

written by IELTS Examiners

# READING PRACTICE



16 full test

General Training Module



**IELTS PRACTICE TESTS**  
**READING**

**TEST 01**

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# Reading General Training Test 01

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**SECTION 1      Questions 1 - 14*****Read the text and answer Questions 1 - 7*****How to Get Here**Flying to Colorado

Save time and money when you book your flights as part of your vacation package. Simply call 877-734-4479. We can save you up to 30%, eliminate the advance purchase penalties, allow you to change your passenger names and flights for free up to 30 days before travel, and avoid Saturday-night stay requirements.

Keystone is easily accessible via:

Denver International Airport (DEN)

Located just outside of Denver, the airport is 90 miles east of Keystone via Interstate 70. DIA is a nonstop destination for over 21 national and international carriers.

Shuttles and car rentals via Hertz are available at the airport.

Vail/Eagle County Airport (EGE) is 65 miles west of Keystone.

Direct flights are available from: Atlanta, Charlotte, Chicago, Cincinnati, Dallas, Denver, Houston, Los Angeles, Minneapolis, New York/LGA, Newark, Philadelphia. Shuttles and car rentals via Hertz are available at the airport.

Colorado Springs Municipal Airport is 109 miles from Keystone.

Shuttles and car rentals via Hertz are available at the airport.

Ground Transportation

Keystone is easily accessible from the Denver International Airport and Eagle County Airport. With onsite scheduled and private shuttle pick up and rental cars you will be on the slopes in no time.

Colorado Mountain Express (CME)

Numerous, daily, door-to-door shuttles to and from Denver International Airport to Keystone. Colorado Mountain Express also offers private chauffeured travel with CME Premier. Our Mountain Concierge can book your CME reservation for you as part of your vacation package.

Scheduled Shuttle Service via CME

Colorado Mountain Express provides shuttles service to and from the Resort throughout the day. Shuttle service is not available for flights arriving at the airport later than 8:30pm or departing earlier than 10:00am. Please consider booking a rental car if you are arriving or departing when the shuttle is not available.

Private Shuttle Service via CME

Colorado Mountain Express provides shuttles service to and from the Resort throughout the day. Shuttle service is not available for flights arriving at the airport later than 8:30pm or departing earlier than 10:00am. Please consider booking a rental car if you are arriving or departing when the shuttle is not available.

**Questions 1 - 7**

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

**TRUE** - if the statement agrees with the information

**FALSE** - if the statement contradicts the information

**NOT GIVEN** - if there is no information on this

1 If you combine your flight and holiday booking, you do not need to stay on a Saturday night.

2 To arrive at Keystone from DEN you can take the Interstate 70.

3 Indirect flights are available to EGE from Miami.

4 Colorado Springs Municipal Airport is closer to Keystone than DEN is.

5 CME Premier is the most expensive CME service.

6 CME shuttle service is not available 24 hours a day.

7 The CME private shuttle and CME scheduled service have the same timetable.

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**Read the text and answer Questions 8 - 14****Theme Parks**

Over the past few weeks, I have had the pleasure - and for the most part it really has been a pleasure - of visiting five of our most popular theme parks. I have looked at new attractions, tested my nerves on the big-thrill rides and waited patiently in queues. I took along my sons, aged seven and four, to see which attractions they most enjoyed.

Here are my findings. I hope they will help you decide which park best suits you and your family. Many of the rides have height restrictions, so to avoid disappointment, check details on the relevant website before you set off. With the exception of Legoland, the parks have cafés and restaurants that sell very run-of-the-mill fast food, so I have recommended picnic spots where appropriate.

**Alton Towers**

This is Britain's only proper theme park resort in the Disney mould. The park is set in attractive, expansive grounds around a ruined neo-Gothic mansion and there are two hotels and a water park.

**Best for**

A weekend break for all ages

**What's new?**

In an effort to improve its appeal to families with young children, the park has opened a high-quality aquarium, Sharkbait Reef by Sea Life. Also new is Cloud Cuckoo Land, which includes an impressive indoor soft play area and a rather average musical show.

**Thumbs up**

The park's big draws are its daredevil, state-of-the-art roller-coasters which are genuine thrill rides. Those brave enough to tackle On Air are suspended under the track and "fly" face down. Rita has a terrifying high-speed launch. Oblivion is a sadistic, sheer drop into a black hole while Nemesis is said to be "The World's Most Intense Ride Experience" - it's not, but it is still a blast.

There is excellent entertainment here for all the family. The amazingly elaborate Charlie and the Chocolate Factory ride is a highlight, ending with a simulated ride in a glass elevator. And if you are prepared to get absolutely soaked, Battle Galleons (basically a water pistol fight on a grand scale) is great fun.

**Best for small children**

Old MacDonald's Farmyard - much more charming than Cloud Cuckoo Land.

**Thumbs down**

Given the high cost of admission, there are too many funfair stalls charging several pounds a go.

**Tips**

Plan your day carefully: given the size of the park, you don't want to find yourself zigzagging from one side to the other.

