement C
- **D** ☐ Advertisement D
- **E** ☐ Advertisement E
- **F** ☐ Advertisement F

Questions 5-6

Look at the six job advertisements, A-F.

5 6 Which TWO jobs would be particularly suitable for people who speak a language other than English?

- **A** ☐ Advertisement A
- **B** ☐ Advertisement B
- **C** ☐ Advertisement C
- **D** ☐ Advertisement D
- **E** ☐ Advertisement E
- **F** ☐ Advertisement F

Questions 7-12

Answer the questions below.

Write the correct telephone numbers.

NB You may use any number more than once.

What number should you dial if

7 there is something wrong with your telephone? _____

8 there has been an accident and you want to call an ambulance? _____

9 you want to find out a number in a foreign country? _____

10 you want to know how much telephone calls cost? _____

11 you want to buy an answerphone machine? _____

12 you want to use a credit card to pay for a telephone call? _____

Questions 13-16

Answer the questions below.

Choose NO MORE THAN THREE WORDS from the text for each answer.

13 You are in room 101. Which staircase should you use to evacuate the building?

_____

14 You are in room 201. Where should you wait outside after evacuating the building?

_____

15 What should you do if the alarm stops? _____

16 Who should you contact if you discover a fire? _____

PASSAGE 2

Read the text below and answer Questions 15-21.

LGN Energy - Code of Conduct

The purpose of this Code of Conduct is to advise employees of LGN's expectations in respect of conduct, breach of which may lead to investigation and disciplinary action.

17

A The companies that provide goods and services to LGN Energy are an important resource and should be treated with fairness at all times. Employees should maintain the highest ethical standards in all dealings with them, and managers must act with integrity at all times and lead by example.

18

B LGN Energy aims to promote its products vigorously in the market place. None of its employees are allowed to collude with rival companies. It is LGN Energy policy to sell products and services on their merits. Therefore the products or services of rival companies should not be criticised.

19

C Employees should keep accurate, timely and reliable accounts, as these are critical to meeting the financial, legal and management obligations of the company. All reports, invoices and other essential data should be prepared promptly and honestly, and treated with discretion.

20

D Except as authorised by their manager or required by their duties under their employment contract, employees must not use for their own benefit or gain, or divulge to any person or organisation, any data belonging to the company, or relating to its affairs or dealings, which come to their knowledge during employment.

21

E Employees should not download or reproduce any material (e.g. music or text) without complying with licensing conditions. Such actions could result in criminal proceedings not only against the company but also against the individual concerned.

22

F LGN Energy wants to encourage employees to disclose information on any conduct within the company that is causing them concern. If an employee suspects fraud or other behaviour that contravenes this Code of Conduct, they should promptly inform their manager.

23

G If any employee makes any discoveries or developments capable of being patented during the course of, or in connection with, their employment at LGN, they must tell their manager. All works and intellectual property rights related to their employment will belong to LGN Energy.

Read the text below and answer Questions 22-27.

Maternity Leave

The purpose of this policy is to inform female employees of their entitlement to statutory and company-enhanced maternity rights.

Antenatal Care

All company employees are entitled to reasonable paid time off during working hours to enable them to receive antenatal care. To qualify, employees are required to produce a certificate from a registered medical practitioner stating that the employee is pregnant, together with an appointment card or other written confirmation of the appointment. However, these requirements do not apply to the first antenatal visit.

Employees are requested to give their immediate manager as much notice as possible and arrange appointments, insofar as is possible, so as not to disrupt the business of the company. Employees will be paid their basic salary in respect of attendance at these appointments.

Ordinary Maternity Leave (OML)

All employees, irrespective of their length of service, qualify for 26 weeks' OML. An employee must notify the company no later than 15 weeks prior to her Expected Week of Childbirth (EWC) of the date on which she intends to begin her OML.

An employee is not required to give notification if she is absent due to a pregnancy-related illness, or if the baby is born before the planned date for starting maternity leave. Please note that the employee must notify the company that she has given birth as soon as is reasonably practicable.

Returning from Maternity Leave

No employee is entitled to return from maternity leave until 2 weeks after the birth of the child. Within 28 days of receiving notification from the employee of the date she intends to start her

OML, the company will advise her of the date her leave will end. An employee who intends to return to work at the end of her OML period does not have to notify the company in advance of her return.

If the employee wishes to use any annual leave she has accrued to delay her return, she is obliged to request authorisation from the company at least 28 days before she wishes to take it.

PART 2 — QUESTIONS

Questions 17-23

The text has seven sections, A-G.

