

LISTENING PART 1

Training

Useful language: spelling

1 1 E 2 A 3 I 4 R 5 Y
6 U 7 P 8 J 9 S
10 N 11 X 12 D

2 1 PETERSON
2 YOSHIYUKI
3 AWANUI
4 FAIRVIEW
5 BARTHOLOMEW
6 DELANEY

Useful language: numbers

1 1 027 9901 3436
2 13
3 £237
4 114
5 310
6 AXJ0577120.

Useful language: times and dates

1 1 August 3rd / 3rd August / 3 August / August 3
2 5.15
3 May 18th
4 autumn
5 July 27th / 27th July / 27 July / July 27
6 February 8th / 8th February / 8 February / February 8

Useful language: recognising when the answer is coming

1 1 B 2 E 3 F 4 A 5 D 6 C

Useful strategy: deciding what to write in the spaces

Which space needs		What tells you this?
a date?	8	the verb 'starts' and 'Wednesday'
a price?	2	The word 'rate' and the \$ sign.
a phone number?	10	'contact details'
a person's name	7	the gap is followed by the surname 'Lindsay'.
a period of time?	9	the verb 'takes' and the phrase 'on average'.
a place?	5	'outside' indicates a place will follow
a piece of equipment or clothing – singular noun?	1	The heading 'things to bring' tells you that equipment or clothing (or another useful object) is needed. 'is' after the gap tells you that the answer is in the singular form
a piece of equipment or clothing – plural noun?	6	The heading 'things to bring' tells you that equipment or clothing (or another useful object) is needed. 'a pair of' tells you the noun is in the plural form
a verb/ action?	3	'will help you' – would be followed by a verb
a part of the body?	4	'pain' – this must occur somewhere in the body, e.g. your back, shoulders, neck

Exam Practice

Questions 1–10

Example The title of the first class is called 'Movement and light', so the answer is written as 'light'.

- 1 **brushes** The question says 'a set of' and this is paraphrased in the recording as 'a range of...in different sizes'.
- 2 **285/ two hundred and eighty-five**
Distraction The woman has seen on the website that the cost for one term is \$170, but the manager says that the cost for two terms would be cheaper. The question requires you to write the cost for two terms.
- 3 **Ramdhania** (this can also be written in capitals)
- 4 **bowls** The question says 'several' and this is paraphrased in the recording as 'two or three'.
Distraction The woman says she hopes she wouldn't have to produce a vase or anything with a handle, and the manager confirms that this is true.
- 5 **shirt**
Distraction neither 'clothes' nor 'sleeves' will fit grammatically into the gap
- 6 **Thursday**
Distraction the manager admits that he was wrong when he said 'Wednesday'
- 7 **library**
Distraction the woman mentions a post office, but this isn't the kind of building the class will start drawing
- 8 **sandwich** The question requires you to identify something that the woman should take to the class and the manager recommends that she 'make a sandwich' and 'bring that along'.
- 9 **Station** You should be familiar with this kind of word, so it was not spelt out
- 10 **021 785 6361**

LISTENING PART 2

Training

Useful language: plan and map labelling

1/2

- 1 To the right / in the centre 2 directly below / just above 3 right-hand corner / smaller of
- 4 at the top / nearest to 5 In between / square-shaped 6 the south / surrounded by

Useful strategy: paraphrasing in 5-option multiple-choice task

- 1
- 1D So one thing the session will cover in this session is how to deal with the huge amount of paperwork we

receive. In other words, how we organize and store it all, in the right way, I mean.

- 2C I've been impressed by the way you've all managed to stand up and deliver a talk to the other people on your team. I don't think we need any more training in that area for now.
- 3A When a dissatisfied customer rings you up to complain, you need to know how to handle the situation effectively. We dealt with this in the previous session.
- 4E As you know, we have a number of trainees starting work next week. We don't have time to talk about this in the training session, but I'd like you to support and guide them during their first few months in the company.
- 5B From time to time you need to produce formal reports, and the aim of this training session is to show you how to express your ideas more effectively and clearly.

Exam Practice

Questions 11–14

11/12 A/E (in any order)

Distraction B: The question concerns what employees need to do when they return to their new office space, but the manager explains that there is no need for employees to 'get their photo done and update their personal details'. He goes on to say that their current pass (=form of ID) will work; C: again, the manager explains that all the files and folders (=boxes of documents) have already been put on employees' desks, so they won't have to move them; D: the manager says he expects that next week might be 'a challenge', but he refers to this in a positive way and does not suggest it will be a problem. The phrase 'to report back' usually means to tell someone, in person, how well or badly an activity went.

13/14 A/C (in any order)

Distraction B: The manager says that insulation will make the office warmer, but this is not the same as a 'heating system'; D: some rooms will be used by teams to work on projects together, but the manager does not say that any rooms or working spaces have been made larger; E: the windows in the office space have increased in size – so there is more light coming into the area. But 'the old type of lights' would be electrical, and there is no mention of whether these have been changed or replaced.

Questions 15–20

15 I

16 B

- 17 F
18 C
19 E
20 D

LISTENING PART 3

Training

Useful strategy: identifying the locating words

- 1 1 Fleming penicillin 1928
2 pharmaceutical companies antibiotics chloramphenicol
3 jungles mountain areas
4 manufacturers US Europe
5 since the 1970s
6 700,000 cases annually

Vocabulary

- 1 1 I 2 G 3 H 4 F 5 A 6 D 7 C 8 E 9 B
2 1 D 2 I 3 F 4 A 5 E 6 H

Useful strategy: 3-option multiple-choice

- 1 1 Actually, you could be right. ✓
2 I doubt it. ✗
3 I hardly think so. ✗
4 Fair enough. ✓
5 I couldn't agree more. ✓
6 Precisely. ✓
7 I'm not sure I go along with that. ✗
8 That's one way of looking at it, but... ✗
9 You have a point there. ✓
10 Exactly. ✓
11 Come on. Surely that's not the case. ✗
12 Not necessarily. ✗

Exam Practice

Questions 21–26

- 21 G 22 E 23 H 24 I 25 D 26 B

Questions 27–30

27 A

Distraction B: Lucy mentions that fitness-related articles *recommend* (similar to 'advise') vitamins – but a health authority is a government organisation. We are not told who the authors of the articles may be. C: Lucy certainly expresses the idea in C (the price has dropped...so many manufacturers are making supplements) but Sam rejects this as the reason for the increase in Australian sales.

28 C

Distraction A: Lucy refers to the Food and Drug Administration agency, but she explains that they do not require proof that vitamins work. Therefore, the supplement industry has no guidelines to follow in this case. B: Lucy mentions that some vitamins are said to improve brain function, but this is the intended purpose of the vitamin, not a possible harmful side effect.

29 B

Distraction A: Lucy refers to 'a simple cold' but she says the Danish researchers found no evidence that vitamins could prevent or treat this. C: Sam mentions 'high doses' (large amounts) but neither he or Lucy suggest that high doses are harmful.

30 C

Distraction A: Sam puts forward the suggestion that people would stop buying vitamin supplements but Lucy rejects this idea (Hardly!) She goes on to explain why stricter regulations wouldn't make a difference to consumer's beliefs that vitamin supplements are worth taking. B: Lucy mentions 'fish oil with vitamin D' – but does not say that this product in particular should be regulated.

LISTENING PART 4

Training

Vocabulary: environmental issues and collocation

- 1 1 Habitat
2 endangered
3 household
4 renewable
5 footprint
6 emissions
7 warming
8 fuels

Useful strategy: signposting

- 1 1 D 2 C 3 E 4 A 5 B

Useful language: cause and effect

- 1 1 effect 2 cause 3 effect 4 cause 5 cause
6 effect

Exam Practice

Questions 31–40

- 31 **gardens** The idea of 'important plants are no longer found in' is paraphrased in '...gardens ...don't always contain the kind of plant that insects need.'
32 **climate change** In the recording, the 'cause of' butterfly and beetle loss is changed to 'They

[=scientists] put this down to climate change'. [Both words are necessary]

Distraction 'fragmentation of habitat' is also mentioned, but scientists do not believe this is a cause. The phrase is also 3 words, and only two words can be written in each gap.

- 33 memory** We are told that pesticide impacts on [=affects] a bee's memory. This is further explained as 'This means that they cannot remember how to get back to their hive.'
- 34 food chain** 'An essential part of' becomes 'at the bottom of the food chain... They're [=insects are] absolutely vital' [Both words are necessary]
- 35 medicine** In the recording, the idea of research based on plants is expressed as 'scientists are now studying plants to find out whether they might be a source of medicine'.
- 36 meat** The answer can be found in 'If we cut down on [=reduced] how much meat we ate [=consumed]...'
- 37 bricks** We are told that 'they [=builders/housing developers] removed tons and tons of the sand and turned it [=the sand] into bricks'.
- 38 eggs** The speaker explains that that the metalmark butterfly lays its eggs on the buckwheat plant, and on no other.
- 39 fire** In the recording 'wildlife' is explained as 'butterflies and plants' and we are told that fire has destroyed a significant number of them [= it has led to their loss]..
- 40 conservation** The speaker explains that while some projects involving conservation need a lot of land, others do not. In the case of the metalmark butterfly, it only needed the area of the dunes to survive.

READING PASSAGE 1

Training

- 1 b** Information about activities offered at a zoo
- 2**

Questions 1–7

Do the following statements agree with the information given in Passage 1?

In boxes 1–7 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

3

Sleeping over at the zoo

This overnight camping adventure is perfect for school and youth groups. Sleepover activities are aligned with National Science Standards. Each program includes:

- Live animal presentations
- Zoo craft activity
- Breakfast and beverages
- A guide who will show you the nocturnal animals and stay at the camp

Set up your Zoo tent at 'Camp Kenya'

Pricing starts at \$90 per camper (students and adults). Hot catered meals are available for an additional fee.

Adult/Child Ratio

- Minimum adult to child ratio of 1:4.
- Maximum adult to child ratio of 1:1.

- 1** TRUE
2 NOT GIVEN
3 FALSE
4 TRUE
5 NOT GIVEN
6 TRUE
7 TRUE

Exam Practice

Questions 1–7

- 1 TRUE:** The first paragraphs states that The Marxland Sculpture Garden is a *former golf course*.
- 2 TRUE:** The second paragraph states *There are both permanent and temporary exhibits*.
- 3 NOT GIVEN:** Nerida Graham and *Shackle of Time* are mentioned in the second paragraph but it is not stated that Graham produced that particular sculpture.
- 4 NOT GIVEN:** In the third part (*Your visit*) the car park is mentioned but it is not stated whether it is free or not. The fees mentioned in that section relate to entry to the garden.
- 5 FALSE:** While the third part (*Your visit*) states that *We just ask that visitors don't climb on any of the exhibits*, it also says: *the 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 *Extra Events* section states that *The festival has increased in popularity every year since it began in the early 1980s* (although it's the first time it has run over two days).

- 7 **FALSE:** While it is possible to go to the Marxland at Night' program, with one of the garden staff (see *Extra Events*), the alternative is *try your luck with a map and torch*.

Questions 8–14

- 8 **F:** General tips = techniques for food preparation and creating a meal. Distraction: D talks about conflicting advice online and that the book will provide confidence (but not general advice)
- 9 **D:** *D says Perelman is a home cook who was overwhelmed by the sheer volume of recipes on the internet.... If this sounds like you....* Distraction; A: this is written by a blogger but there is no indication of being confused by information online. C: an e-book is mentioned but, again, there is no indication of being confused by information online.
- 10 **C:** *recipes to help shed kilos and keep them off.* Distraction: A mentions *nutritionally balanced meals*; E mentions *healthy appetizers* but neither mentions losing weight.
- 11 **A:** *Ozich uses unprocessed alternatives to the usual sugar and processed grains to create more nutritionally-balanced meals.* Distraction: E mentions *healthy appetizers* but not replacing ingredients.
- 12 **B:** It is stated that *fare in the book is taken from recipes that featured in chef Yotam Ottolenghi's childhood in Jerusalem* (although others come from different traditions). Distraction: C refers to family friendly recipes and E mentions kids (but not the writer growing up).
- 13 **F:** *exotic juice-based beverages.* Distraction: A mentions milk but as an ingredient, not a recipe item in itself.
- 14 **D:** *each recipe comes with a photograph so you can see what you're aiming for.* Distraction: B and E mention photos of exotic delicacies and 'beautifully presented' respectively but not that pictures accompany every recipe.