Even on term-time weekdays, waits for the big rides can be more than half an hour, so consider investing in



"Fastrack" tickets. There are various options: Fastrack Scream, for instance, allows you one ride each on Air, Nemesis and Oblivion for £8.

Buy tickets in advance at [www.altontowers.com](http://www.altontowers.com) Not only are they cheaper, but (new this year), you get access to some major rides an hour before the regular opening time.

Alton Towers' enjoyable, Disneyesque hotels are a monorail ride from the park's entrance, and attached to a top-notch, Caribbean-themed and mostly indoor water park. Packages with theme-park entry include the early ride time privileges mentioned above.

Best picnic spots: either on the lawns in front of the mansion, or in the tranquil landscaped gardens.

0870 520 4060; [www.altontowers.com](http://www.altontowers.com) Day tickets bought at the park: adults and over-11s, £36; ages 4-11, £27; family of four, £100.

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**Questions 8 - 14**

Complete the sentences below.

Choose **NO MORE THAN THREE WORDS and/or a NUMBER** from the text for each answer.

8 Check on the website before going so as not to be disappointed by such things as \_\_\_\_\_ .

9 Alton Towers is Britain's only \_\_\_\_\_ style theme park.

10 New at Alton Towers is a play area called \_\_\_\_\_ .

11 If you don't mind getting wet at Alton Towers, try the game \_\_\_\_\_ .

12 One of the negatives is the \_\_\_\_\_ of getting in.

13 If you want to get on some of the big rides early, try booking \_\_\_\_\_ .

14 Perhaps the quiet garden area is a good place to have \_\_\_\_\_ .

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**SECTION 2      Questions 15 - 27*****Read the text and answer Questions 15 - 20*****Top 6 Art Exhibitions**

Don't miss out on the best London exhibitions! Catch one of these great London exhibitions as chosen by our editorial team. For more London exhibitions see our London Arts Guide.

**A    Anish Kapoor: Turning the World Upside Down**

World-renowned sculptor Anish Kapoor once again creates a sensational London exhibition - this time in the open spaces of Kensington Gardens. Kapoor's series of imposing stainless-steel mirrored sculptures are gathered together for the first time in London, reflecting the luscious surrounds of the Royal Park. Until 13 Mar.

**B    Pioneering Painters: The Glasgow Boys 1880-1900**

The Glasgow Boys were a loose-knit group of painters who caused a stir in the late 19th-century art world with their experimental and ambitious work. Pioneering Painters is the first Glasgow Boys exhibition in London for more than 40 years, and includes more than 80 paintings. Until 23 Jan.

**C    Journey Through the Afterlife: Ancient Egyptian Book of the Dead**

Explore ancient Egyptian beliefs about the afterlife in a fascinating new exhibition at the British Museum. Journey Through the Afterlife: Ancient Egyptian Book of the Dead displays 3,500 year-old artefacts and documents including spells, haunting images and rituals that helped to prepare the dead for the afterlife. Until 6 Mar.

**D    GSK Contemporary - Aware: Art Fashion Identity**

GSK Contemporary takes over the Royal Academy's 6 Burlington Gardens building for the third year running, showcasing the work of 30 artists. This year the exhibition has a fashion theme, looking at how artists and designers use clothing to reveal elements of our identity. Until 30 Jan.

**E    Veolia Photographer of the Year**

See a stunning collection of images from the natural world as the prestigious Wildlife Photographer of the Year competition returns to London. The winner, runner-up and commended photograph in each category are on display at the Natural History Museum. Photos are of underwater scenes to urban wildlife. Until 11 Mar.

**F    The Unilever Series: Ai Weiwei**

Chinese artist Ai Weiwei has laid more than 100 million porcelain sunflower seeds in Tate Modern's Turbine Hall for this year's annual Unilever Series. Past commissions have included Doris Salcedo's crack in the floor, Louise Bourgeois' giant spider sculpture and Carsten Höller's slide. Until 25 Apr.

**Questions 15 - 20**

*The text has six sections, A – F.*

*Which section contains the following information?*

15 where to see the top entries in each group

16 where to see some impressive metal objects

17 where to see an unusual floor surface

18 where to see historical objects related to life after death

19 where to see artwork which has been absent from London for some time

20 where to see a wide range of animal habitats

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**Read the text and answer Questions 21 - 27**

**Leisure Time Trends**

Forget about city breaks or whizzing off for a long weekend in the sun. Learning, it seems, is the new travel and everyone is racing back to school to crack a new skill.

No longer is it considered enough to come home with a winter tan or memories of great restaurant meals, you need to be able to make your own bread or fillet your own fish.

Pottering around craft galleries won't wash - the smart new souvenirs are your very own handcrafted pots, willow garden ornaments or stained glass lampshades.

Some of the motivation comes from the recession. With money tight and jobs insecure, our weekends need to feel worthwhile, industrious and focused. There's been a huge resurgence of interest in home crafts, cookery and gardening as we find pleasure in growing and making our own.

There's never been a better time to be a domestic goddess or a garden god (or vice versa). With the environment also on people's minds, courses that can turn us into good lifers (yes, even with a small back garden) are hugely popular. Learn the basics of keeping hens, bees, even pigs. Start your own allotment; build a wood-burning stove; make your own biodiesel - in fact, why not go the whole hog and build your own straw-bale house?