Choose the correct heading for each section from the list of headings below.

i. **Standard procedure for disciplinary action**

ii. **Reporting improper activities**

iii. **Relationships with suppliers**

iv. **Inventions and designs**

v. **Company records**

vi. **Confidential information**

vii. **Promoting creativity**

viii. **Respecting media copyright**

ix. **Accessing legal information**

x. **Relationships with competitors**

Questions 24-29

Complete the notes below.

Choose NO MORE THAN THREE WORDS AND/OR A NUMBER from the text for each answer.

Antenatal Care

- Obtain proof of pregnancy from a **24** _____ and also an appointment card (NB not necessary for first antenatal visit)
- Tell your immediate manager as soon as you can
- You will receive your **25** _____ from your company during antenatal care

Ordinary Maternity Leave

- Doesn't depend on your **26** _____ (everyone gets same amount of OML)
- Tell your employer at least **27** _____ before EWC about starting date of OML
- No need to tell your employer if you are off work because of **28** _____

Returning from Maternity Leave

- Cannot return to work until 2 weeks after birth
- No need to notify company if coming back when OML finishes
- Must ask for permission if choosing to postpone return by taking any **29** _____ still owing to you

PASSAGE 3

Read the text below and answer Questions 28-40.

Winter Games

Ice, danger and exhilaration

The 17th Winter Games, held in Norway in 1994, were part of an Olympic tradition which goes back almost 3,000 years. For more than 1,000 years the ancient Games were held, every four years, on hallowed ground near Mount Olympus, where the Greek gods were said to live.

The 'Olympics' brought together men from war-torn tribes and states in Greece and its colonies. A sacred truce was declared to allow men to travel to the games in safety. Women could not take part and were forbidden, on pain of death, even to attend the Games.

The ancient Olympics were abolished by the Roman Emperor Theodosius in 393 AD, after Greece had lost its independence. But the idea never died and the Frenchman Baron Pierre de Coubertin, an educator and scholar, founded the modern Olympics. His aim was to bring together, once every four years, athletes from all countries on the friendly fields of amateur sport. No account was to be taken of national rivalries, nor politics, race, religion, wealth or social status.

The first modern Games were held in Athens in 1896, and four years later, in Paris, women began to take part. Although the Winter Olympics did not begin until 1924, individual figure skating was part of the 1908 London Summer Olympics; both skating and ice hockey were successfully included in the Antwerp Games in 1920. But generally winter sports were felt to be too specialised. Only cold-weather countries had much experience of activities such as skiing – a means of transport overland across ice and snow during long winters.

The Scandinavians, for whom skiing is a part of everyday life, had objected to a Winter Games. They feared it would threaten their own Nordic Games, which had been held every four years since 1901. But the International Olympic Committee (IOC) agreed to stage an International Sports Week in Chamonix, France, in 1924. It was a success and the Scandinavians won 28 of the 43 medals, including nine golds. They dropped their objections and the event was retrospectively named the First Winter Olympic Games.

Apart from the Second World War period, the Winter Olympics were held every four years, a few months before the Summer Olympics. But in 1986 the IOC changed the schedule so that the Summer and Winter Games would be held in different years. Thus, for the only time in history, the Lillehammer (Norway) Games took place just two years after the previous Winter Olympics, which were held in Albertville, France.

Since the Winter Games began, 55 out of 56 gold medals in the men's Nordic skiing events have been won by competitors from Scandinavia or the former Soviet Union. For teams from warm weather countries, cross-country skiing can pose problems. At the Calgary Games in 1988, one competitor in the 50-kilometre event was so slow that race officials feared he was

lost and sent out a search party. Roberto Alvarez of Mexico had never skied more than 20 kilometres before and finished 61st and last – 52 minutes behind the 60th place.

PART 3 — QUESTIONS

Questions 30-34

Complete the table below.

Choose ONE NUMBER ONLY from the text for each answer.

YEAR	EVENT
30 _____	Ancient Olympics came to an end
31 _____	First women's events
32 _____	First Nordic Games
33 _____	First winter team game included in Olympics
34 _____	First Winter Olympic Games

Questions 35-42

Do the following statements agree with the information given in the text?