READING PASSAGE 2

Training

- 1 c getting a job helping at a festival
- 2 1 One word only
- 2 1 Noun 2 Noun 3 Noun
- 3

Working at an outdoor music festival

If you'd like to see some world-class acts for free and you're not afraid of hard work, consider getting a job at a music festival. From working as a security guard to

cleaning or serving food, there are many positions to be filled. However, work at the most popular festivals is highly sought-after, so consider becoming a volunteer. It might lead to more, but if not, at least you will be entertained and meet interesting people.

With outdoor work, be prepared for anything in terms of weather as big festivals are very seldom cancelled. Contrary to what many people think, there is very little chance of running into famous musicians in the backstage area. They tend to stay in their trailers to avoid the crowds. But as a festival worker, you'll meet many interesting people all day and night.

Exam Practice

Questions 15–21

All spaces in this set require nouns.

- 15 **team:** *to this end we have established a dedicated team [= set up a team] to promote environmental awareness*
- 16 **practices:** We encourage all employees to notify us where they see that company practices have a negative impact on the environment [= workers to identify _____ that cause harm] (under the heading Commitment to the environment).
- 17 **jar:** *we are asking 'offenders' to pay a small fine – there is a jar for this purpose on Kevin Wu's desk.* [= put donation in]. Distraction: cupboard, tub also mentioned under same heading but for different suggestions.
- 18 **cartridges:** having our used ink cartridges collected... Jetco, the manufacturer we use, arranges collection [= current brand organises pick up].
- 19 **tub:** *There is a tub in the photocopying room for any used paper* [=Paper: put inwhen discarding]. Distraction: bin [the cleaners will empty this into the large bin].
- 20 **suppliers:** *please use the following approved suppliers* (followed by list of companies) [= choose products from a list of]
- 21 **budget:** *provided that they are within the allocated budget.* [=where allows] *please use 'green' products* [= order eco-friendly products]

Questions 22–27

- 22 **Formal qualifications:** *While you can work as a tour guide without formal qualifications, entry to the occupation may be improved if you can show you are qualified* [= aren't necessary to become a tour guide but they can help].
- 23 **hospitality:** *Experience in a related field such as hospitality is generally looked on favourably by*

employers [= If you have worked in, it may help your chances of employment as a tour guide] Distraction: *travel* in the same paragraph is mentioned but not as an advantage for getting employment in the same industry *and product development and sales* are mentioned in the last paragraph – but as an option after the travel industry.

- 24 **sleep:** *you will often need to operate on very little sleep* (first bullet point) [= must be prepared to work despite a lack of. ...] (energy and enthusiasm are wrong here).
- 25 **cultures:** *An insight into a wide range of cultures helps a guide negotiate all kinds of issues* [=An understanding of different _____ will help a tour guide manage groups of people.].
- 26 **questions:** *The ability to handle any tricky questions that arise is a crucial component of the role* [= Dealing with difficult....]. Note that cultures would not fit here as there is no mention of any particular cultures being difficult.
- 27 **sales:** *There are often openings for roles in product development and sales within the industry* [= Being a tour guide may lead to a position in _____ or in putting together new tours for customers.].

READING PASSAGE 3

Training

1 a glacier lagoon

2 a

There is a lot of support for this heading in the text:

Fjaðrárgljúfur Canyon, in Iceland is little known and is so far not as crowded as many other sites of natural beauty in the area, such as Jökulsárlón glacier lagoon. Its tranquility and isolation mean that it is an ideal location for photographers and hikers alike.

- 3 **An ancient valley :** the bedrock is ancient but the valley was relatively recently formed just after the last ice age, so 'ancient' is debateable. The age of the valley is not the focus of the text.

A popular attraction: this is not mentioned. The text says it is little known compared to other places.

Exam Practice

Questions 28–36

- 28 **v The involvement of two countries:** the first paragraph is about the territory of the Falls being in Canada and the US. It goes on to discuss cooperative efforts to slow erosion. Distraction: B

mentions a Dutch painter and a French expedition but the nationalities are of individuals and are not central to the paragraph.

- 29 **vii Depictions of the Falls:** two depictions are discussed in B: the painting of the falls and Hennepin's written account. This is the focus of the paragraph. Distraction: E – the way the Falls look is discussed but not in terms of a depiction.
- 30 **iii When the Falls stopped flowing:** *the falls ran dry*. Distraction A: this paragraph deals with water flowing over the Falls but not the ceasing of this. iv (Permanent damage to the bottom of the river) – people on the dry riverbed are discussed but there is no mention of damage.
- 31 **ii Getting from one side to the other:** bridges and the Maid in the Mist are the focus of this paragraph. Paragraph C distracts here as people were able to walk across the riverbed but getting from one side to the other is not the focus of C.
- 32 **vi Physical characteristics of the Falls:** E mentions the way the Falls look (the colour of the water and the foam at the bottom). Distraction: i mentions preserving the beauty of the area but there is nothing in E about preserving it.
- 33 **B:** *Hennepin's description is significant for the fact that it dominated the collective imagination of the Falls* [= influenced many people's impression of the Falls]. Distraction: A: he overstated, not understated the scale of the Falls; C: the illustration was mentioned but not that it conflicted; D: criticism by locals at the time is not mentioned – his description 'turned out' (later) to be a wild exaggeration.
- 34 **C:** A natural phenomenon caused the source of the falls to be blocked [= *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*]. Distraction: A: workers from the Maid in the Mist took advantage of the situation but did not cause the falls to stop; B: tourists came to look but that was not the cause; D: Engineers held back the Falls in 1969.
- 35 **D:** It was the first bridge of its kind [wire suspension] to carry a train [= *no bridge of this kind had ever done this*]. Distraction: A: While the bridge had two levels, this is not what made it remarkable; B: the cost is mentioned (\$450,000) but not how expensive that was; C: it was not the first bridge across Niagara Falls.
- 36 **A:** *A combination of naturally-occurring substances* [= *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]. Distraction: B: we know the water drops from a height (para A) but it is not stated that it affects the water's colour; C: downstream is mentioned but not that there are problems upstream; D: pollutants used to be a problem but this not the case today.

Questions 37–40

- 37 rowboats:** [= Prior to the *Maid of the Mist*'s first voyage, people used to get across the Niagara River].
- 38 mail:** [= the steamboat carried and cargo as well as passengers]
- 39 sightseeing:** [= the main purpose of the *Maid of the Mist* was for.....]
- 40 600:** [= which each have a passenger capacity of]

WRITING TASK 1

Training

Strategies

Before you write

A Reading the question

- 1 The first sentence gives you the situation and the reason you need to write the letter.
- 2 In this case, you need to write to the owner of a restaurant. As you probably haven't met the restaurant owner before, the tone should not be too informal. Neutral or fairly formal would be appropriate, depending on the type of restaurant.
- 3 What kinds of reasons could there be for a work party? The following are appropriate examples: an awards evening, celebrating a big contract, motivating staff, an end-of-year function. The restaurant would also need to know the date and the time that you want to go.
- 4 Think about types of food. What would the restaurant need to know? Some examples may include information about allergies etc, whether the group would like shared plates or a banquet, whether they will be able to order from the menu, whether they are vegetarian etc.
- 5 It can be too direct to simply ask: 'How much will it cost?' It will make the question seem more polite if you begin with something like 'Could you tell me....?' Or 'I'd like to know'

B Understanding the task

- 1 **X** (write to the owner of a restaurant)

- 2 **X** (you have to write about the exact situation that is presented).
- 3 **X** (you don't need to be an expert – just write about the food you know)
- 4 ✓ only include essential information
- 5 ✓ cover all the bullet points or you will lose marks
- 6 **X** (your answer should be set out as a letter, with paragraphs. You will lose marks if you use bullet points).

C Selecting from the task

You work for a small company. Your manager has asked you to arrange a party in a restaurant for everyone from your workplace.

Write a letter to the owner of a restaurant. In the letter

- give the reason for the party and details of when you would like to go to the restaurant
- describe what food the group will require
- say how many people will attend and ask how much it will cost

Dear Mr Smith – this may be appropriate if you have met the owner of the restaurant before.

Dear Owner – it is not appropriate to use a person's status or job title after 'Dear'

Dear Sir or Madam – this is appropriate in work situations if you haven't met the person before and/or don't know the person's name. It would be appropriate in this task.

Dear Betty – this would be inappropriate unless you know the owner of the restaurant personally. It would not be a safe choice in a task like this.

Beginning a letter to someone whose name you do not know: Dear Sir or Madam; Dear Sir/Madam

- **someone whose name you know but you have never met or you do not know well?** Dear Ms/Miss/Mrs/Mr Brown (family name)
- **someone who you know but not well?** Dear Ms/Miss/Mrs/Mr Brown (family name) or Dear Linda/George (first name) if it is an informal situation.
- **someone at work with whom you have a lot of contact?** Dear Linda/George
- **a personal friend?** Dear Linda/George

D Writing the letter

- 1 booking
- 2 main purpose
- 3 terms of
- 4 options

- 5 much appreciated
- 6 total cost
- 7 questions

After you write

E Checking your answer

- 1 ~~wether~~ whether
- 2 a/b 1 staff 2 Have you got 3 vegetarian 4 pizzas
5 grateful 6 information
- c Instead of repeating group: party

Useful language: asking for information

- 1 1 b 2 c 3 a 4 d

In order of formality: 1 / 2 (these are both formal), 4, 3

- 2 I would appreciate it if you could send me details of your prices.

- 3 a provide b let me know
- 4 1 would 2 let me know 3 provide us 4 enquire
5 appreciated

Useful language: synonyms

- 1 Possible answers
 - 1 heating: electric heater/gas heater; home: house/apartment/flat
 - 2 position: role, job
 - 3 damaged: broken
 - 4 that dish: your lemon cake/your dumplings etc.
 - 5 request: ask(ing) for, apply(ing) for
 - 6 supplies: equipment, items, provisions

Exam Practice

Sample answer

Dear Erin

I have recently become aware of a course called Social Media Marketing Essentials and I am writing to ask for your support in taking this course. It is a three-day intensive program being offered by the Business Leadership Association and it starts on Wednesday 2 August.

I believe the course would be of great benefit to our company as we have been recently considering how to build up our social media presence and attract more customers online. After reading reviews by former participants, I think this Social Media course will help me professionally in my capacity as Communications Manager and make a real difference to our company.

For these reasons, I am requesting paid leave from 2–4 August to attend the course. It would be helpful if other team members did not take leave at this time; so far nobody else has applied. I believe this will not be a particularly busy time at work, but I am prepared to spend some time working on those evenings if needed.

I look forward to hearing from you soon.

Best wishes

Sam McGee

WRITING TASK 2

Training

STRATEGIES

Before you write

A Reading the question

- 1 Spend 40 minutes on Task 2.
- 2 Most important words: technology improves → fewer jobs. You have to accept that technology is improving to write your answer (don't argue with the premise of the essay – the idea that the essay is based on).
- 3 You can agree or disagree completely or partly agree – in that case, you need to explain why you agree partly.
- 4 You have to include reasons and examples. These can be from your knowledge and/or experience.
- 5 Fewer jobs: less employment/work

B Planning your answer

a 4 b 1 c 3 d 2

C Developing a clearly structured argument

1 b 2 d 3 c 4 a
5 f 6 h 7 g 8 e

Useful language: style

- 1 A is too informal for an essay; B is more suitable.
- 2 1 informal verb : *reckon*
2 using a dash (-) instead of a linking word:
robots – it's
- 3 repeating vocabulary: *jobs, robots, bad*
- 4 simple vocabulary: *jobs, bad, think*
- 5 a conjunction / linking word at the beginning of a sentence: *But*

- 3 1 passive verb: *will ... be replaced*
- 2 neutral / formal vocabulary: *To my mind, employment, for instance, anticipate*
- 3 a relative pronoun: *which*
- 4 a modal verb: *may*
- 5 an adverb at the beginning of a sentence: *However*

- 4 1 *Few would argue*
- 2 *In my view*
- 3 *numerous*

Useful language: impersonal structures

- 1 It is widely believed that: *most people think that*
It is unfortunate that: *Sadly,*
It is beyond doubt that: *Nobody can disagree that*
It is frequently argued that: *People often say that*
It is well established that: *Everybody thinks that*
It is occasionally the case that: *Sometimes*
It is sometimes assumed that: *Some people think that*
- 2 *Student's own answers*

Useful language: paraphrasing

Computers and robotics are revolutionising the way work is done and already many industries are using machines for work that was formerly done by humans. It seems that, with a few exceptions, this trend will continue and the majority of job that exist now will no longer exist in the future.