A weekend is the perfect amount of time for a course. It's not too large a commitment of time or cash and not too embarrassing or gruesome if you discover, very swiftly, that your dream of being the next Cath Kidston or Hugh Fearnley-Whittingstall is pie in the sky. Some courses run from Friday to Sunday, while others last for just a day and many give the impetus to try out a new hobby or skill. Some might even provide a springboard for a new business opportunity.

Carron York who, along with husband Tony, runs pig-keeping courses in Wiltshire, says that lots of people are now keeping pigs, not just as a hobby, but as an extra source of income. "One woman keeps rare-breed pigs to help put her daughters through school," she says. "Others just come along and fall in love."

Above all, weekend courses are great fun. They provide the opportunity to meet like-minded people and are often held in stunning or unusual locations. Some are residential (from country-house hotels to DIY camping in a muddy field); others will require you to make your own accommodation arrangements. Not all these courses are run regularly, so check the websites to find the next date. Some will put on extra weekends if there is enough interest, so ask if a suitable date isn't available. Many only take small groups and book up quickly, so don't delay.

The following weekends offer something for everyone. We've tracked down 50 courses throughout the UK, catering for a wide variety of ages and interests. Happy learning!

**Questions 21 - 27**

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

**TRUE** - *if the statement agrees with the information*

**FALSE** - *if the statement contradicts the information*

**NOT GIVEN** - *if there is no information on this*

- 21 Combining hobbies with holidays is becoming very popular.
- 22 One reason for the boom in learning is that people don't have a lot of money.
- 23 Courses on how to breed livestock are becoming more popular.
- 24 All the courses run for two or three days.
- 25 Some people use the courses to help them start out in business.
- 26 The courses are also great social activities.
- 27 All the courses include somewhere to stay for the duration of the course.

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**SECTION 3      Questions 28 - 40*****Read the text and answer Questions 28 - 40*****LEISURE TIME IN AMERICA**

A As most Americans will tell you if you can stop them long enough to ask, working people in the United States are as busy as ever. Sure, technology and competition are boosting the economy; but nearly everyone thinks they have increased the demands on people at home and in the workplace. But is the overworked American a creature of myth?

B A pair of economists have looked closely at how Americans actually spend their time. Mark Aguiar, at the Federal Reserve Bank of Boston and Erik Hurst, at the University of Chicago's Graduate School of Business constructed four different measures of leisure. The narrowest includes only activities that nearly everyone considers relaxing or fun; the broadest counts anything that is not related to a paying job, housework or errands as "leisure". No matter how the two economists slice the data, Americans seem to have much more free time than before.

C Over the past four decades, depending on which of their measures one uses, the amount of time that working-age Americans are devoting to leisure activities has risen by 4-8 hours a week. For somebody working 40 hours a week, that is equivalent to 5-10 weeks of extra holiday a year. Nearly every category of American has more spare time: single or married, with or without children, both men and women. Americans may put in longer hours at the office than other countries, but that is because average hours in the workplace in other rich countries have dropped sharply.

D How then have Messrs Aguiar and Hurst uncovered a more relaxed America, where leisure has actually increased? It is partly to do with the definition of work, and partly to do with the data they base their research upon. Most American labour studies rely on well-known official surveys, such as those collected by the Bureau of Labour Statistics (BLS) and the Census Bureau, that concentrate on paid work. These are good at gleaning trends in factories and offices, but they give only a murky impression of how Americans use the rest of their time. Messrs Aguiar and Hurst think that the hours spent at your employer's are too narrow a definition of work. Americans also spend lots of time shopping, cooking, running errands and keeping house. These chores are among the main reasons why people say they are so overstretched, especially working women with children.

E However, Messrs Aguiar and Hurst show that Americans actually spend much less time doing them than they did 40 years ago. There has been a revolution in the household economy. Appliances, home delivery, the internet, 24-hour shopping, and more varied and affordable domestic services have increased flexibility and freed up people's time.

F The data for Messrs Aguiar and Hurst's study comes from time-use diaries that American social scientists have been collecting methodically, once a decade, since 1965. These diaries ask people to give detailed information on everything they did the day before, and for how long they did it. The beauty of such surveys, which are also collected in Australia and many European countries, is that they cover the whole day, not just the time at work, and they also have a built-in accuracy check, since they must always account for every hour of the day.

G Do the numbers add up? One thing missing in Messrs Aguiar's and Hurst's work is that they have deliberately ignored the biggest leisure-gainers in the population, the growing number of retired folk. The two economists excluded anyone who has reached 65 years old, as well as anyone under that age who retired early. So America's true leisure boom is even bigger than their estimate.

H The biggest theoretical problem with time diaries is "multi-tasking". Do you measure the time you spend cleaning your house while listening to portable music as "leisure" or "work"? This problem may be exaggerated: usually people seem to combine two work activities, using a laptop computer on a plane, or two leisure ones, watching television and doing something else. The two economists counted many combinations of work and leisure, such as reading a novel while commuting or goofing off on the internet at the office, as time spent working.