35 The spectators of the ancient Olympics, as well as the participants, were all male.

- A ○ TRUE
- B ○ FALSE
- C ○ NOT GIVEN

36 Only amateur athletes are allowed to compete in the modern Olympics.

- A ○ TRUE
- B ○ FALSE
- C ○ NOT GIVEN

37 The modern Olympics have always demonstrated the political neutrality intended by their founder.

- A ○ TRUE

B ○ FALSE

C ○ NOT GIVEN

38 The Antwerp Games proved that winter sports were too specialised.

A ○ TRUE

B ○ FALSE

C ○ NOT GIVEN

39 One Winter Olympics has succeeded another every four years since 1924 with a break only for the Second World War.

A ○ TRUE

B ○ FALSE

C ○ NOT GIVEN

40 The Albertville Winter Olympics took place in 1992.

A ○ TRUE

B ○ FALSE

C ○ NOT GIVEN

41 Only Scandinavians have won gold medals in men's Winter Olympics Nordic skiing events.

A ○ TRUE

B ○ FALSE

C ○ NOT GIVEN

42 Cross-country skiing events are a speciality of cold-weather countries.

A ○ TRUE

B ○ FALSE

C ○ NOT GIVEN

Answer Key

#	Answer	Explanation
1	**A**	The ideal candidates must have relevant experience gained in a high quality hotel
2	**E**	NANNY WANTEDfor 9 month old handful
3	**A / F**	Waiting Staff Food Servers
4	**A / F**	Waiting Staff Food Servers
5	**B / E**	Enquiries from German, Spanish and Eastern European speakers especially welcome Knowledge German/Hungarian advantage, not essential
6	**B / E**	Enquiries from German, Spanish and Eastern European speakers especially welcome Knowledge German/Hungarian advantage, not essential
7	**166**	Any fault should be reported to the local fault repair service
8	**010**	Tell the operator what service you want
9	**130**	International Directory Enquiries
10	**101**	For details of charges see our free leaflet. Dial 101 and ask for financial services
11	**170**	For enquiries regarding other purchases
12	**101**	These include: ALARM CALLS * ADVICE OF DURATION CHARGE * CREDIT CARD CALLS * FIXED TIME CALLS * FREEFONE CALLS * PERSONAL CALLS * TRANSFERRED CHARGE CALLS * SUBSCRIBER CONTROLLED TRANSFER. For details of charges see our free leaflet. Dial 101 and ask for financial services
13	**(staircase) J**	On hearing the fire alarm, all those in the West Wing should evacuate the building by staircase J. Rooms 1 to 199 are in the West Wing
14	**(in) (the) courtyard**	Rooms 1 to 199 are in the West Wing. All others should use staircase A. The assembly area for occupants of the West Wing is the staff car park at the rear of the building. All others assemble in the courtyard
15	**evacuate / evacuate (the) building**	Evacuate the building even if the alarm stops
16	**(the) Reception**	Inform Reception by dialling 3333

#	Answer	Explanation
17	**iii**	The companies that provide goods and services to LGN Energy are an important resource and should be treated with fairness at all times
18	**x**	None of its employees are allowed to collude with rival companies. It is LGN Energy policy to sell products and services on their merits. Therefore the products or services of rival companies should not be criticised
19	**v**	Employees should keep accurate, timely and reliable accounts, as these are critical to meeting the financial, legal and management obligations of the company. All reports, invoices and other essential data should be prepared promptly and honestly, and treated with discretion
20	**vi**	Except as authorised by their manager or required by their duties under their employment contract, employees must not use for their own benefit or gain, or divulge to any person or organisation, any data belonging to the company, or relating to its affairs or dealings, which come to their knowledge during employment
21	**viii**	Employees should not download or reproduce any material (e.g. music or text) without complying with licensing conditions
22	**ii**	LGN Energy wants to encourage employees to disclose information on any conduct within the company that is causing them concern. If an employee suspects fraud or other behaviour that contravenes this Code of Conduct, they should promptly inform their manager
23	**iv**	If any employee makes any discoveries or developments capable of being patented during the course of, or in connection with, their employment at LGN, they must tell their manager. All works and intellectual property rights related to their employment will belong to LGN Energy
24	**(registered) medical practitioner**	To qualify, employees are required to produce a certificate from a registered medical practitioner stating that the employee is pregnant, together with an appointment card or other written confirmation of the appointment
25	**basic salary**	Employees will be paid their basic salary in respect of attendance at these appointments
26	**length of service**	All employees, irrespective of their length of service, qualify for 26 weeks' OML
27	**15 weeks/fifteen weeks**	An employee must notify the company no later than 15 weeks prior to her Expected Week of Childbirth (EWC) of the date on which she intends to begin her OML