There is certainly a case to be made that some types of work require the human touch. It is difficult to imagine areas such as childcare and counselling not being staffed by people as the human component seems so vital. It is also hard to envisage a time when people will not want to work, as many get a lot of meaning from their jobs and have an entrepreneurial spirit. These people will always find a job to do, to create something new or to make money.

This being said, it cannot be denied that technological progress means that huge numbers of the world's workers who do manual labour may find themselves out of work. Automation and new processes for design and manufacturing are making many jobs disappear. There has been talk of a 'living wage', presumably paid by taxes from those who earn money to people whose jobs will no longer be needed in society. That may not happen for many years but it could well be that the world is heading in that direction.

On the whole, it would appear that although there are a few jobs that will always require people, employment as we know it will change drastically if technology continues to improve. A great deal of the work that is now done by people, will be achieved either by machines or by a smaller number of people than currently do that work.

Exam Practice

Sample answer

Modern technology is widely used in many workplaces, from offices to farms to factories. This has had major impacts on the ways in which people work, from the nature of the work they do to the location of the workplace. While technology undoubtedly brings advantages in terms of efficiency, this essay will argue that over reliance on technology also has its drawbacks.

On one hand, computers and automation have made a lot of work easier. People working in offices are not required to do complex calculations without a calculator and communication has become much faster thanks to the internet. Some work that was once always done in an office can now be done at home. In agriculture and industry, machines are able to do a lot of heavy, dangerous work that was formerly only handled by humans. In short, machines can often save employers time and money. New roles have appeared in IT and opportunities have arisen for people to design and maintain machines and computers.

On the other hand, people lose basic skills when machines do certain tasks for them. If something goes wrong with the technology, workers may not be equipped to solve these problems on their own. Workers in factories may find that they are being replaced by technology and there may not be enough jobs for manual workers in future.

To sum up, it is clear that many fields of work have reaped the benefits that technology has brought. However, it is worth noting that these advancements have led to a loss of certain skills and may lead to higher unemployment.

SPEAKING PART 1

Training

Useful language: extending your answers

- 1 Answers will vary
- 2 *Possible answers*
 - 1 I use a computer every day because I need it for my work and I like to keep in touch with friends on social media.

- 2 I learned to use a computer at school when I was six. We did exercises on it as well as playing games.
 - 3 I like watching action films rather than romantic films, although some action films are too violent.
 - 4 I'd like to go to the cinema more often but I have a lot of homework.
 - 5 I don't like watching sport unless there is an international football match.
 - 6 I'd like to try ice-skating but I am scared of falling over.
- 3 Answers will vary

SPEAKING PART 2

Training

Sample notes for Part 2

- jacket – sister's wedding
- bright colours – checked
- bought – department store with friend
- week before wedding
- feel good in it / nice memories

Useful language: clothes and fashion

- 1 There are many possible combinations: striped, checked, patterned, plain and floral can go with dress, pullover, shirt, trousers, skirt, scarf, jacket, suit and cap

high-heeled and flat go with shoes
 three-piece goes with suit
 short-sleeved goes with shirt and pullover
 full goes with skirt
 tight goes with dress, pullover, shirt, skirt, trousers and jacket
 V-necked and round-necked go with pullover
 long goes with skirt

2 Possible answers

- a cool, excellent, fantastic, great, fine, super, lovely, convenient, suitable
- b terrible, unpleasant, horrible, rubbish, poor quality
- c smooth, silky, hard, stiff, uneven, bumpy
- d modern, trendy, fashionable, traditional, retro
- e content, at ease, relaxed, excited, depressed, fed up, disappointed, angry

SPEAKING PART 3

Training

Useful language: justifying opinions

- 1 I see what you **mean** ...
- 2 is largely a **question** of how supportive ...
- 3 The main **point** of the students' campaign is that ...
- 4 The **reason** I believe that ...
- 5 There is a lot of **evidence** now that ...

LISTENING PART 1

Training

Review

- 1 Two, usually one female and one male.
- 2 No, not necessarily. There may be one or two tasks, with 10 questions in total.
- 3 You listen for specific information, e.g. dates, prices, everyday objects, locations, names, etc.
- 4 Yes – do NOT change the part of speech, singular/plural, etc.
- 6 Yes – you must spell the answers correctly.

Useful strategy: deciding what kind of information to write in the spaces

no kitchen but a kettle and **2** for making drinks and snacks

So, there is not a full kitchen. But there are smaller appliances, such as a kettle. The missing information is used in the preparation of drinks and snacks.

Possible answers: microwave, toaster, cups, plates, cutlery, etc.

kitchen with a fridge and **3**

So, this item is found in a kitchen. The answer is likely to be a larger kitchen item similar to a fridge.

Possible answers: stove, dishwasher, sink, etc.

bring your own **4**

So, this is something that is sometimes provided at accommodation, but which guests may need to supply themselves in budget accommodation.

Possible answers: sheets, blankets, towels, pillows, etc.

a **5** for guests under 12

This item is only for guests under 12, so not something necessarily suitable for adults.

Possible answers: playground, trampoline, pool, etc.

2

- 1 mountains** 'view' in the question = 'look out over' and 'directly facing' in the conversation.

Distraction The woman asks whether the rooms look out over the lake, but the receptionist says the rooms look out in the other direction.

- 2 microwave** 'making' drinks and snacks in the question = 'prepare' any snacks in the conversation.

No distraction

- 3 dishwasher** The woman asks if there is a dishwasher and the receptionist confirms that there is one.

No distraction

- 4 towels** 'need to bring' in the question = 'required to supply' in the conversation.

Distraction The receptionist mentions 'electric blankets', but these are provided.

- 5 playground**

Distraction The receptionist says the trampoline is not available at the moment.

Useful vocabulary: accommodation registration forms

- 1** Title
- 2** Surname
- 3** Departure Date
- 4** Room No.
- 5** Expiry Date
- 6** Home Address
- 7** Street
- 8** Post Code
- 9** Country
- 10** Date and Place of Birth
- 11** Nationality
- 12** Date of Issue

Exam Practice
Action plan reminder
Table, note and form completion

- 1** The instructions tell you.
- 2** Yes, you are given time to study each task before you hear the recording.
- 3** What kind of information you are listening for, e.g., a kitchen appliance, something in the bedroom, etc. Or a time, date, telephone number, passport number, etc.
- 4** You will hear the general topic at the beginning of the conversation. It is also given in the heading to the notes/form/table.

Questions 1–5

- 1 pets**
- 2 fridge** Mary has 'just replaced' the fridge and it has 'never been used', so it must be 'new'.

Distraction The dishwasher is old but still reliable, so it cannot be the 'new' item.

- 3 **shelves** Mary says she has arranged for a builder to come in and 'put up' a set of shelves; put up = make or build in this context.

Distraction Andrew says he will bring a rug for the floor, but a rug isn't 'built'.

- 4 **lamp** Andrew asks if he would need to provide his own lamp and Mary replies that he would.

Distraction Andrew comments that there is a wardrobe and a chest of drawers, so he would not need to 'bring' either of those himself.

- 5 **gas** Andrew asks if the water is heated by gas and Mary replies that it is.

Distraction Electricity is mentioned, but Mary says it is too expensive.

Questions 6–10

6 **Connaught**

7 **interglobe**

8 **E 738 2991 TP**

9 **7/7th April**

Distraction Mary mentions that a builder is coming on 4 April.

10 **450**

Distraction Mary says that a typical bond is \$500, but she only asks for \$450.

LISTENING PART 2

Training

Review

- 1 One main speaker; another speaker may introduce the main speaker.
- 2 Usually two.
- 3 No, not necessarily.
- 4 The speaker's purpose is to provide information that is useful in some way.

Useful vocabulary: entertainment

- 1 **C** Acrobats and clowns are associated with the circus.
- 2 **B** If he 'appears in' movies and has 'minor parts', he must be an actor.
- 3 **B** Clapping is done with the hands.
- 4 **A** If he 'wrote' music, he was a composer.
- 5 **C** If the exhibition is of fossils, it is most likely to be at a museum.
- 6 **A** The opposite of to stay at home is to go out – for example, go out and do something such as go to a movie or concert or meet friends.

Task information: Matching Tasks

- 1 It would match A, because 'those aged under 10' are children.
- 2 Speaker 1: C a warm sunny day = fine weather
Speaker 2: B admission is free = no cost is involved
Speaker 3: C the forecast = weather forecast, and because it is an outdoor event the implication is that fine weather is necessary
Speaker 4: A the kids will absolutely love = enjoyable for children
Speaker 5: B There isn't an entry fee = no cost is involved, because the event is funded by the council

Exam Practice

Action plan reminder

3-option multiple-choice

- 1 Read the questions. They give you an idea of what you should listen for.
- 2 Underline locating words in the questions, e.g. names, dates, distinct nouns, etc.
- 3 No – the words in the options may be paraphrased in the recording.
- 4 Write the answer quickly and then listen for the next one. There may not be a long gap between answers in the recording.

Questions 11–15

- 11 **C** Victoria Theatre wasn't really big enough in the past, so this year there will be 'a number of other venues as well'.

Distraction A, 'just like last year the festival has attracted more than 250 writers from around the world', so there's been no increase in international guests. B, there's 'always' time for audience members to ask questions, so no change here.

- 12 **B** There is a 20% discount on all tickets, which means they have been reduced in price.

Distraction A, the speaker says he's already bought his ticket, but says nothing about how many have sold so far. C, tickets can be bought 'at the door', so do not have to be booked in advance.

- 13 **B** a chance for the whole family to learn about the science of the ocean = an educational event; for the whole family = for all ages

Distraction A, the speaker mentions swimming, but says it's the wrong time of year. B, he also says it's the wrong time of year to build sandcastles with the kids.

14 A I'd recommend you take a warm coat = should wear appropriate clothing
Distraction B, visitors can wander wherever they want around the reserve; they don't have to keep to the path. C, visitors can go to the exhibition at any time over the weekend.

15 A these opportunities . . . aren't too frequent = do not happen often
Distraction B, the speaker 'went last time', meaning 'last year', so it must have been held before. C, the event is only held once a year, which doesn't imply any change in timetable in future.

Questions 16–20

16 C it's often really popular . . . to beat the rush = might be crowded

Distraction B, it's just a short walk from Central Station, so transport is actually quite simple.

17 A The location has changed from King's Square to the waterfront.

Distraction B, the speaker refers to the buskers coming from 'across the city'. In this context this means they come from all parts of the city, and does not refer to travelling across the city. C, there's more space on the waterfront, so crowding is unlikely to be an issue.

18 B The speaker warns that the roads around the college can be congested at that time on a Friday.

Distraction C, the roads may be congested, but not the event itself. C, the speaker says the hall is huge so everyone will get a seat.

19 B It's hard to park in that part of the central city and the train service is suspended, therefore transport is a problem.

Distraction The venue, the old post office, is mentioned several times, but there is no reference to the location having changed.

20 C The speaker says there'll be a huge turnout and to get your ticket without delay so as to avoid disappointment, i.e. all the tickets might sell out.

Distraction A, the venue is the same as last year, the Ridgway Theatre.

LISTENING PART 3

Training

Review

- Two main speakers, but they may be introduced by a third speaker.
- An aspect of academic life, such as a presentation, a project, research, etc.

3 There are usually two tasks.

4 Identifying key facts and ideas and how they relate to each other. Also identifying a speaker's attitudes and opinions, and recognising agreement/disagreement.

Useful strategy: identifying opinions

- opinion
 - fact
- fact
 - opinion
- fact
 - opinion
- opinion
 - fact
- fact
 - opinion

Useful strategy: identifying the speaker's attitude

1 A a good time telling jokes and having fun = amused by the behaviour

Distraction The speaker says it was a 'challenge' but that her classmates kept her going.

2 B completely amazed = shocked; he also says that he hadn't expected to do well in the test.

Distraction It actually took quite a long time for him to get the results because the teacher was sick.