I Is all this leisure a good thing? Some part-time workers might well wish they had less leisure and more income. For most Americans, however, the leisure dividend appears to be a bonus. Using average hourly wages after tax, Steven Davis, a colleague of Mr Hurst's, reckons that the national value of five extra hours of leisure per week is \$570 billion, or \$3,300 per worker, every year.

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**Questions 28 - 40**

*The text has nine paragraphs, A-I*

*Choose the correct heading for each paragraph from the list of headings below.*

- i One possible source of inaccuracies
- ii Less time doing chores
- iii A difference between perception and reality
- iv The value of extra leisure time
- v Americans are working harder
- vi Significantly more free time
- vii The effect of including retirees
- viii The need for a wider description of work
- ix An effective system for measuring time spent
- x How Americans think about their time

28

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36

Choose the correct letter, A, B or C.

37 Americans seem to spend more time in the office than people in other rich countries

- A because of the increase in Americans leisure time
- B because of a decrease in leisure time in the other rich countries
- C because of a decrease in office time in the other rich countries

38 One problem with data from the BLS is that

- A it is unclear about out of work time
- B it is limited to factories and offices
- C it does not include leisure time

39 Time-use diaries

- A are only available in America and Australia
- B are the most accurate time use measurement tool
- C provide data for 24 hours of each day

40 Aguiar and Hurst counted multi-tasking activities of leisure and work

- A as free time
- B as work time
- C as neither free time or work time

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## **Answers**

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1 <i>T</i>	14 <i>a picnic</i>	27 <i>F</i>
2 <i>T</i>	15 <i>E</i>	28 <i>x</i>
3 <i>NG</i>	16 <i>A</i>	29 <i>iii</i>
4 <i>F</i>	17 <i>F</i>	30 <i>vi</i>
5 <i>NG</i>	18 <i>C</i>	31 <i>viii</i>
6 <i>T</i>	19 <i>B</i>	32 <i>ii</i>
7 <i>NG</i>	20 <i>E</i>	33 <i>ix</i>
8 <i>height restrictions</i>	21 <i>NG</i>	34 <i>vii</i>
9 <i>Disney</i>	22 <i>T</i>	35 <i>i</i>
10 <i>Cloud Cuckoo Land</i>	23 <i>NG</i>	36 <i>iv</i>
11 <i>Battle Galleons</i>	24 <i>F</i>	37 <i>C</i>
12 <i>high cost</i>	25 <i>T</i>	38 <i>A</i>
13 <i>in advance</i>	26 <i>NG</i>	39 <i>C</i>
		40 <i>B</i>

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**READING**

**TEST 02**

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# Reading General Training

## Test 02

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**SECTION 1      Questions 1 - 14**

*Read the text and answer Questions 1 - 7*

**Set Up Desktop Video Conferencing**

Desktop Conferencing offers an easy, fun and practical way to see and talk to one another over the web, each at your own desk! Here are instructions for what you need to get started, how to set it up, and how to use it.

You will need

A camera with a microphone (around \$80), a computer with a USB port (standard on newer computers), Internet access, MSN Messenger and NetMeeting conferencing software installed, a Microsoft Passport for directory services to contact other users, a video-conferencing partner with all of the above.

Setting it Up

1. Purchase any H320 Standard camera such as a Logitech QuickCamWeb model. Note most popular lower-priced cameras are H320s, more expensive ones are H323 standard. You will want to use the same standard camera as your colleagues.
2. Install the driver from the CD that comes with your camera and plug your camera into your computer's USB port.
3. Install MSN Messenger if you don't have it already. This messaging tool offers a range of features equivalent to AOL's Instant Messenger, with the value that it is integrated into Microsoft products and services. Go to [www.microsoft.com](http://www.microsoft.com) and search for Messenger. Download the program to your hard drive, then double click on it to install. The MSN Messenger Window will open. Click on the link to sign in.
4. Set up a Microsoft Passport if you don't have one already. Click on the link that says 'Don't have a Passport? Get one here'. At the top of this window, it will say 'Don't want to create a Hotmail e-mail account? Try this instead'. Click on this link. We recommend using your `uniqname@uni.edu` mail address as a standard so others in our community can easily locate you. Use whatever password you wish, and Agree to the terms.
5. You will need to reply to the passport confirmation email before you can use the service. This is usually sent to your email account immediately.

Adding Contacts

- Your contacts is a list you create of others with whom you want to video conference. They will also want to add you as a contact. You will need to know their passport email address, and they will need to know your passport email address (therefore, using the `uniqname@uni.edu` standard is valuable in facilitating this step.)
- Open Messenger and sign in with your passport login. Click on Messenger's Add Contacts link on the toolbar. Search for the email address of the person(s) you wish to add as contacts.

**Questions 1 - 7**

Complete the sentences below.

Choose **NO MORE THAN TWO WORDS and/or a NUMBER** from the text for each answer.