#	Answer	Explanation
28	**(a) pregnancy-related illness**	An employee is not required to give notification if she is absent due to a pregnancy-related illness, or if the baby is born before the planned date for starting maternity leave
29	**(annual) leave**	If the employee wishes to use any annual leave she has accrued to delay her return, she is obliged to request authorisation from the company at least 28 days before she wishes to take it
30	**393**	The ancient Olympics were abolished by the Roman Emperor Theodosius in 393 AD, after Greece had lost its independence
31	**1900**	The first modern Games were held in Athens in 1896, and four years later, in Paris, women began to take part
32	**1901**	They feared it would threaten their own Nordic Games, which had been held every four years since 1901
33	**1920**	both skating and ice hockey were successfully included in the Antwerp Games in 1920
34	**1924**	But the International Olympic Committee (IOC) agreed to stage an International Sports Week in Chamonix, France, in 1924. It was a success and the Scandinavians won 28 of the 43 medals, including nine golds. They dropped their objections and the event was retrospectively named the First Winter Olympic Games
35	**TRUE**	Women could not take part and were forbidden, on pain of death, even to attend the Games
36	**NOT GIVEN**	His aim was to bring together, once every four years, athletes from all countries on the friendly fields of amateur sport
37	**NOT GIVEN**	His aim was to bring together, once every four years, athletes from all countries on the friendly fields of amateur sport. No account was to be taken of national rivalries, nor politics, race, religion, wealth or social status
38	**FALSE**	both skating and ice hockey were successfully included in the Antwerp Games in 1920. But generally winter sports were felt to be too specialised
39	**FALSE**	Apart from the Second World War period, the Winter Olympics were held every four years, a few months before the Summer Olympics. But in 1986 the IOC changed the schedule so that the Summer and Winter Games would be held in different years. Thus, for the only time in history, the Lillehammer (Norway) Games took place just two years after the previous Winter Olympics, which were held in Albertville, France
40	**TRUE**	The 17th Winter Games, held in Norway in 1994, were part of an Olympic tradition which goes back almost 3,000 years Thus, for

#	Answer	Explanation
		the only time in history, the Lillehammer (Norway) Games took place just two years after the previous Winter Olympics, which were held in Albertville, France
41	**FALSE**	Since the Winter Games began, 55 out of 56 gold medals in the men’s Nordic skiing events have been won by competitors from Scandinavia or the former Soviet Union
42	**TRUE**	Since the Winter Games began, 55 out of 56 gold medals in the men’s Nordic skiing events have been won by competitors from Scandinavia or the former Soviet Union

Test 71

PASSAGE 1

Read the text below and answer Questions 1-8.

Visit these historic houses in Northern Ireland!

Ardress House

House tours of this elegant 17th-century farmhouse include the impressive drawing-room, fine furniture and paintings. The farmyard, complete with traditional farm implements, is very popular with children. A new programme of family events is arranged each year.

The Argory

This handsome 1820 house has remained unchanged since 1900. It demonstrates the decorative taste of the family who lived here at that time, and also includes a barrel organ that plays traditional Irish tunes once a month during house tours. There are horse carriages, a harness room, and a laundry in the imposing stable yard. As the house has no electric light, visitors wishing to make a close study of the interior and paintings should avoid dull days early and late in the season.

Castle Coole

Castle Coole is one of the finest late 18th-century houses in Ireland. The guided tour shows the rich interior decoration, furnishings and furniture of the time, the state bedroom prepared for the visit of King George IV in 1821, and the elegant hall, where evening concerts of classical music are often held.

Castle Ward

This mid-18th-century mansion is an architectural oddity of its time, the inside and outside having been built in two distinct architectural styles. In the surrounding estate there are many holiday cottages available for private lets as well as a caravan site.

Hezlett House

One of the few buildings in Northern Ireland surviving from before the 18th century, this 17th-century thatched house is simply furnished in late 19th-century style. There is a small museum of farm implements. There are picnic tables outside the house, and for younger visitors a landscaped play area is provided.

Springhill

An atmospheric 17th-century home, in a most attractive setting. The house tour takes in the exceptional library, family furniture from the 19th century, the nursery, and the unusual and colourful exhibition of costumes, which has some fine 17th-century Irish pieces.

_____

Read the text below and answer Questions 9-14.

Anglian Water

This leaflet sets out our service pledges, with details on special care and new facilities for customers. We have other leaflets giving you further information on some subjects. Let us know which ones you would like by completing and posting the reply-paid section at the back of this leaflet.

We are committed to giving you the best customer service.

This means:

Being easy to contact

We have a freephone number for billing matters and a local charge 24-hour number for any service queries.

Keeping appointments

For written appointments, we will specify morning or afternoon to suit you (but cannot guarantee a precise time). If we have to change the arrangement, we will give you 24 hours' notice.

Answering your letters promptly

Within 10 working days for a complaint about water or sewerage services and within 20 working days if you have a billing query. If we can, we'll get back to you sooner.

No-quibble compensation if we get it wrong

We will pay £10 compensation if we fail to meet any of our guaranteed standards.

We care for every customer but we recognise that there are some who need that bit of extra help.