3 B I can't understand why . . . It doesn't make any sense to me = confused; she also says that only 24% thought vocabulary was a 'high priority' and that more people should have recognised how significant vocabulary is for learners – therefore they should have considered vocabulary 'more important'.

Distraction She was 'surprised' by the survey results, but surprised that vocabulary was a relatively low priority for these respondents.

Exam Practice

Action plan reminder

5-option multiple-choice

- Underline key words in the questions, e.g. words about opinions, attitudes and agreement/disagreement.
- Not necessarily. The words in the conversation may paraphrase the words in the questions.
- No, the options are in random order. And the two answers (A – E) can be written in either order on the answer sheet – it doesn't matter.

Questions 21–26

21/22 B and E, (in any order)

B, Maia says that babies need to investigate their own environment. ‘They should examine the objects around them and experiment . . . discover information for themselves.’

E, Daniel says that babies learn by interacting with their parents and caregivers.

Distraction A, Maia says that babies will pay attention to the videos for long periods of time. *C*, Maia says babies don’t need to play in a group – it can be alone. *D*, Daniel says that babies don’t learn effectively from screens, but not that screens do them any harm.

23/24 B and C, (in any order)

B, Maia is amazed ‘the research has produced so much specific information’. She says she hadn’t expected the results to cover ‘so many different aspects of baby behaviour’. **C**, Daniel says it isn’t some, but that ‘pretty much every baby prefers the paper to the present’. Maia had thought there would be more exceptions.

Distraction A, Daniel says we should not stop wrapping up presents. *D*, Daniel says that both males and females behave the same way. *E*, there are several references to methodology, including brain scans, but no mention of criticism.

25/26 A and D, (in any order)

A, Maia says that ‘follow-up testing showed that the classes had a long-term benefit’. Both students agree that this is impressive.

D, Maia says that all the teachers had the same training that emphasised the importance of play, and they both agree that this was important for the experiment to be valid.

Distraction B, some details about the research subjects are given but no comment is made regarding the number. *C*, Daniel asks if the children enjoyed themselves, but Maia has no information on that. *E*, at present, the response of the schools is not known.

Action plan reminder

Matching tasks

- 1 It depends. Sometimes you write the letters once only, sometimes more than once. Read the instructions and study the task carefully.

- 2 Yes, if it is the first task, you are given time at the beginning of the recording. If it is the second task, there will be a pause in the recording so you can read the questions.
- 3 Not necessarily. Listen for synonyms and paraphrases.
- 4 Yes, this helps you follow the information in the recording and find the correct answer.

Questions 27–30

- 27 C** Maia mentions that parents and caregivers sometimes repeated the same movements, and concludes that babies were happiest when their behaviour was imitated.

Distraction B, there are references to movement. *D*, the babies were given toys to play with, but there is no reference to them being excited or surprised by this.

- 28 F** Daniel says that the babies wanted to give assistance. If they thought someone had a problem, they wanted to help.

Distraction D, there is reference to a surprise such as a pen being dropped, but no reference to the babies being excited by this. *C*, Maia asks if the babies copied the researchers’ behaviour, but Daniel says no.

- 29 A** Maia says the babies recognised the relationship between reason and result, because they knew the light would come on.

Distraction B, ‘pushing’ the buttons may suggest physical exercise but that is not the nature of this experiment. *E*, Daniel asks if he is a linguist, but is confusing him with someone else.

- 30 E** The babies have some knowledge of how language is structured, and can recognise nouns and verbs, etc.

Distraction D, Maia expresses surprise at the research finding, but that doesn’t relate to the babies being surprised.

LISTENING PART 4

Training

Review

- 1 One
- 2 A topic that is suitable for an academic lecture or presentation
- 3 10
- 4 One or two

Useful strategy: following the speaker

1	1 A	6 B, C	11 B
	2 C	7 C	12 A
	3 B	8 A, C	13 A, B
	4 C	9 A, B	14 C
	5 A	10 A	15 A

Useful strategy: editing your work

- 1 **1 geometry** (the candidate has spelt the word incorrectly)
- 2 **correct**
- 3 **tunnel** (the candidate has written two words by repeating the article 'a', which is already given on the question paper)
- 4 **safe** (the candidate has incorrectly changed the part of speech)
- 5 **stations** (the candidate has written the singular)
- 6 **correct**
- 7 **expensive** (the candidate has written too many words)
- 8 **towers** (the candidate has written the singular)
- 9 **correct**
- 10 **hospital** (the candidate has written the plural)

Exam Practice

Action plan reminder

Note completion

- 1 The instructions will tell you how many. If the instructions say NO MORE THAN TWO, you can write one word or two words.
- 2 The headings and subheadings in the notes will give you important information. The introduction to the recording will also give you some information.
- 3 Use the subheadings to help you and the locator words in each note (e.g. names, dates, nouns etc.).
- 4 Study the words around each gap and listen for synonyms and paraphrases.

Questions 31–40

- 31 **academic** 'female' in the question = 'woman' in the recording
- 32 **doctors** the information in the question is in a different order in the recording to provide distraction
- 33 **floods** 'survive' in the question = 'withstand' in the recording
- 34 **models** 'built' in the question = 'constructed' in the recording

- 35 **investor** 'significant' in the question = 'important' in the recording
- 36 **ships** 'faster' in the question = 'increased the speed at which' in the recording
- 37 **erosion** 'erosion' is described as a 'problem' in the recording to highlight the issue. 'cuttings' provides distraction here, but cannot be the answer as an engineer would not wish to 'stop' them.
- 38 **breakfast** It's necessary to follow the development of the idea before the speaker gives the answer.
- 39 **gym** The locator word 'equipment' comes after the answer in the question, but before it in the recording. Then in the recording 'equipment' is paraphrased as 'machine'.
- 40 **graduated** The date provides a clear locator word here.
'graduated in engineering' in the question = 'graduated as an engineer' in the recording
'studied' provides distraction, but doesn't work with the preposition 'in'

READING PASSAGE 1

Training

- 1 a Exhibitions at an art gallery
- 2 Look at the three descriptions of events below.
For which events are the following statements true?
 - a The Businessman
 - b Long Road Home
 - c Long Road Home
- 3 A Artist and author Jakob Randal invites the public to contribute to the work by writing the name of their favourite book with chalk on the concrete. Western wing, entry by donation.
B its creator, Hannah Park, is one of the region's most well-known sculptors

Exam Practice

Questions 1–7

- 1 **F:** *The widely acclaimed Forty-Part Motet has returned to the gallery* [= has been put back on display]
Distraction : The exhibition in A is by outstanding laureates but there is no indication that it has been on display at this gallery before
- 2 **E:** *a significant donation by collector Gary Sim*
[= exhibits that have been given to the gallery]
Distraction: multiple exhibits are mentioned in A and B but not that they have been gifted to the gallery
- 3 **B:** *most of which have never been seen before*
[= exhibited for the first time.]

- 4 **D:** *parallel careers of music and cardiac surgery* [= a performer who is well-known in two fields.]
Distraction: performers feature in F but not by an artist who is known in another field.
- 5 **C:** *Families are invited....Kids must be accompanied by an adult* [= You can bring children]. Distraction: Voices of young and old are mentioned in F but that is part of the exhibition, not the visitors.
- 6 **A:** *come and greet the eight Canadian artists* [= You can meet creative people]. Distraction: artists and creative people are mentioned throughout but A is the only one in which it is stated that you can meet them.
- 7 **C:** *Come explore art – then design, draw and paint your own* [= You can create an artwork yourself]
Distraction: E says 'Immerse yourself in culture!' but that does not mean create artwork.

Questions 8–14

- 8 **TRUE:** *see the status of the StarRail network and details of any disruptions to your service* [=app lets passengers know if there are problems on the train line]
- 9 **NOT GIVEN:** no information is given about the form of payment accepted by vending machines
- 10 **FALSE:** *Purchased online or with the StarRail App? ... Leave for four hours between buying and loading, so we have time to check your order ...*
- 11 **NOT GIVEN:** While the text says *Tap your Smartcard at the ticket gates or platform validator.*, it does not say whether all stations have the platform validating service
- 12 **TRUE:** *It costs nothing to use the app* [=free of charge] (*but credit card fees may apply when buying tickets online.*)
- 13 **FALSE:** A list of tickets available on the app is given, (not including Flexitix) and it is stated that they will be introducing other ticket types in future. Flexitix are available on the desktop booking site.
- 14 **TRUE:** *... enjoy great savings when you travel outside peak hours ...* [= Cheaper tickets are available for those travelling at quiet times]

READING PASSAGE 2

Training

- 1 b
- 2 1 Warehouse 2 scanners 3 maintenance
- 3 **Larrington Plastics**
Training Schedule for forklift drivers

Your first day will begin at 9a.m., when our foreman Greg Shaw will give an outline of what the job of forklift

driver entails. This will take place in our warehouse, behind the car park. After this, we will run through how we keep track of inventory. We use RF scanners for inventory management and this is an opportunity to practice using these if you're unfamiliar with them and to ask questions. Finally, you'll be shown where the forklifts are kept and we'll cover some essential points in relation to their maintenance. You will then meet the rest of your co-workers at the canteen for morning tea.

Exam Practice

Questions 15–21

- 15 **harvest:** *there are other related jobs available after the harvest period, such as pruning and planting*
- 16 **sunscreen:** *sunscreen is absolutely essential if you want to avoid sunburn* (hat and shirt do not fit grammatically and are included in 'clothing' given in the task.)
- 17 **belt:** *It will save time if you keep your water in something that is clipped to 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.* (music/mp3 player is not something you may have to bring, just something to consider).
- 19 **pallets:** *using a forklift to load large pallets onto trucks.*
- 20 **rain:** *in the case of rain, you will have to stop work and will therefore not be paid* (weather is also acceptable as it appears in the text and has the correct meaning)
- 21 **piece rate:** *your pay depends on the amount of fruit you bring in*

Questions 22–27

- 22 **priorities:** *outline the chief priorities of our firm* [= mainof the organisation]
- 23 **board:** *as well as some of the executives who sit on our board* [board members] [= meet And the admin team] (note that *administrative support staff* are the same as the admin team).
- 24 **privacy:** *This requires a clear understanding of privacy concerns and a commitment to respecting our clients' information.* Distraction: *matters of a sensitive nature* but only one word allowed.
- 25 **Atrium:** *HR Session, Atrium. Be here after lunch to have your photo taken.* Distraction: collect card from Reception at the end of the day.
- 26 **handover:** *If possible, you will join the person who previously fulfilled your role* [= predecessor] for a handover

- 27 safety:** online modules cover sustainability policy and safety in the workplace

READING PASSAGE 3

Training

- 1 c
- 2 d
- 3

In the 1940s, Frida Kahlo produced many paintings, though with some differences from what she had done before. She was encouraged by the public recognition she was gaining and shifted from using the small tin sheets she had used since 1932 to much larger canvases, as they were easier to exhibit. She also adopted a more sophisticated technique and began to produce larger, quarter-length portraits than she had previously, which were easier to sell. Kahlo created many of her most famous pieces during this period, for instance *Self-portrait with Cropped Hair* (1940), *The Wounded Table* (1940), and *Self-Portrait with Thorn Necklace and Hummingbird* (1940).