- 1 You will need to install two pieces of \_\_\_\_\_ .
- 2 You will need to purchase an H320 or H323 \_\_\_\_\_ camera.
- 3 MSN messenger can be downloaded from the website to your computer's \_\_\_\_\_ .
- 4 It's a good idea to use your 'uni.edu' email address for your \_\_\_\_\_ .
- 5 Before you can use your passport you will need to \_\_\_\_\_ to an email you'll receive.
- 6 To add a contact you will have to have the person's \_\_\_\_\_ address.
- 7 You can find the 'add contacts' command on the \_\_\_\_\_ .

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**Read the text and answer Questions 8 - 14****Tips For Using Language Effectively**

If you want your words to have the greatest appeal and impact, you need to pay special attention to the quality (versus quantity, i.e. “word count”) of your creative writings. Here, we’ll look at seven valuable tips for making your pieces “pop” by employing effective language usage and choices.

**A** Select your words with care.

If you want to pen the strongest, most meaningful works possible, you’ll need to be highly selective when it comes to picking appropriate words and phrases. Even if you’ve been told that your novel, play, or short story needs to be of a minimum length, don’t allow yourself to fall into the trap of inserting bits of “fluffy” (and ultimately hollow) prose just to fill space.

**B** Use your thesaurus sparingly... and with a dictionary in hand.

Your computer’s word processing software probably comes with a built-in thesaurus, which is a boon to writers everywhere. However, though it can be a helpful guide, it’s not a foolproof method of finding the right word. Don’t rely on the thesaurus every time you’re searching for the “perfect” term, as not all the synonyms listed mean exactly the same thing. That being said, there’s nothing wrong with using the thesaurus as a tool... just make sure you have an old-fashioned dictionary on hand to ensure the properness of the word you choose.

**C** Read, read and read some more!

One of the best methods of becoming more literarily confident is to read others’ works. Even if you simply pick up the local paper every morning and peruse the main section, you’ll be increasing your personal stash of words and phrases. When you read a particularly captivating metaphor or a term with which you were previously unfamiliar, take a moment and write it down in a notebook. Then, the next time you’re stumped for something to say, open your personal “dictionary” and find some instant inspiration!

**D** Edit someone else’s creative piece.

When you agree to look over another author’s creative writings as a sharp-eyed editor, you’ll begin to recognise some of the same “traps” that you might have fallen into yourself. These can include the inclination to overuse “filler” words such as “really” and “nice” or reuse the same phrase in practically every paragraph.

**E** Make sure you’re saying what you think you’re saying.

Another common problem that creative writers stumble upon is transferring an idea from the mind to paper (or computer screen.) If you’re not 100% certain that your reader will understand what you’ve written, ask for some help from a friend, editor, or writing coach. After all, if your audience can’t appreciate or follow your story, you haven’t done your job.

**F** Verbosity doesn’t equal greatness.

Many individuals falsely believe that complexity translates to superiority; however, that’s often not the case. Typically, simplicity is the key to making your creative writing sing. Otherwise, your pieces could become so bogged down that no one will be able to plod through the pages or, in the case of poetry, verses.

**G Know your audience.**

Last, but certainly not least, it's important to keep in mind the people who will read your works. For example, if you're putting together a children's book, you'll have to tone down your verbiage; otherwise, your young audience might become bored or confused. Similarly, if you're working on a poem aimed at retirees, the language you use will need to be relevant to your age group, possibly even referring to your readers' shared generational experiences.

Language is a beautiful thing and one of the cornerstones of civilisation. Use it wisely and reap the rewards.

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**Questions 8 - 14**

*The text contains seven sections, A - G.*

*Which section contains the following information?*

- 8 getting help from a friend
- 9 making a personal reference for yourself
- 10 writing for different age groups
- 11 the best kind of published reference books to use
- 12 avoid padding out the text
- 13 the power of keeping things simple
- 14 how to learn by giving feedback

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**SECTION 2      Questions 15 - 27*****Read the text and answer Questions 15 - 21*****Top tips on complaining**

Before you complain

Be clear in your mind why you are dissatisfied. Was it the way you were treated? A wrong decision? Defective goods? What exactly went wrong?

Be clear in your own mind what you want to happen as a result of making a complaint. Do you want an apology? Do you want a different decision? Do you want the proper service that should have been provided in the first place? Do you want replaced goods? You should mention this to the organisation you are complaining to and ask for prompt action.

Who to complain to

This will be different depending on what type of organisation you are complaining to and the scale of your complaint. The following four steps are a general guideline. For more specific complaint procedures see the Information Section where you can find the specific steps for each organisation;

1. You should attempt to resolve your complaint directly with the parties involved: i.e. take the product purchased back to the shop, or attempt to have the service redone.
2. You should contact the relevant senior management or customer services department. It may be necessary to communicate with them several times before taking the next step. Most good organisations will have internal complaints procedures and complaints are often resolved using these. However sometimes they aren't and that's when you should consider the third step. It is worth mentioning that you are considering or have decided to take your complaint to the relevant authorities, sometimes this may provoke more serious consideration of a complaint
3. You should contact the relevant authority or overseer who will be able to give advice on how to exacerbate your complaint if you are still not satisfied. Ask the institution which is the relevant independent ombudsman to whom you can take your complaint. Alternatively you can contact your local Citizens Advice Bureau or Trading Standards Office who will be able to help and give you advice on who you should contact next. Some Ombudsman or executive agencies such as Ofel or Ofgem may take complaints up for you.
4. Finally, if all else has failed then court or arbitration services maybe the final choice. The Legal Section on this site contains information regarding legal options. Small claims court proceedings are inexpensive but time consuming and arbitration is available for many industries and services.