For our elderly or disabled customers we have a range of additional services, including your bill in Braille, help with reading your meter, or special care if for any reason you lose your water supply.

If English is not your first language and you need help understanding your bill, Language Line is a confidential telephone service which gives you information in your own language, at no extra cost.

Ring our freephone number (0800-919155) and ask for Language Line. Please tell us which language you need.

PART 1 — QUESTIONS

Questions 1-8

Look at the following statements and the list of houses below.

Match each statement with the correct house, A-F.

NB You may use any letter more than once.

A. Ardress House

B. The Argory

C. Castle Coole

D. Castle Ward

E. Hezlett House

F. Springhill

	A	B	C	D	E	F
1 This house contains furniture of the period when it was built.	○	○	○	○	○	○
2 This building is described as having an unusual appearance.	○	○	○	○	○	○
3 Clothes from the past can be seen here.	○	○	○	○	○	○
4 Children are permitted to play games here.	○	○	○	○	○	○
5 A musical instrument exhibited here can sometimes be heard.	○	○	○	○	○	○
6 Parents can take part in the same activities as their children.	○	○	○	○	○	○
7 Accommodation is available in the grounds of the house.	○	○	○	○	○	○
8 Visibility indoors depends on the weather conditions.	○	○	○	○	○	○

Questions 9-14

Do the following statements agree with the information given in the text?

TRUE if the statement agrees with the information

FALSE if the statement contradicts the information

NOT GIVEN if there is no information on this

9 Customers can request leaflets on certain topics without paying for postage.

- **A** ○ TRUE
- **B** ○ FALSE
- **C** ○ NOT GIVEN

10 Phone calls to ask about service are free.

- **A** ○ TRUE
- **B** ○ FALSE
- **C** ○ NOT GIVEN

11 Appointments can be arranged for an exact time.

- **A** ○ TRUE
- **B** ○ FALSE
- **C** ○ NOT GIVEN

12 Anglian Water has deadlines for replying to some categories of letter.

- **A** ○ TRUE
- **B** ○ FALSE
- **C** ○ NOT GIVEN

13 Customers will receive payment if Anglian Water doesn't fulfil its service commitments.

- **A** ○ TRUE

B ○ FALSE

C ○ NOT GIVEN

14 Anglian Water provides help for customers with physical disabilities.

A ○ TRUE

B ○ FALSE

C ○ NOT GIVEN

PASSAGE 2

Read the text below and answer Questions 15-20.

What is WorkWise?

WorkWise is a three-year programme which we are about to introduce throughout the company, to give staff different working choices, while at the same time allowing us to reduce expenditure.

WorkWise will become our usual way of working, helping us to make better use of our time, space and technology.

Time

WorkWise provides a range of alternatives. Opportunities for home working, for example, help employees to improve their work/life balance and reduce their travel time and costs.

Space

By making sure all our desks are fully used, through flexi-desking (shared desks), and designing workspaces to support different workstyles, we can rationalise the office accommodation we require and reduce its cost by 20%.

Technology

We will develop our existing technology and implement solutions to enable staff to work flexibly at any of our offices around the country.

WorkWise - what it means for you

You and your team will have a space where you generally work, where visitors can find you, where your post comes to and is collected from and where your possessions are located.

Your team's workspace will reflect realistic desk occupancy levels and how flexibly your team can work. WorkWise is looking to achieve an average team space of seven desks for every ten employees. Understandably some teams will require more, but we know others can work effectively with fewer.

Once your team has been 'WorkWised', you might not have a specific desk allocated to you, and so you will work flexibly by using any available desk. This could be in your team workspace or in another team space. It really will be that flexible. People who no longer have a specific desk will be provided with a portable container to keep their belongings in.

Training

There will be a number of WorkWise training sessions in May:

Venues / Dates

Carter House: 9 May 9.30am - 12.30pm

MacDougall House: 10 May 1.30pm - 4.30pm

If you would like to attend one of these courses, prior booking is essential. Please use the eForm which can be accessed below, complete it and email it to the helpdesk. You will require approval from your manager, and a budget code, which can be obtained by going to the Finance Office.

Once the helpdesk has all the relevant information, you will receive confirmation by email. Please print that out and take it with you to the training session.

_____

Read the text below and answer Questions 21-27.

Ottawa City Council - Employee Code of Conduct

Conflict of interest: definition

A conflict of interest occurs when, while carrying out his/her duties, an employee of the City is required to deal with a matter in which he/she has a direct or indirect interest.

A direct interest can occur when an employee may gain, or appear to gain, some financial or personal benefit, or avoid financial or personal loss.

An indirect interest may arise when the potential benefit or loss would be experienced by another person or organisation having a relationship with the employee. This could be a friend or family member, or a business in which the employee has acquired shares.