Exam Practice

Questions 28–40

- 28 E:** New Delhi: *She was a regular guest at parties and official functions* [= social events].
- 29 C:** Alamut: *Despite malaria, dengue fever, and dysentery* [= poor health]
- 30 A:** Baghdad: *applied for the role of governess for the Iraqi princesses at the court of Baghdad, Iraq, but was not successful* [= failed to gain employment]
- 31 B:** London: *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* [=learned a craft that would help her on her travels.]
- 32 D:** Yemen: *had to turn back without realising the goal she had set of finding the legendary lost city of Shabwa* [= had to leave without achieving her purpose].
- 33 C:** She wanted to escape her situation at the time: *chose Arabic in the hope that it might provide an opportunity to get away*. Distraction: A: a professor is mentioned but he recommended Icelandic; B: a friend joined her on a trip but that was not stated as motivation to learn Arabic; D: her prior interest was not mentioned
- 34 B:** She took less baggage on her trip than Bell took. *Stark took pride in travelling without servants or extra belongings, comparing herself favourably in this regard to writer and explorer Gertrude Bell*. Distraction: A they made similar trips but timing
- isn't mentioned; C: it states that Bell is Oxford-educated but no comparison is made with Stark's education; D: Stark considered herself a more intrepid traveller but we don't know that it is because of the route taken.
- 35 C:** She produced interesting accounts of her expeditions. *Freya Stark gained a high degree of respect for her sharp observations and compelling tales of her travels.... people read her books for the descriptions of the journey*. Distractions: A the text states that *she did not make any huge new discoveries as an explorer*; B: the writer doesn't give an opinion on whether she deserved more recognition, though said she gained respect; D *She was able to accurately record unmarked villages and mountains* (so not unreliable).
- 36 A:** She gained access to women more easily than to men: *the only people available to speak with her were the women*. Distraction: B: she was more interested in the men at first : *Stark might have approached the women as a way of gaining trust and reaching the powerful men*; C *she got specialised knowledge of the domestic arrangements, costumes as a result of her contact with women but this was not what she went to study*; D: the text states that Stark approached the women.
- 37 history:** *was criticised at the time for being overloaded with history and less in the genre of travel book*
- 38 minaret:** *She went to see a twelfth-century minaret ...*
- 39 letters:** *four volumes of autobiography and eight volumes of letters....*
- 40 godchildren:** *Towards her final years, she took many of her godchildren on trips to inspire and educate them*

WRITING TASK 1

Training

Review

- 1 20 minutes
- 2 150
- 3 Yes, you will lose marks if you don't cover all three points
- 4 No
- 5 A letter
- 6 No. The style will depend on the situation.
- 7 Yes
- 8 Yes

Useful language: giving advice and suggestions

- 1 1 Perhaps you could think about living near me in Bondi. (**a** quite well; **b** informal)
- 2 It is recommended that employees reside near their workplace. (**a** possibly not at all; **b** formal)
- 3 We suggest that you should live near the office. (**a** may know the person but not very well; **b** formal/neutral)
- 4 Why don't you just move in down the road from my mum? (**a** well; **b** informal)
- 5 You ought to consider Bondi as a place to live. (**a** knows the person but not very well; **b** neutral)
- 2 (see underlined phrases above).

Useful language: punctuation

- 1 Secondly, while it is commonly believed that our city's public transport system is one of the most efficient in the country, this is not true in peak hours, for example between 8 and 9.30 a.m. when people are travelling to school and work. So there is certainly more that can be done to keep traffic moving, decrease wait times and ensure that everyone gets where they need to go as quickly as possible.
- 2 1 I haven't heard back from my manager about taking leave in July. That is why I haven't been in touch.
- 2 It isn't a long way from the airport to my house. However, you should take a taxi if you have heavy luggage with you.
- 3 The sales assistant left me with no choice but to complain to the manager because it was clear that he didn't have the authority to give a refund.
- 4 Although it can be an expensive place to visit, New York is a place you will never forget. ✓
- 5 I have a lot of experience in organising parties and festivals. For this reason, I believe I would be perfect for the role of event planner. ✓
- 6 I am writing to request some help with the extra duties I have been given. I do not feel able to cope with my current workload and am falling behind.

Useful language: finishing a letter

- 1 1 a c
2 b c d
3 d e
4 a c d
5 c d e
2 1b 2a

- 3 Lots of love
Bye for now
Cheers
Take care
Best wishes
Warm regards
Regards

Useful language: phrasal verbs

- 1 c 2 d 3 a 4 b 5 f 6 e
- 2 1 break down
2 brought up
3 looking into
4 fill in for
5 put you out
6 get away with

Useful language: striking the right tone

- 1 Dear friend, *We need to write the person's name if we know it e.g. Dear Anna.*

Dear Lisa Reynolds, *Choose Dear Lisa if we know the person quite well or if they have introduced themselves as Lisa or Ms/Mrs/Miss Reynolds if we have not met the person and do not know her well.*

Dear Manager, *Don't write the person's position in the greeting, use the name (as above). Or if you don't know the name, write Dear Sir or Madam.*

Your staff are always very friendly but I demand a refund. *This tone is not consistent: it is satisfied and demanding in the same sentence.*

Hi Jerry – I'm writing to inform you of my intention to move to Ottawa. *This tone is not consistent ('Hi Jerry' is informal but 'writing to inform' is formal).*

Please accept my heartfelt apology for taking up your time with this letter. *You do not need to apologise for writing a letter, simply thank the person for reading it.*

I left my last job coz of my boss. *The use of 'coz' is too informal. A misspelling / contraction that might be acceptable in a personal phone message is not appropriate in a letter, even if it's an informal situation.*

Exam practice

Action plan reminder

- 1 • Who should you write to? *A friend from another country*
- What three points do you need to cover? *An interesting part of the city to live, the public transport there and how to meet new people*

2 Think about your answer for Task 1.

- How should you begin the letter? Do you need to write a person's name? *You need to write the person's name – the first name because it is a friend* e.g. *Dear Howard*
- Which city are you going to write about? Should you give the name of the city? *Give the name of the city, to bring the letter to life and make it seem realistic. Choose one you're fairly familiar with.*
- Can you think of part of the city that is a good place to live? What makes it a good place to live?
- What words do you know to describe public transport? (e.g. *(un)reliable; convenient; delayed; crowded; (in)efficient; fast; clean*)
- How can a person make a new life when they move to a different city? (e.g. *at work; through sports or hobbies; neighbours; through friends they already have*).
- What will the tone of the letter be? *It's to a friend so the tone will be informal, familiar and friendly.*
- How will you finish your letter? *Use an informal way to sign off (e.g. All the best; Take care; Bye for now; See you soon, Love)*

3 Example notes:

- Northbridge – quiet, nice cafes, entertainment
- Transport – buses slow, unreliable; trains on time
- New people – at work; will introduce

4 Write your letter

- If you don't live in a city, should you write about a whole country? *No, you need to write about a city.*
- Should you include points that are not in the task? *No. You can mention things (e.g. to explain why the city is interesting) but don't give any detail as there are not enough words.*
- Do you need to write an equal amount on each point? *Just cover each point thoroughly and clearly. It doesn't matter if you don't write exactly the same amount on each point.*
- Should you take a formal tone? *In this case, it is a letter to a friend so you will lose marks if you write in a tone that is too formal.*

Advice

Imagine you are really writing to one of your friends. Use contractions (e.g. I'm instead of I am). Use phrasal verbs and informal language.

Examples: should, ought to, I would, you could, if I were you, why don't you, I suggest, how about.

Sample answer

Dear Henri

It's very exciting to hear that you'll be moving to Sydney and congratulations on your new job!

As you'll probably be working in the centre of town, perhaps you could think about living near me in Bondi. It's right at the beach but only 40 minutes from the middle of town by bus and train. There are people there from all over the world and it has a friendly, relaxed vibe.

In terms of public transport, you can get around Sydney by bus, train and light rail. You should just get an opal card, which I'll help you with. It means you can get on and off without having to buy a separate ticket each time. Public transport is pretty crowded in the mornings but no worse than in Paris!

I'll introduce you to my friends and I'm sure you'll meet people at work too. You could try living in a shared house if you want to meet some locals.

Anyway, I can't wait to see you.

Love

Jen

WRITING TASK 2

Training

Review

1 Writing Task 2 is an essay.

2 Expressing ideas

Vocabulary

Grammar

Spelling

Punctuation

Organisation of ideas

Paragraphing

3 250

4 You should rephrase the prompt and/or make a general statement, and say what your opinion is

5 Give reasons and examples.

6 Conclude by summing up your argument(s) and/or restating your position

Useful language: reporting what people say and believe

1 1 is often said

2 is

3 was

4 to be

5 widely; leads

6 experts

- 2 1 is sometimes argued
- 2 is considered to be
- 3 are in agreement
- 4 do not agree with
- 5 is widely believed

Useful language: countable and uncountable nouns

- 1 education
- 2 a good education
- 3 number
- 4 was
- 5 how much time
- 6 isn't enough space

Useful language: giving two sides of an argument

1 1 c 2 d 3 a 4 b

2 Student's own answers

Exam Practice

Action plan reminder

- 1 • 40 minutes
- There are two questions in the task below.
- Main ideas
- Do not copy the exact wording of the task; paraphrase.

Before you write

- 2 Notes should include useful vocabulary, reasons why university is necessary for a good career, at least two other things that contribute to a good career.

After you write

- 3 Yes, spend 3–5 minutes checking your answer when you have finished.
- 4 You should NOT write your essay out again if you have made mistakes; there isn't enough time.
- 5 Which of the following should you check for?
 - Where to start and end sentences
 - Overall structure
 - Formal/neutral/informal style
 - Subject verb agreement
 - Spelling
 - Paragraphing
 - Whether you have made clear points

Sample answer

In today's competitive environment, it is often said that people need to go to university in order to make progress in their careers. However, this essay will argue

that in many fields, work experience and personal qualities get people further in their working lives.

In some careers such as medicine and law, a university education will always be a prerequisite to practising in those lines of work. In many companies and government departments today, employers expect recruits to be university educated, so people need to have graduated from university just to get their foot in the door. However, in some fields the internet has opened up a world of opportunity for people to take short, specific courses to get the skills and knowledge they need. For those who want to start their own business, it may not be necessary to go to university. Likewise, tradespeople, for example electricians and hairdressers, can have successful working lives without going to university.

There are several other factors that may lead to a successful career. Being in the right place at the right time always helps, as does having a positive outlook and a hardworking, ambitious personality. In most jobs, it is experience in the field that helps people get ahead. This is what helps people develop professionally, make contacts and deal with challenges.

On balance it seems that while a university education is still required in some fields of work, in many other fields going to university is not essential. Whether people go to university or not, experience, attitude, personality and luck are all ingredients for career success.

SPEAKING PART 1

Training

Review

- 1 Everyday topics
- 2 Work or study (or where you live)
- 3 Two or three different topics
- 4 There are usually four questions for each topic. The introductory topics 'work/study' and 'where you live' usually have three questions.
- 5 Your passport or ID

Useful language: where you live

1 and 2 Student's own answers

Useful language: tenses

1 Possible answers

- 1 Where do you live?
- 2 How long have you lived there?
- 3 Why did you move to your house/apartment?
- 4 Would you like to live somewhere else?
- 5 Do you think you will move soon?

2 Possible answers

- 1 I've been studying English for six years, since I started school.
- 2 I started learning English because I thought it would be a useful language.
- 3 I'd like to learn Spanish so I could talk to people when I go to Spain or South America on holiday.
- 4 I like learning new vocabulary best, but I find the grammar rather difficult.
- 5 I don't think I'll ever live in the UK, although it would be great to spend some time there.

Useful language: the weather

2 Possible answers

My favourite kind of weather is when it's very sunny and warm.

I hate it when it rains heavily all day.

Cloudy weather really makes me feel fed up.

If I'm studying hard, I prefer the weather to be cool and not too sunny.

When I was little I loved playing outside in the rain.

I'd really like to live in a country where it gets very cold in the winter with deep snow.

SPEAKING PART 2

Training

Review

- 1 The examiner will give you a booklet open at the right task, some paper and a pencil.
- 2 You will have one minute.
- 3 You should write your notes on the paper the examiner gives you and not on the task.
- 4 You should talk for two minutes.
- 5 The examiner will ask questions after you finish your two-minute talk.

Ways to prepare for a talk

1-4 Student's own answers

Useful strategies: problems and solutions for giving a talk

1 Possible paraphrases

- 1 part of a cooker where you bake cakes or meat
- 2 money that is given to support a student at college
- 3 a document that promises to repair a machine if it goes wrong within a year or two
- 4 something that the winner of a competition gets
- 5 a sign, for example, that says it is dangerous to do something

SPEAKING PART 3

Training

Review

- 1 The questions will be connected to the Part 2 topic.
- 2 No, the questions will be about general issues.
- 3 You will have to answer up to six questions depending on the length of your answers.

Useful language: speaking generally

1 Possible answers

- 1 Most people believe that computers will play a much larger role in education in future, but it seems to me that people will always prefer face-to-face teaching for some subjects.
- 2 It's often said that space tourism will be a popular option in the next few years, but in my view, it will take a lot longer than that for it to be affordable for ordinary people.
- 3 Generally speaking, international sporting events help to inform people about other cultures, but at the same time sports fans are encouraged by the media to support their own national team.
- 4 That depends on the circumstances. Of course, one person can do very little, but the evidence shows that lots of individuals working together can make a big difference and encourage governments to change laws and invest in environmentally friendly campaigns.