What to Remember

Various valuable hints which should help you to get the result you are looking for:

- Keep a record of events. If you speak to someone on the phone make a note of who you speak to, when and what was said. If you use 'snail mail' then keep a copy of your letter and any replies you receive.
- Keep the evidence. Retain all receipts/invoices, letters and e-mails regarding products and services that you may have purchased/received. If you are asked to present these at any stage then present copies and keep the originals yourself.

- Stay Calm. If you have confronted someone directly then don't let the emotion of the moment get to you. If you are clearly not getting an adequate response then simply take the next step in the procedure as advised above. Don't be shy to use a bit of humour.
- Write clearly and concisely. Be polite and courteous but don't be afraid to convey the detail of any incident and to articulate your disappointment. Be clear about what you think would resolve your complaint.
- You should make an attempt to know your rights. See the Know Your Rights Section of this site if you are unsure.
- Don't give up.
- Praise where praise is deserved. Organisations welcome complaints but most certainly praise too!

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**Questions 15 - 21**

Complete the sentences below.

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

15 It's important to be sure about what you would like the end \_\_\_\_\_ to be.

16 Make your complaint initially to the \_\_\_\_\_ .

17 An organisation may give your complaint more \_\_\_\_\_ if you mention that you are prepared to take it further.

18 The Citizens Advice Bureau will be able to tell you which \_\_\_\_\_ to take your complaint to.

19 The problem with the Small Claims courts is that they can be \_\_\_\_\_ .

20 If you are asked to show evidence, never present \_\_\_\_\_ .

21 If you do get a satisfactory result, give the organisation some \_\_\_\_\_ .

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**Read the text and answer Questions 22 - 27****The Generation Language Gap**

As America changes, the English language changes, too. Some words have vanished and others have appeared to replace them. Words and phrases that mean completely different things. This was illustrated pretty vividly a couple of days ago when we were having our daily budget meeting - that's the meeting when we decide which stories will go on which pages the next day.

Naturally, we've joined the Internet age. We offer morning, afternoon and late afternoon updates as well as Twitter alerts. Since you can use only so many words in a Twitter message, we try to "tweet" a story that's especially important. We have to find something that is "tweet worthy." Managing Editor Samantha Perry wondered how we would have reacted just a few years ago if any of us had suggested that a story was "tweet worthy." My guess is that person would have gotten a lot of stares.

Then sports writer Tom Bone remarked that a World War II soldier who had just come home would think that we're all a bit nutty if he overheard us complaining about the spam in our mailbox. We think of messages while the soldier thinks of hundreds of rectangular cans of Spam overflowing the kind of mailbox we see along the side of the road; in fact, I think a Vietnam soldier from back in the 1960s would have the same vision. Who could imagine that a name for canned meat could become a word that means electronic junk mail?

Terms like PC, Internet and laptop are fairly new, too. Folks who suddenly time traveled here from 30 or 40 years in the past wouldn't understand what we were talking about. To them, a virus is only something that makes you sick. Complaining that your computer has a virus would earn you some stares. A "pop up" would be something that comes from a toaster and a "tweet" would be that sound a bird makes. Frankly, our language wouldn't make much sense.

Even my favorite literary character, Sherlock Holmes, is used in a creative way. If somebody makes a painfully obvious observation - somebody comes into your house soaking wet and you deduce that it's raining outside - your observation is likely to be greeted with something like "No kidding, Sherlock."

Coping with this new, growing vocabulary isn't easy. Sometimes I try to use new words and, again, get stares. Reporter Kate Coil told us the story of an aunt who thought LOL, Laugh Out Loud, meant Lots of Love. She commented on a web page about a relative who had died of cancer, ending her message with LOL. Naturally, a younger person interpreted this a bit differently. "Dude, you aunt is harsh!" he told his friend.

This generation language gap was harsh on me when I tried the teaching profession. A few years ago I was teaching English Composition at a Virginia high school, and my kids often didn't understand my vocabulary. Another teacher told me that I often "spoke over the head" of the students. Frankly, I thought they had a pretty poor vocabulary. Most of them rarely read anything longer than a text message - another term I wouldn't have understood 20 years ago - so their vocabulary is pretty limited.

I'm not the only person who has these feelings. I sometimes visit YouTube and watch programs like "The Adventures of Sherlock Holmes." Naturally, fellow Holmes fans and myself will comment about the shows and talk about related subjects. One time we started lamenting the fact that our language seems downright crude compared to the flowing phrases used in Victorian England.