These benefits, losses, interests and relationships are generally – but not necessarily – financial in nature. A conflict of interest arises when an employee's activities could benefit a personal interest to the disadvantage of the City's interests. Any behaviour which is, or could be seen as, a conflict of interest is prohibited, and the employee will face disciplinary proceedings.

Examples of conflicts of interest

Examples of potential conflicts of interest include the following:

• **Buying property or goods from the City**

An employee may only submit an offer to purchase City property or goods when these are being sold at public auction. However, employees are not permitted to take part in the public auction of vehicles sold by the City.

• **Choice of suppliers**

The choice of suppliers of goods and services to the City must be based on competitive considerations of quality, price, service and benefit to the City. Contracts will be awarded in a fair and legal manner. The City's policies and established procedure for selecting suppliers

must be followed. It is forbidden for an employee to use his/her knowledge to influence this process for direct or indirect personal gain.

Breach of the Code of Conduct

Any employee who believes he/she or another employee is not acting in accordance with this Code of Conduct must report the matter. The procedure for disclosing a breach (or potential breach) is described in the relevant section of the Code.

Post-employment conflict of interest

After ceasing to be employed by the City, employees are not permitted to act in such a way as to benefit improperly from their previous employment.

PART 2 — QUESTIONS

Questions 15-20

Complete the notes below.

Choose NO MORE THAN TWO WORDS from the text for each answer.

WorkWise scheme

Introduction

- staff can save time and money by choosing the option of **15** _____
- WorkWise will reduce the company's expenditure on office accommodation
- the company will build on its **16** _____ to allow staff to work in a variety of locations

Team workspace

- where staff can meet any visitors
- staff without own desk will be given a storage container for their possessions, which is **17** _____

Booking training

- complete booking form
- get authorisation and a **18** _____
- send form to the **19** _____
- take the email giving **20** _____ to training session

Questions 21-27

Complete the sentences below.

Choose ONE WORD ONLY from the text for each answer.

- An indirect interest may occur when an employee's actions affect a company in which he/she owns **21** _____.
- Personal benefits arising from a conflict of interest are usually, though not always, **22** _____ ones.

- **23** _____ action may be taken against an employee acting in a way that creates a conflict of interest.
- Employees are not allowed to buy **24** _____ of any kind from the City, even at public auction.
- When choosing suppliers, employees must follow the **25** _____ and standard procedure of the City.
- Employees must report any **26** _____ of the Code.
- Employees must not take improper advantage of their past **27** _____ with the City when they have left.

PASSAGE 3

Read the text below and answer Questions 28-40.

Meet the Organoleptics - People who sip, taste and sniff for a living

A Paul Fisher sits at a circular table. Before him are two dozen cups of Java coffee of various hues and tastes. The president of Tristao Trading, coffee importers in New York, is preparing to 'cup'.

He raises a spoon to his lips and tastes. He will rank each sample for body, flavour, grade, colour, degree of moisture and acidity. He gives high marks for the soft fruitiness of one, rejects the oily smell and taste of another. After each sampling, he avails himself of the spit sink attached to the table. He decides whether the Kenyan AA batch ordered by one of America's top coffee companies gets a high enough grade to make it to the market.

Fisher is an organoleptic, a person who uses his senses of smell and taste to make a living. Organoleptics sip soft drinks, taste teas, taste wines and test perfume performance.

B Where do companies find these skilled workers? You might imagine huge recruitment campaigns on university campuses, seeking students with large nostrils and sensitive palates. Not even close. Most firms hire tasters and smellers based simply on the fact that these people like the work; anyone with a normal sense of taste and smell can learn to do the job.

According to John Monsell at the Chemical Senses Center in Philadelphia, virtually all humans are born with an ability to detect sweet, sour, bitter and salty compounds. However, Monsell finds there is a genetic component to having an excellent sense of taste.

C Most of what we call taste involves smelling from the back of the throat and up into the top of the nose. Smell contributes so much to our appreciation of food that most of us could not recognise our favourite dishes relying on taste alone. For example, if you hold your nose and eat an apple and an onion, they taste the same (although an onion might make your tongue sting).

The average person can detect at least 10,000 odours. Being able to identify those smells is another story. If blindfolded, most people can put a name ('roses', 'fish', 'oak') to fewer than a hundred scents.

D Organoleptics come from all sorts of backgrounds. Peter Goggi, president of Royal Estates, the tea-buying arm of Lipton, began his career as a research chemist.

'I used to bring samples down to the tea-tasters and listen to their comments,' he recalls. 'I started tasting with them, and thought it might be a good job.' To get some training, he moved to England, then to Kenya. 'The best way to learn,' says Goggi, 'is to taste and taste and taste. I would do about a thousand teas a day.'