LISTENING PART 1

Questions 1–10

- 1 **15th May / May 15th** The woman explains that the film must be sent in by Wednesday, May 15th. She also refers to this date as the deadline.

Distraction The man mentions June 30th, but the woman explains this is not the submission date but the date when the judges decide on the winner.

- 2 **actors** The woman explains that professional actors can't take part in the film; they all need to be 'new to acting'.

Distraction 'people' might be tempting, but it is only actors that need to be inexperienced. People working in audio production etc. are allowed to participate.

- 3 **animal** The woman explains that the man has a choice of using either a child or an animal as one of his characters.

Distraction 'glasses' is wrong as this was something the filmmakers had to use in last year's competition.

- 4 **music** The woman says that permission is required for any music the man wants to use.

Distraction 'band' might be tempting, but there is no suggestion that the man needs to get permission for this since he is asking a local band he hopes will help him.

- 5 **subtitles** The woman explains that if the film is in a language other than English then accurate subtitles are necessary.

Distraction 'language' might be tempting but it does not fit grammatically in the space.

- 6 **script** The woman suggests that this is what filmmakers must consider [= focus on] first.

- 7 **comedy** The man makes the point that not everyone finds the same thing funny, and thinks he probably shouldn't make a comedy as a film. The woman agrees: 'Yes, stay away from [= avoid] that kind of film.'

Distraction 'Documentary' is wrong because the man thinks making this kind of film would be a good idea.

- 8 **Hyslop**

- 9 **Imagine** The woman says that the film is called *Imagine* – in other words, this is its title.

- 10 **Bridge**

LISTENING PART 2

Questions 11–20

- 11/12 **A/B** (in any order)

Distraction C: The speaker explains that the wood has been free of litter since the last time it was cleaned up, and therefore collecting litter is a job that the volunteers can 'forget about'; D: The speaker suggests that the volunteers have a look at some of the existing bird boxes, possibly to check that they are being used by birds. The volunteers are not asked to make any more boxes; E: The speaker mentions that some older trees lost branches in a recent storm, but he does not say that the whole tree needs to be cut down.

- 13/14 **A/E** (in any order)

Distraction B: The speaker provides examples of tools required for the work in the wood, but says that these will all be provided. In other words, the volunteers do not need to bring any tools themselves; C: The speaker says he has received money [= funding] from the local residents committee, and will therefore buy and provide sandwiches for the volunteers; D: The speaker says there is no need for sunscreen since the volunteers will be working during a cloudy weekend.

- 15 **C** 'New account' is a paraphrase of 'go online and find a website', 'register your details'.
- 16 **D** 'Suitable location' can be understood when the speaker says 'consider exactly where you're going to count the birds' – 'in a single field' or 'a wider area'.
- 17 **G** 'Good team' is expressed by 'get some other people to come along to help you' and 'a group that are also interested in birds'.
- 18 **H** 'visual guide' is a paraphrase of 'a print-out showing pictures of the birds'. The speaker goes on to say that this should be detailed and clear enough so that the volunteers can clearly identify the birds they plan to count.
- 19 **B** A 'rough estimate' means 'an approximate number' of birds. The speaker talks about 'totals' and 'the probable number'.
- 20 **A** 'clear photograph' can be understood when the speaker says 'have a look at the pictures you've taken', 'a sharp image' and 'best shot'.

LISTENING PART 3

Questions 21–30

- 21 A** Oliver suggests the introduction includes something on why 'restoration is necessary', and gives examples: damage by water, insects and sunlight.
Distraction C: Chloe suggests starting with a definition, but Oliver says this isn't necessary. Therefore, the students don't agree; B: Oliver gives examples of why restoration work might be required, but doesn't talk about situations when restorers have not done their work well.
- 22 B** Chloe assumes that the restorers would have a background in a subject such as art history, but discovers some of the restorers studied chemistry and archaeology. Oliver also expresses surprise that these kinds of skills were required.
Distraction A: Chloe does mention a painting requiring a year to clean, but neither student expresses surprise about this length of time; C: Oliver says the restorers have to experiment with cleaning methods, but this does not appear to surprise him. We also can't assume that 'methods' and 'materials' are the same thing.
- 23 A** Oliver says he wouldn't like the pressure of having to please the people who owned a painting he was restoring.
Distraction B: Oliver talks about working at heights [= 'restoring the paintings high up on a church ceiling'] but says this might be interesting, not off-putting; C: Chloe makes a joke about Oliver not being able to draw, but this is not the reason for his choosing not to work in art restoration.
- 24 A** Chloe says that the person who bought the Dutch landscape probably thought a whale spoiled the picture. Oliver agrees [= 'You must be right'] and says that 'not everyone judges a painting in the same way'.
Distraction B: Chloe explains that people had viewed the landscape painting for a long time without realising what the artist had originally included. 'Undervalued' suggests that people viewing the picture in the gallery hadn't appreciated the painting or understood its financial worth, but Chloe does not suggest this; C: We are told that the painting was cleaned, but there is no information about the cleaning technique being particularly good or new.
- 25 C** Oliver says digital reproduction techniques make it possible for many copies of a painting to be made,

and therefore more people can see the painting. He says he likes this development.

Distraction B: Oliver makes the point that people who make digital reproductions are not pretending that their paintings are originals – unlike dishonest people who sell fakes.

26 C

27 A

28 D

29 B

30 F

LISTENING PART 4

Questions 31–40

31 chest

Distraction 'feet' might be tempting but we are told blood is pulled towards the feet on Earth, not in space.

32 calcium This is the only mineral given as an example.

33 muscle Another way of saying 'muscle loss' is 'their muscle begins to waste'.

34 vision We are told that microgravity can lead to astronauts not being able to see clearly, and that their vision can be permanently affected.

35 sweat Because of the word 'including' in the question, we know that the key must be a form of water.

36 light

Distraction 'expensive' might be tempting but the speaker explains that engineers want to make light materials so that transport doesn't have to cost so much.

37 paint

38 windows 'Large windows' is expressed as 'to increase the size of the windows on the ISS. They're very small.'

39 museum

Distraction 'exhibits' might be tempting, but they are objects, not places. Also, because the word begins with a vowel, it wouldn't work with the article 'a' in the question.

40 qualification

Distraction 'education' might be tempting but this word doesn't collocate with 'get a new'.

READING PASSAGE 1

Questions 1–14

- 1 **FALSE:** Please note that barbecues are used on a first-come-first-served basis. Distraction: you can book a section of the rooftop ahead of time
- 2 **TRUE:** please make sure any garbage is removed from the rooftop and put in the bins on the ground floor.
- 3 **NOT GIVEN:** It is stated that Any breakage of communal property must be reported immediately and paid for but it doesn't say who should be notified
- 4 **NOT GIVEN:** It is stated that there are six washing machines but not how many may be used at once by one person.
- 5 **NOT GIVEN:** While it is stated that you should notify the janitor of problems with the machines, it doesn't say how often the janitor checks the machines.
- 6 **TRUE:** ... special arrangements need to be made if removalists need elevator access. Please contact management 24 hours in advance if this is the case.
- 7 **FALSE:** when moving furniture, please use the West Stairwell as the South stairwell is narrower
- 8 **D:** you'll also need to purchase ink and charcoal pencils on the night ... Cost: \$180 plus incidentals [= pay extra for materials]. Distraction **B:** supplies are included; **C:** machines and thread are provided but bring your own thread etc
- 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.[= students of different levels of ability]. Distraction: **D;** a bridge for people who already like to draw to get to the next level; **E:** A great starting point.
- 10 **F:** Bring a friend at no additional cost. [= Two people can attend for the price of one]. Distraction **A:** Cost: \$290 (\$10 off each when you book for two students).
- 11 **E:** Cost: by donation [=You can choose how much you want to pay].
- 12 **B:** glass-cutters may be taken home [= You can borrow equipment]. Distraction; **A, C** and **D** mention equipment but not that it can be taken away.
- 13 **D:** for people who already like to draw [= some experience]. Distraction **C:** you will receive instruction based on the stage you are at; **E:** A great starting point; **F:** for beginners.
- 14 **A:** Take our intensive course on Saturday 23 June [= a one-day course]

READING PASSAGE 2

Questions 15–27

- 15 separate
- 16 storage
- 17 ornaments
- 18 clock
- 19 clients
- 20 ventilation
- 21 trust
- 22 management style
- 23 feedback
- 24 gym
- 25 competition
- 26 sports (events)
- 27 improvement

READING PASSAGE 3

Questions 28–40

- 28 Section A v
- 29 Section B vii
- 30 Section C iv
- 31 Section D iii
- 32 Section E ii
- 33 jaw
- 34 flat
- 35 balance
- 36 tendons
- 37 D
- 38 B
- 39 A
- 40 D

WRITING TASK 1

Sample answer

Dear Sir or Madam

I am writing to ask whether you have a bag that I left on Platform 3 of Wellington Central Station at 4p.m. this afternoon (January 14). Unfortunately, I boarded the train without it and did not realise I had left it behind until well into my journey.

The bag is a medium-sized overnight bag, made of brown leather. It has two small handles and a long strap, for carrying it over the shoulder. It contains some clothing (a pair of jeans and two T-shirts), a red cosmetics purse and two notebooks. Most significantly,

there is a gift-wrapped photo album which I was supposed to deliver tomorrow night for my uncle's birthday.

As you can imagine, I am very keen to have this returned. I don't believe the bag or what is inside it will be of much value to anyone else, but it is important to me. If you have it, I would be more than happy to pay for a courier to bring it to me where I am staying in Johnsonville. You can contact me on 0908 766 238.

Many thanks

Georgia Jukic

WRITING TASK 2

Sample answer

There have always been people who get a thrill from doing dangerous things and these days the options available to these people are greater than ever before. However, if people knowingly do something dangerous, should they not bear the cost if it goes wrong? This essay will argue that in some cases, they should.

In many ways it is understandable to want to push the boundaries of human experience. The feeling of adrenalin while falling through the air or diving to the

bottom of the ocean is an amazing, even addictive sensation. Besides the thrill, there may also be a sense of achievement, whether that is conquering a fear or pushing one's body to its limits.

It can be argued that, as it is the individual that gets the benefit from doing these exciting activities, it should be the individual that pays if they need to be rescued or given medical treatment. However, it is not always so simple. If the public health system, and therefore the taxpayer, picks up the bill for medical problems relating to an unhealthy, sedentary lifestyle, why should it not cover problems resulting from an active one?

To my mind, if a professional guide has not checked the equipment or has acted in a reckless way, that guide or company should pay if something goes wrong during an extreme sport they have organised. If an individual has ignored professional advice and been injured, he or she should pay. However, in other cases, the health system should cover the cost.

In short, there are certain people who enjoy the excitement that extreme sports bring. If they have not taken reasonable safety measures as advised, they should have to fund their own medical care.

LISTENING PART 1

Questions 1–10

- 1 **49.99** per day = daily

Distraction The man says they are \$15.50 per hour, but the form requires the price per day.

- 2 **gloves**

Distraction The woman provides the word 'helmets'. The man then makes a comment about sizes, which might be tempting but doesn't make sense. The man then adds the comment about 'gloves'.

- 3 **Battenburg**

- 4 **Green Bay**

- 5 **air conditioning** the Economy car = that model

Distraction The woman provides the words 'air conditioning' and the man says it's not in that model.

- 6 **52.20**

Distraction The man mentions the 'normal' price of \$59, before quoting a discounted price.

- 7 **heavy**

Distraction The man says that on some E-Bikes the battery is very heavy, but on these bikes it's light.

- 8 **brakes** good = high-quality

- 9 **lock**

Distraction The woman provides the word 'lock' and the man says that yes, those are provided.

- 10 **licence** no licence is needed = you don't have to have

LISTENING PART 2

Questions 11–20

- 11 **B** discovered = found; tools = implements, like spades and forks, for digging

Distraction A: a few documents and records exist about this site, but they weren't 'recently discovered at this site'; C: photographs are mentioned, but not drawings.

- 12 **B** enough water = the stream . . . runs through the valley, so we can irrigate the gardens even through long dry summers

Distraction A: the gardens get 'freezing frosts'; C: 'storms blow very hard up here'

- 13 **A** built = was constructed; a medical centre = an infirmary [a simple hospital] 'to take care of the health needs of the growing population'

Distraction B: this was a residential area from where people commuted to the city to work; C: a military base was talked about, but was never built.