I said that Holmes and his friend and colleague, Dr. Watson, might as well be speaking Russian as far as my students were concerned. However, one person argued that kids' vocabularies are more about English changing than decaying. They have different priorities and different needs, so they need new words to go with them. I'm fine with that as long as I don't get compositions written in texting language, a habit that dropped more than one grade under my control. I insist on real words, not text slang or text abbreviations.

My students thought I was harsh.

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**Questions 22 - 27**

Choose the correct letter, A, B or C.

22 At the budget meetings the publishing team

- A discuss the impact of the Internet on their business
- B joke about the way language is changing
- C talk about how to organise their content

23 Tom Bone thinks that World War II soldiers

- A would probably disapprove of the use of the term SPAM
- B would be happy to receive 'spam' in their mail box
- C would think the people of today to be a bit crazy

24 The reporter Kate Coil

- A tells a funny story
- B gives an example of how young people can misinterpret language
- C describes how her aunt misinterpreted LOL

25 When teaching English composition

- A the writer's colleague was impressed with the writer's teaching
- B the writer's students were not interested in learning
- C the writer perhaps used the wrong kind of language

26 The writer feels that

- A Victorian English was more sophisticated than today's English
- B young people could learn a lot from Victorian English
- C in some ways Victorian English was more effective than today's English

27 Some people believe that

- A the English used by young people reflects changing times
- B the English language is being decayed by young people
- C young people prefer to use a simpler language

**SECTION 3      Questions 28 - 40*****Read the text and answer Questions 28 - 40***

Languages around the world are dying off at a tremendous rate. Linguists estimate that between 20 per cent and 50 per cent of the 6000 languages now spoken are no longer being taught to children, and will become extinct in the next century. According to linguists at the AAAS, the loss of language is bad not only for linguists but for all humanity. "The world would be less beautiful and less interesting without linguistic diversity," said Michael Krauss of the University of Alaska, Fairbanks. "I challenge anyone to prove to me we are better off without linguistic diversity."

Languages are dying as improved transport and telecommunications bring different peoples into closer contact, and speakers of minority tongues abandon them for the languages of more dominant cultures. Sometimes the switch is voluntary, but often it is forced. Earlier this century, for example, American Indian schoolchildren were punished for speaking their native tongue.

The most basic reason why linguistic diversity should be preserved is that language helps people to retain their culture. But speakers cited several other good reasons too. "As linguists we need linguistic diversity," said Kenneth Hale of the Massachusetts Institute of Technology. "We wouldn't even know what questions to ask with only one language."

Linguists are especially interested in the rules of grammar that seem common to all languages, because they provide important clues to how the mind works. As an example, Hale pointed to the distinction between singular and plural forms, such as "cat" and "cats". Trying to figure out the deeper rule that allows this distinction, a linguist who knew only English might come up with two possible explanations. One is that built into the brain there is a basic binary distinction between "one" and "more than one". Alternatively, there might be in-built distinctions between one subject, two, three or more. In English, it is impossible to tell which of these processes is at work. But by studying many different languages, linguists find the common factor is the binary distinction.

Hale also argued that language should be seen as "the product of human intellectual toil" rather than something that evolves unaided. For example, he studied a language called Damin, an offshoot of Lardil, an Australian Aboriginal tongue. Damin was a special language spoken only by young men in the first few years after their initiation. It was an extremely abstract, simplified form of Lardil, which could be taught to initiates in a few hours. Hale said the genius of Damin was the way it broke Lardil down into its most basic concepts. Lardil, for example, has many words for "fish" while Damin has only two - one meaning "bony fish", and one meaning "cartilaginous fish". This shows that for Lardil speakers, there is a fundamental distinction between the two.

In a similar vein, Lardil has about 90 words to cover pronouns such as "me" and "you" and determiners such as "this" and "that". But in Damin, these are boiled down to two words, "niaa" and "niuu", meaning "I" and "not-I". "I hope you'll realise this is a very big invention," said Hale. "It's not just joking around." It is as if an expert linguist had sat down to make a basic study of the Lardil language, he said. Unfortunately, Damin is no longer spoken, and Lardil is dying out.

**Questions 28 - 40**

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

**TRUE** - if the statement agrees with the information

**FALSE** - if the statement contradicts the information

**NOT GIVEN** - if there is no information on this

- 28 Michael Krauss feels the world does not need so many languages.
- 29 American Indian schoolchildren prefer to speak that mother tongue.
- 30 Kenneth Hale believes we need to keep different languages to maintain different cultures.
- 31 The rules of grammar can help us to understand how people think.
- 32 Lardil is a simplified version of Damin.
- 33 Lardil is now used less than Damin.

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*Complete the summary below.*

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

The (34 \_\_\_\_\_) Kenneth Hale believes that a language develops as a result of (35 \_\_\_\_\_) effort to understand the world, and is not something which simply (36 \_\_\_\_\_). In his work, he shows how breaking a language down to its fundamental (37 \_\_\_\_\_) reveals how its speakers make a (38 \_\_\_\_\_) related things. He gives another very clear example of, what he claims to be a huge (39 \_\_\_\_\_), by pointing to how numerous (40 \_\_\_\_\_) in Lardil are reduced to just two words in Damin.