'We sip the tea and spit it out,' Goggi explains. One good turn around the mouth will tell an expert taster all he or she needs to know. 'The important thing is to evaluate tea in the same way from cup to cup,' he says. 'We brew the tea for six minutes and taste it with a teaspoon of skimmed milk to bring out the colour.'

E Jack Wild's job isn't quite so refreshing. He had a degree in biochemistry when he went to work at Hill Top Research in 1958. The consumer-products market was taking off then, thanks to postwar technology and increased disposable income. People were beginning to worry about odours.

Hill Top Research tests products for eliminating bad odours. People who volunteer to take part in a test are paid not to use soaps or perfumes for ten days. After each participant has been sprayed with deodorant, the researchers start the ranking process. According to Wild, descriptive ability is not important, since being able to say an odour reminds you of one thing or another is not necessary.

F James Bell started as a clerk at Givaudan Roure, leaders in the creation and manufacture of perfume. Put through a smelling test, Bell did well and was sent to a special school in France. 'I had to learn to identify about 2800 synthetic and 140 natural materials,' Bell says.

Today, Bell is vice-president and senior perfumer of Givaudan Roure. He recognises as many as 5000 scents and must be able to devise special orders requested by leading perfume companies. They want something 'beautiful' or 'fresh', and Bell takes it from there.

When the experts at Givaudan Roure were asked to develop a men's fragrance named after Michael Jordan, the famous basketballer, Bell's perfumery team went to work and identified four core themes – Cool (in honour of Jordan's boyhood home in North Carolina), Fairway (for his love of golf), Home Run (a leather note to represent Jordan's interest in baseball) and Rare Air (celebrating his basketball achievements). The resulting fragrance has become a top-selling men's brand.

G Bell is one of the few in his field who believe natural ability is a pre-requisite for maximising one's sensibilities. 'You start with a superior sense of smell, but then you must train it, like a concert pianist.'

'Perfume,' he continues, 'is like writing music. It has a base note, a midnote and a top note. You smell the top note initially, the midnotes enhance the top note, and the base note brings it all together.'

We owe a real debt to all those organoleptics out there. They make our world smell a little better and taste a little fresher. And just what do they ask of you? Not much. Just that once in a while, we take the time to stop and smell the rose-scented room freshener.

PART 3 — QUESTIONS

Questions 28-32

The text has seven sections, A-G.

Which section contains the following information?

NB You may use any letter more than once.

	A	B	C	D	E	F	G
28 the two parts of the body which we use to taste food	○	○	○	○	○	○	○
29 different kinds of drink that organoleptics taste	○	○	○	○	○	○	○
30 the basic tastes which everyone can recognise	○	○	○	○	○	○	○
31 the qualities of a certain beverage	○	○	○	○	○	○	○
32 the components combined to make a new product	○	○	○	○	○	○	○

Questions 33-37

Do the following statements agree with the information given in the text?

TRUE if the statement agrees with the information

FALSE if the statement contradicts the information

NOT GIVEN if there is no information on this

33 Oiliness is considered a good flavour in coffee.

- **A** ○ TRUE
- **B** ○ FALSE
- **C** ○ NOT GIVEN

34 The average person can name thousands of smells.

A ○ TRUE

B ○ FALSE

C ○ NOT GIVEN

35 Participants in smell tests at Hill Top Research are required to avoid using certain products.

A ○ TRUE

B ○ FALSE

C ○ NOT GIVEN

36 Most perfumes are made from natural materials.

A ○ TRUE

B ○ FALSE

C ○ NOT GIVEN

37 Perfume designers must be able to write clear descriptions of fragrances.

A ○ TRUE

B ○ FALSE

C ○ NOT GIVEN

Questions 38-40

Look at the following views expressed in the text and the list of people below.

Match each view with the correct person, A-E.

A. James Bell

B. Peter Goggi

C. John Monsell

D. Jack Wild

E. Paul Fisher

	A	B	C	D	E
38 Both natural ability and training are important.	○	○	○	○	○
39 Being able to describe a difference is not important.	○	○	○	○	○
40 It is important to keep your method exactly the same.	○	○	○	○	○