- 14 **B** are given = they donate; certain local people = families in this neighbourhood who are struggling financially

Distraction A: businesses and restaurants want to buy the produce, but there isn't enough; C: each plot is worked by a volunteer member, but there is no reference to members using the produce.

- 15 **C** students = undergraduates on the horticulture course; gardening skills = their subject

Distraction A: there is a reference to academics, but not their research; B: workshops are planned for the future, but the question includes the word 'now'.

- 16 **F** D and E are distracting, but they are not 'the first building you come to' on that path.

- 17 **C** B is distracting, but it is not 'actually located inside the orchard'.

- 18 **G** H is distracting, but it is inside the car park, not down 'a little path heading out to the west'.

- 19 **E** D is distracting, but it is not shaped like the letter U.

- 20 **A** B is distracting, but it is not 'right at the very end of that path – as far as you can go'.

LISTENING PART 3

Questions 21–30

- 21 **A** for a long time = since the 1990s, therapists have been experimenting with games . . . this has been going on for many years, it's not a sudden breakthrough

Distraction B: Jason says that Dr Franklin 'sees huge potential for games'; C: Alya says she'd been hoping Dr Franklin might give some idea about this issue, but, as Jason says, he 'doesn't really address that'.

- 22 **C** harder work rate = people are more prepared to spend hours on rehabilitation

Distraction A: some patients get so caught up in the games 'they hurt themselves'; B: Jason says that the games are no cheaper than conventional exercises.

- 23 **B** The students disagree about whether the research subjects played games together in the same room or played online. Alya describes this as 'how the experiment was conducted', which means 'methodology'.

Distraction A: Jason mentions the purpose of the research when he says, 'They were investigating whether people actually made more friends by playing games', and there is no disagreement about this issue; C, the finding that 'players develop empathy for each other and bond over games' is contrary to the common opinion that games are 'solitary', but this is not a source of disagreement between the students.

- 24 C** patients and their families = better for the children, but also better for the parents. Alya says, 'That's what I like about this' and Jason agrees, adding 'it reduces the stress for everybody'.

Distraction A: Jason mentions that the games 'were simple ones on handheld devices', but doesn't express an opinion about this; B: Jason suggests that the results need to be confirmed by further research.

- 25 A** reliable evidence = supplied valid proof

Distraction B: Jason says that people 'would probably like to know about that', which implies no widespread publicity yet; C: Jason 'the finding just reinforced what's been shown in earlier studies', but doesn't mention academic criticism of this study.

- 26 F** not a surprise = games are obviously going to improve . . . I guess that's predictable

Distraction C: the USA is mentioned, but this was only where the research was conducted.

- 27 B** contradicts other research = there are also studies showing a link between electronic screens and eye damage

Distraction D: because Alya describes the finding as 'controversial', though she and Jason don't personally challenge it.

- 28 D** not believable = I doubt that's really true . . . Seems highly unlikely to me

Distraction A: a 'company' is mentioned twice, but not any reason why it should be; the research finding would seem to be a good thing for this business, so 'disappoint' is not applicable here.

- 29 G** will become increasingly important = going to be more and more significant as the population ages

Distraction A: because Jason mentions game manufacturers, but says this is 'good news' for them.

- 30 E** supported by various studies = And there's . . . previous research to back that up, too

Distraction A: 'the workplace' is mentioned, but only in a positive context.

LISTENING PART 4

Questions 31–40

- 31 Asia** originally migrated from = began their journeys in

Distraction the 'Americas' are mentioned as a possible starting point but the speaker says that debate 'has been settled', and goes on to say what anthropologists recognise today.

- 32 faster** *Distraction* European ships were 'stronger', which implies that Polynesian canoes were 'weaker', but Europeans wouldn't have been 'impressed' by that.

- 33 steering** *Distraction* the speaker says the paddles were not used for 'propulsion'.

- 34 bark** made from = used in the manufacture of
Distraction 'wool' and 'cotton' are mentioned, but were 'unknown to Polynesians'.

- 35 songs** remembered = recall; detailed = long and complicated; making up = created

- 36 waves** found direction = knew which way to sail

- 37 birds** could identify certain = recognising those particular

- 38 colour / color** changes = vary; read = something else that they were able to detect

Distraction the 'temperature' of the water is constant in that part of the Pacific.

- 39 instruments** without = did not use

Distraction it is necessary to understand a long turn of spoken language between the reference to the canoe's name and the answer.

- 40 language(s)** created fresh interest = remarkable renaissance

READING PASSAGE 1

Questions 1–14

- 1 FALSE**
- 2 TRUE**
- 3 NOT GIVEN**
- 4 FALSE**
- 5 NOT GIVEN**
- 6 TRUE**
- 7 TRUE**
- 8 E** You can see a presentation about preparing food.
- 9 B** You can watch a group of young people perform.
- 10 G** Children can draw with the help of an expert.
- 11 C** You can listen to local singers.
- 12 D** There are prizes for children.

- 13 **F** There are activities for pets.
14 **C** There is a place to take a rest.

READING PASSAGE 2

Questions 15–27

- 15 sale table
16 fitting rooms
17 friends
18 back office
19 co-worker
20 lights
21 (front) entrance
22 pocket
23 (navy) (blue)
24 open-toed
25 name badge
26 staffroom
27 team leader

READING PASSAGE 3

Questions 28–40

- 28 **D**
29 **A**
30 **C**
31 **A**
32 **D**
33 **B** plants and animals benefit from each other.
34 **C** Conditions are becoming less favourable for some fish.
35 **A** they can maximise the use of space.
36 **B** It may bring other advantages as well as providing food.
37 yield
38 waste
39 land
40 soil

WRITING TASK 1

Sample answer

Dear Ms Wilkes

Last month I participated in the Workplace Health and Safety Course which was held at Chesterton Community College on Monday and Wednesday evenings. My tutor was Ram Singh. I have been asked to provide feedback and it is with pleasure that I do so.

I found the training to be extremely helpful, especially with regards to the prevention of injuries. We have

already adopted suggestions from the course in our office, including the introduction of standing desks and some new computer monitors. While I was already familiar with most of the first aid/emergency information, the course was a good refresher. Ram had a solid knowledge of the material and was able to answer all of our questions.

If I could make some suggestions, I would recommend that the groups should be smaller or more models should be provided for the CPR exercise, as we had to wait quite a while for a turn. I would also like to have more information on injury prevention in the handbook.

If you have any further questions, please contact me.

Yours sincerely

Cristina Velazquez

WRITING TASK 2

Sample answer

For many people today, the pace of life is hectic and they do not spend as long cooking meals as people used to in the past. This essay will argue that, while food that is ready to go has some advantages, overall it brings more drawbacks.

Today there are more families in which both parents work, which means not as much time is devoted to the preparation of food. For others, a competitive work environment and/or a long commute may keep them away from the home for longer each day. Added to this, there are more options than ever before when it comes to ready-made food. Preservatives and refrigeration have enabled people to keep these easy options at home for when we need them and takeaway delivery services will bring meals to our door if we do not have time to cook. The availability of easy meal options clearly has many advantages. Families and friends can spend the precious time they have together enjoying each other's company rather than cooking. Takeaway food can fill the gap and allow people to get on with what they have to do in their day and there is a lot of variety to cater for many tastes.

However, in my view, nothing can compare to a home-cooked meal. The act of cooking can be a relaxing way to unwind after a busy day and if you cook it yourself, you always know what your meal contains. Takeaway food can be unhealthy and portions are generally large. If this kind of food is consumed too often, people become unhealthy and also lose their cooking skills.

Therefore, on balance, ready-made food is a convenient option but it brings more disadvantages than benefits to family life and health.

LISTENING PART 1

Questions 1–10

- 1 05443CHI771
 2 Market
 3 018 669 925
 4 **storm** The man explains that the storm caused a big tree to fall over and hit the house.

Distraction Although the tree is the more immediate cause of the damage to the house, it's not possible to say 'during a tree'.

- 5 **glasses** The man explains that his child/eight-year-old daughter left her glasses on her desk, and these were scratched as a result of the tree coming through the window.

Distraction The man says that his daughter's headphones were also on the desk, but these were not damaged. Therefore, he is not claiming for these.

- 6 **carpet** The idea of 'new' can be understood when the man explains that 'just last month, we'd gone shopping' and 'We'd only had it for a couple of weeks.'
 7 **curtain** The man explains that this was damaged by the tree.

Distraction We are told that the 'books' and 'computer' were not damaged – so the man has no need to claim for these items.

- 8 **garage** The man says that the tree also hit the door to the garage, and that they can't open it anymore.

Distraction The woman asks whether it's the door 'to the back of the house?', but the man explains that the house door is not damaged.

9 **Honeywell**

- 10 **fence** The man confirms he will take photographs of the damaged fence before the builder starts work on it.

LISTENING PART 2

Questions 11–20

11/12 A/B (in any order)

Distraction C: The speaker refers to different activities such as trekking and kayaking, but does not suggest these are new skills; D: The speaker refers to different landscapes, e.g. mountains, forests and the coast, but does not say the participants will be studying issues connected to them.

13/14 B/C (in any order)

Distraction A: The speaker mentions rivers and streams, but in the context that it might not be a good idea to put tents next to them; D: The speaker talks about not burning the food, but this is food the participants have brought with them – they don't have to look for food along the track.

- 15 **C** We can understand the idea of 'being closed to the public' from 'people aren't allowed to use [the track] at the moment'. The speaker explains that this is due to maintenance [= repair] work.
 16 **B** We are told that it is easy for people to slip on the rocks as they cross Blue River, and that they may have to cross the river several times.
 17 **D** The Pioneer Track is divided into two sections because it 'ends' at the town of Richmond, and then continues on the other side of town.
 18 **A** We know that Edgewater is busy with walkers because of the paraphrase 'it's very popular' and 'other groups out walking on the way'.
 19 **B** The Murray Track may be unsafe because part of it goes along a cliff where the track is narrow.
 20 **A** Lakeside is 'a bit of a tourist attraction' and the participants will probably have to share 'the track with many other visitors'.

LISTENING PART 3

Questions 21–30

- 21 **B** Finn refers to articles which focus on 'the changing nature of jobs', and Kiara supports this by saying how the articles suggest we 'forget the way things used to happen'. She says that the tradition of starting out as an apprentice and then remaining in the same company for years is finished.

Distraction A: Although Kiara refers to people 'who've been in work for years' [= older employees], she says that the articles she's read were written for young employees, too.

- 22 **A** Kiara explains that many businesses [= companies] are no longer using the phrase 'job title'. This is because the work that they are offering is for a temporary period – they want to hire people to work on a particular project.

Distraction B: When Kiara talks about a person's social circle, she is describing their friends. Colleagues are people you interact with at work. Kiara explains that in the past, some people liked

to tell their friends how long they had been in a particular job; C: Although Kiara refers to managers and heads of department, she says that these are job titles that might have been more relevant in the past, not the future.

- 23 B** Finn talks about how people who earn a good salary can enjoy their lives, and contrasts this with people earning the minimum wage – the least amount of money a company can legally pay. He says this is his biggest worry.

Distraction A: Finn says that having to leave a job and work in different places could be ‘interesting’. He doesn’t think a lack of job security is always a bad thing.

- 24 C** Kiara thinks that the findings of the survey are not presented clearly enough. She is interested in knowing what the individual questions in the survey were.

Distraction A: The tutor asks whether Kiara is surprised by the statistic of 48% but she says, ‘It’s hard to say’. In other words, she feels she cannot comment on the statistic because it’s unclear what it represents; B: Kiara refers to the people ‘who took part’ [= the interviewees] but is only interested in their responses to the survey, not what kind of work they each do.

- 25 A** Kiara makes the point that learning new skills would help an employee if they wanted to change companies. Finn admits he hasn’t thought about that advantage and agrees it’s a good idea.

Distraction B: Finn says that companies will want employees to study new skills at the weekends or in the evening [= their own time] but doesn’t say what he thinks about this. Kiara says that studying in your own time could be useful, as long as companies paid for the course.

- 26 B** Kiara explains how her device helps her balance her studies and the things she has to do for her family.

Distraction A: Kiara says that the media is often negative about mobile technology, but she doesn’t go into detail about why or what the disadvantages might be.