Answer Key

#	Answer	Explanation
1	C	Castle Coole is one of the finest late 18th-century houses in Ireland. The guided tour shows the rich interior decoration, furnishings and furniture of the time
2	D	This mid-18th-century mansion is an architectural oddity of its time, the inside and outside having been built in two distinct architectural styles
3	F	The house tour takes in the exceptional library, family furniture from the 19th century, the nursery, and the unusual and colourful exhibition of costumes, which has some fine 17th-century Irish pieces
4	E	There are picnic tables outside the house, and for younger visitors a landscaped play area is provided
5	B	It demonstrates the decorative taste of the family who lived here at that time, and also includes a barrel organ that plays traditional Irish tunes once a month during house tours
6	A	A new programme of family events is arranged each year
7	D	In the surrounding estate there are many holiday cottages available for private lets as well as a caravan site
8	B	As the house has no electric light, visitors wishing to make a close study of the interior and paintings should avoid dull days early and late in the season
9	TRUE	Let us know which ones you would like by completing and posting the reply-paid section at the back of this leaflet
10	FALSE	We have a freephone number for billing matters and a local charge 24-hour number for any service queries
11	FALSE	For written appointments, we will specify morning or afternoon to suit you (but cannot guarantee a precise time)
12	TRUE	Within 10 working days for a complaint about water or sewerage services and within 20 working days if you have a billing query
13	TRUE	We will pay £10 compensation if we fail to meet any of our guaranteed standards
14	TRUE	For our elderly or disabled customers we have a range of additional services, including your bill in Braille, help with reading

#	Answer	Explanation
		your meter, or special care if for any reason you lose your water supply
15	**home working**	Opportunities for home working, for example, help employees to improve their work/life balance and reduce their travel time and costs
16	**(existing) technology**	We will develop our existing technology and implement solutions to enable staff to work flexibly at any of our offices around the country
17	**portable**	People who no longer have a specific desk will be provided with a portable container to keep their belongings in
18	**budget code**	You will require approval from your manager, and a budget code, which can be obtained by going to the Finance Office
19	**helpdesk**	Please use the eForm which can be accessed below, complete it and email it to the helpdesk
20	**confirmation**	Once the helpdesk has all the relevant information, you will receive confirmation by email. Please print that out and take it with you to the training session
21	**shares**	An indirect interest may arise when the potential benefit or loss would be experienced by another person or organisation having a relationship with the employee. This could be a friend or family member, or a business in which the employee has acquired shares
22	**financial**	These benefits, losses, interests and relationships are generally – but not necessarily – financial in nature
23	**Disciplinary**	Any behaviour which is, or could be seen as, a conflict of interest is prohibited, and the employee will face disciplinary proceedings
24	**vehicles**	However, employees are not permitted to take part in the public auction of vehicles sold by the City
25	**policies**	The City's policies and established procedure for selecting suppliers must be followed
26	**breach**	The procedure for disclosing a breach (or potential breach) is described in the relevant section of the Code
27	**employment**	After ceasing to be employed by the City, employees are not permitted to act in such a way as to benefit improperly from their previous employment
28	**C**	Most of what we call taste involves smelling from the back of the throat and up into the top of the nose

#	Answer	Explanation
29	**A**	Organoleptics sip soft drinks, taste teas, taste wines and test perfume performance
30	**B**	According to John Monsell at the Chemical Senses Center in Philadelphia, virtually all humans are born with an ability to detect sweet, sour, bitter and salty compounds
31	**A**	He will rank each sample for body, flavour, grade, colour, degree of moisture and acidity. He gives high marks for the soft fruitiness of one, rejects the oily smell and taste of another
32	**F**	When the experts at Givaudan Roure were asked to develop a men's fragrance named after Michael Jordan, the famous basketballer, Bell's perfumery team went to work and identified four core themes – Cool (in honour of Jordan's boyhood home in North Carolina), Fairway (for his love of golf), Home Run (a leather note to represent Jordan's interest in baseball) and Rare Air (celebrating his basketball achievements). The resulting fragrance has become a top-selling men's brand
33	**FALSE**	He gives high marks for the soft fruitiness of one, rejects the oily smell and taste of another
34	**FALSE**	If blindfolded, most people can put a name ('roses', 'fish', 'oak') to fewer than a hundred scents
35	**TRUE**	People who volunteer to take part in a test are paid not to use soaps or perfumes for ten days
36	**NOT GIVEN**	'I had to learn to identify about 2800 synthetic and 140 natural materials,' Bell says
37	**NOT GIVEN**	Today, Bell is vice-president and senior perfumer of Givaudan Roure. He recognises as many as 5000 scents and must be able to devise special orders requested by leading perfume companies
38	**A**	Bell is one of the few in his field who believe natural ability is a pre-requisite for maximising one's sensibilities. 'You start with a superior sense of smell, but then you must train it, like a concert pianist.'
39	**D**	According to Wild, descriptive ability is not important, since being able to say an odour reminds you of one thing or another is not necessary
40	**B**	'The important thing is to evaluate tea in the same way from cup to cup,' he says