- 27 B**
28 F
29 C
30 D

LISTENING PART 4

Questions 31–40

- 31 mud** We are told that thick mud, like the rocks, made it difficult for the men and horses to make progress.
- 31 steep**
Distraction ‘long’ might be tempting but the lecturer explains that the trail was ‘only about 35 miles’. In other words, it wasn’t the length of the trail that was the problem.
- 33 failure** ‘fear’ is paraphrased as ‘came to the terrible realisation that’.
- 34 tent** ‘stayed in a tent’ is paraphrased as ‘a tent was the only protection they had from the cold’.
- 35 sailor** We are told that the gold-seekers had to hire a sailor to steer their boats through Miles Canyon and the rapids.
- 36 police** The lecturer explains that the police gave the gold-seekers a list of items so that they might survive a year in the Klondike region.
- 37 flour**
- 38 buckets** ‘several’ is paraphrased as ‘two or three’.
- 39 adventure** We are told that the writer Jack London’s vivid descriptions helped readers get a sense of adventure.
- 40 newspapers** The lecturer explains that Hall and Kelly were employed by newspapers in the US and Canada to write stories about life in the Klondike region.

READING PASSAGE 1

Questions 1–14

- 1 B**
2 E
3 C
4 D
5 G
6 D
7 A
8 NOT GIVEN
9 FALSE
10 NOT GIVEN
11 TRUE
12 FALSE
13 TRUE
14 TRUE

READING PASSAGE 2

Questions 15–27

- 15 10/ten
- 16 personal
- 17 emotions
- 18 finish
- 19 questions
- 20 check
- 21 replacement
- 22 size
- 23 ventilation
- 24 chemicals
- 25 visibility
- 26 lacerations
- 27 slips

READING PASSAGE 3

Questions 28–40

- 28 C
- 29 B
- 30 D
- 31 B
- 32 A
- 33 A Some of them have been shown in other cities
- 34 D to show the museum had a wider focus than its earlier name suggested
- 35 B The people who built it were helped by the use of computer design.
- 36 B Many of them have creative backgrounds.
- 37 screen
- 38 comics
- 39 videos
- 40 Make-believe

WRITING TASK 1

Sample answer

Dear Sir or Madam

I am writing with regards to a delivery that was made to my home, 22 Halston Ave, Springwood, yesterday at 4 pm. The delivery was of a freestanding lamp, reference number A37489 and the delivery person was Sam.

When Sam arrived yesterday afternoon, I was taking an international call so I asked him to take the lamp through to our sitting room and signed for the item at the door. It was not until later that I went into the sitting

room to check on the lamp. This is when I noticed that a glass vase, which had been on the coffee table, was smashed on the floor. It must have been hit by the package containing the lamp.

I would like you to ask Sam about this. It is hard to imagine that he did not notice but he was wearing headphones so may not have heard the crash. Furthermore I would like to be compensated for the \$40 that will be required to replace the vase.

I look forward to hearing from you soon.

Yours faithfully

Meghan Connor

WRITING TASK 2

Sample answer

Most cities in the world are growing and this is largely because people are moving to these urban areas for work or study opportunities. However, this puts pressure on the infrastructure of cities as well as on individuals and, this essay will argue, town planners and architects may hold the key to these problems.

Services such as roads, public transport, hospitals and schools can be overwhelmed and even cease to function properly when there is a sudden influx of people. There is simply too much demand and waiting times for everything increase. More people create more waste, so pollution can also become an issue. On an individual level, life in a big city can be stressful. There is competition in terms of work and education, along with crowded conditions in public places. The cost of living can be expensive and even unaffordable, with so many people seeking somewhere to live.

The first thing that can be done is to discourage businesses from having their headquarters in large cities. If they set up in regional towns, those economies will be boosted, leaving a little more room in the big cities. Investing in fast trains so that people can get to work quickly from the outer edges of the city will also help take the pressure off the middle of the city. Beyond that, town planners need to think ahead to accommodate the growing urban population and provide them with access to services. It may be that a city should have not one but several 'centres' with facilities for its inhabitants.

In sum, the increasing urban population affects services and people's lives. Therefore, the more people that can be occupied outside of the city centre, the better. For those who do live in the city, a good deal of forethought is required in order to make cities more comfortable to live in.

LISTENING PART 1

Questions 1–10

- 1 train** go in a = travelling; small = little
Distraction They have to go to the other side of a lake and the woman asks if that's by boat, but the man says it's in a little train.
- 2 5 / five** minimum age of = must be 5 or older
Distraction The woman says her children are 7 and 10, and the man says they 'will be fine'.
- 3 coach / bus** travel by = go in a
Distraction The woman asks if they fly but the man replies that flying is more expensive and on this tour they go by coach.
- 4 walk** go for a walk = take a walk
Distraction Here, the woman asks if they can take a 'walk', which is then confirmed by the man. A 'path' is also mentioned, but it doesn't fit the grammar.
- 5 waterfall** large = huge
- 6 whales** *Distraction* The woman asks if they will see dolphins but the man replies that they won't in 'that part of the country'.
- 7 garden** *Distraction* The woman asks if lunch is inside the house, but the man says it's in the garden.
- 8 farm** *Distraction* The man mentions the 'city' but is referring to visitors who are from the city.
- 9 forest** old = ancient
Distraction The woman refers to the forest before the man confirms it.
- 10 43** reach speeds of = how fast do you go
Distraction The first speed the man gives is in kilometres per hour. The woman says this doesn't mean much to her, perhaps because in some countries they use miles per hour. He then gives the speed in miles per hour.

LISTENING PART 2

Questions 11–20

- 11 B** used for farming = a place where local people kept animals or grew crops
Distraction A: There were no large urban settlements here, just a few small villages; B: The forests had already been cut down.
- 12 C** valuable substances = rich deposits of coal and other mineral; underground = mines were built so these deposits could be brought to the surface

Distraction A: Canal boats were used for transport, but there is no mention of ship building; B: Trains did not arrive until the 1850s.

- 13 A** various metal objects = all sorts of tools, machinery and other items out of iron and steel
Distraction B: A few factories successfully produced fabrics, but this wasn't what Willford was 'best known for'; C: The attempt to set up a pottery industry here wasn't very successful.
- 14 C** each = per
Distraction: A: 9 millionth distracts for 900; B: 1976 distracts for 7,600.
- 15 A** location = set for historical scenes; filming = making movies and television shows
Distraction B: University research is mentioned, but not business conferences; C: Weddings and other private events may feature in the future.
- 16 C** D is distracting, but it is not 'right next to the canal'.
- 17 F** G is distracting, but you don't have to walk past the café to get there.
- 18 A** B is distracting, but it is not 'right on the summit of Jack's Hill'.
- 19 H** G is distracting, but you do not have to 'cross the bridge over the canal' to reach it.
- 20 E** C and D are distracting as they are on Rigby Road, but they are not on the corner with Stafford Street.

LISTENING PART 3

Questions 21–30

21/22 B/D (in any order)

B: reducing risk = unpredictability . . . Markets can change unexpectedly . . . minimise the chances that something will go wrong

D: saving money = the sums you invest . . . you'll see a return on that; long run = eventually

Distraction A: Stella mentions the most effective way of promoting a business, but Nathan rejects that idea; C: Nathan mentions 'those working in business' but not in the context of raising confidence; F: Stella rejects the idea that finding the next 'market to exploit' is a main benefit of market research.

23/24 D/E (in any order)

D: specialist language = jargon . . . the examples of 'psychographics', 'coolhunting' and 'asynchronous research' terms; too much use = put off by

E: findings = results; wrong = unreliable . . . The supposed developments . . . never occur.

Distraction A: Stella suggests some businesses people 'think they already know everything they need to know', but Nathan rejects this, saying it's a criticism of those people, not market research; B: Nathan says it's difficult for businesses to see a direct causal link between research and profits, but Stella says businesses should be able to see this; C: Nathan says the excuse sometimes used by managers that they don't have time for research is 'poor'.

25/26 A/C (in any order)

A: face-to-face communication = talking to customers directly; surprised – What I hadn't expected . . . I was a bit taken aback

C: the media and social media = TV, radio and digital networking sites; surprised = I hadn't thought it could be that simple . . . No, me neither

Distraction B: There is reference to 'data put out by bodies like the national census and the civil service' which may benefit some businesses, but neither student is 'surprised' by this; D: Stella says that people are 'less likely to be honest in questionnaires'; E: The students agree that putting 'cameras in stores tells us a lot about consumer behaviour' but they are not 'surprised' by this – Nathan says 'we all know that' and Stella says it's 'well documented'.

27 C specific questions = their interactions with customers . . . What, precisely, should they ask customers; every day = on a daily basis

28 A written records = keep an account . . . the document; each week = every Friday

Distraction B might be tempting because of Nathan's reference to 'computer', but Stella says the format doesn't matter and there is no reference to 'studies'.

29 F regular meetings = get your staff together round a table

Distraction E might be tempting because Stella asks about 'looking ahead and deciding what to do next' but Nathan says this is not the point made by *Business Guide*.

30 D individual responsibility = delegating . . . so that each staff member is accountable for market research in one area of the business

LISTENING PART 4

Questions 31–40

31 elderly / old except for the = the only group for whom

32 meals / food / eating before = and then had their meals

Distraction Both night time and waking up are mentioned, but both are dismissed as there is 'no research to back this up'.

33 digestion speeds up = increases the rate at which

Distraction 'Stomach' is mentioned but doesn't fit the gap.

34 temperature cannot control = ability to regulate . . . was compromised

35 skin / complexion results in better = improves the condition of

36 headaches had fewer = were affected more frequently

37 anxiety suffered more = reported increased feelings of

38 swallowing have difficulty = found problematic

39 athletes particularly = for example

40 salt / sodium have high levels = contains such a high proportion

READING PASSAGE 1

Questions 1–14

1 TRUE

2 FALSE

3 NOT GIVEN

4 NOT GIVEN

5 TRUE

6 FALSE

7 TRUE

8 F

9 A

10 C

11 G

12 D

13 E

14 G

READING PASSAGE 2

Questions 15–27

15 feasibility

16 goals

17 structure

- 18 temperament
- 19 weaknesses
- 20 protection
- 21 insurance
- 22 litigation
- 23 finances
- 24 copyright
- 25 Communications
- 26 spokesperson
- 27 respect

READING PASSAGE 3

Questions 28–40

- 28 ii Types of kite
- 29 i Using kites for scientific research
- 30 iv The beginning of manned flight
- 31 iii Factors that determine whether a kite will fly
- 32 vi Basic features shared by all kites
- 33 Paper
- 34 Bow
- 35 Spine
- 36 abrasive
- 37 A
- 38 A
- 39 B
- 40 C

WRITING TASK 1

Sample answer

Dear George

I'm sorry to be writing with some bad news. I have to tell you that the ski jacket you lent me got torn while I was on holiday. I feel terrible as it was so generous of you to let me borrow it and I want you to know how sorry I am.

The jacket got torn when I was getting it out of the back of the van; it was caught on something and I kept pulling at it, not realising that the fabric was ripping. It's now got a massive tear down the sleeve and I think it's too big to mend.

George, I feel really awful about this and hope you will understand. Please know that I'll replace it when I get home. You can come out with me to the shops and choose another one – even a more expensive one – if you want! I do hope you can forgive me; I didn't mean to be careless.

I'll be in touch as soon as I'm back next month.

Bye for now

Jesse

WRITING TASK 2

Sample answer

Money is something that we need to survive and many people believe that it is a way to measure how successful a person is in life. This essay will argue that money is necessary but it does not equal success for most people.

As society becomes more and more materialistic, money is often equated with success. People want to follow the latest fashion trends, buy new gadgets, drive a prestige car and go on luxury holidays and all of these things require money. On a superficial level, people may look at others who have financial security and money to spare and believe that those people are successful. They may reason that earning a high salary means a person is good at their job so that salary is a reflection of professional success.

This is, however, a small part of the picture. People can be very successful in some professions but not earn a lot of money, for example the Arts, teaching or nursing. Also, a career is just one of many ways to measure success. Happiness, artistic fulfilment, strong relationships and a sense of accomplishment are all valid measures of success in life. We can see many examples in history and in the world today where rich people are not satisfied with their lives; they cannot be seen as successful if they are unhappy with everything they have.

In conclusion, while having a lot of money is something that many people aspire to, it is not, in itself, the best way to evaluate how successful someone is.