## **Answers**

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1 <i>software</i>	14 <i>D</i>	28 <i>F</i>
2 <i>standard</i>	15 <i>result</i>	29 <i>NG</i>
3 <i>hard drive</i>	16 <i>parties involved</i>	30 <i>NG</i>
4 <i>Microsoft Passport</i>	17 <i>consideration</i>	31 <i>T</i>
5 <i>reply</i>	18 <i>ombudsman</i>	32 <i>F</i>
6 <i>passport email</i>	19 <i>time consuming</i>	33 <i>F</i>
7 <i>toolbar</i>	20 <i>the originals</i>	34 <i>linguist</i>
8 <i>E</i>	21 <i>praise</i>	35 <i>human</i>
9 <i>C</i>	22 <i>C</i>	36 <i>evolves</i>
10 <i>G</i>	23 <i>C</i>	37 <i>concepts</i>
11 <i>B</i>	24 <i>A</i>	38 <i>distinction between</i>
12 <i>A</i>	25 <i>C</i>	39 <i>invention</i>
13 <i>F</i>	26 <i>A</i>	40 <i>pronouns</i>
	27 <i>A</i>	

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**TEST 03**



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# Reading General Training Test 03

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**SECTION 1      Questions 1 - 14**

*Read the text and answer Questions 1 - 7*

**HOSTEL RULES AND REGULATIONS****1. BEHAVIOUR AND DISCIPLINE**

1.1 Hostelites are expected to display acceptable forms of behavior, maintain discipline and decorum in the hostel complex.

1.2 Smoking is not allowed in the hostel complex at anytime.

1.3 Possession, distribution and consumption of alcoholic beverages, prohibited drugs, chewable tobacco in the hostel complex is not allowed.

1.4 Parties, social or political gatherings in the hostel complex are not permitted without the prior and written consent of the accommodation officer.

1.5 Hostelites must return to the hostel by 8 pm everyday and are not allowed to leave the hostel before 6 am.

1.6 The hostelites will be allowed to stay out of the hostel on submission of proper application duly authorized by a parent and only if the permission granted in writing by the accommodation officer.

1.7 A hostel campus should be a place where students can have the best possible conditions for studying and adequate rest. As such due consideration must be accorded to other hostelites at all times. Noise level must be kept low to allow other's the opportunity to study or sleep in comfort. Television, radio etc provided in the common room must be switched off or volume turned down after 10:00 pm. These rules are intended to ensure a conducive environment for all hostelites.

**2. UPKEEP OF THE HOSTEL**

2.1 Hostelites are responsible for keeping their rooms and the common areas in the hostel such as visitor's area, bathrooms, stair case, and common room etc clean and tidy at all times.

2.2 All fans, lights and electrical appliances must be switched off when not in use.

2.3 Cooking, making tea etc is not allowed in the hostel.

2.4 Common hostel furniture must not be moved without the permission of the accommodation officer.

2.5 Any damage to the hostel property must be reported immediately to the accommodation officer. Hostelites will be charged for all damages except damages caused by normal wear and tear.

2.6 Pasting of posters, writings, wall chalking, slogans of any kind or defacing the hostel in any form is not allowed.

2.7 The hostel management reserves the right to make spot checks on the hostel and rooms without having to give prior notice to the students.

2.8 Electricians, contractors or any other service person may enter rooms as and when necessary in the course of their duty under the directive of the accommodation officer. However, every effort will be made to respect the privacy and dignity of the hostelites.

2.9 The hostel management reserves the right to move hostelites to other hostel units if there is a necessity.

### 3. VISITORS

3.1 Visitors including parents are allowed only into the visitor's area of the hostel during the visiting hours as follows. Weekdays: (Monday-Friday) - 5:00 pm to 8:00 pm & 7:30 am to 8:30 am, Weekend (Saturday, Sunday) and holidays- 7:30 am to 8:00 pm

3.2 All visitors must register at the guard house and provide all details and documents as requested by Security before entering the hostel complex. All visitors must leave the hostel complex by 8:00 pm.

3.3 Hostelites are not permitted to allow visitors of the opposite sex into rooms at any time for whatever reason. Any hostelites found violating this rule will be evicted from the hostel.

3.4 Non-Hostel students are prohibited in the hostel without the permission of Residential Warden. The student who violates this is answerable to the Warden.

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**Questions 1 - 7**

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

**TRUE** - if the statement agrees with the information

**FALSE** - if the statement contradicts the information

**NOT GIVEN** - if there is no information on this

- 1 Guests are allowed to smoke in restricted areas of the hostel.
- 2 Guests are not allowed to have parties anywhere in the hostel complex.
- 3 After 10:00 pm the noise level of appliances must be lowered.
- 4 Guests should not change the position of hostel furniture.
- 5 Hostel management cannot enter a student's room without informing them previously.
- 6 Parents are allowed to visit their children in their rooms on Saturday and Sunday from 7:30 am to 8:00 pm.
- 7 All visitors must show their driving licence or passport at the guard house.

**Read the text and answer Questions 8 - 14****Long-Haul Flights**

A couple of weeks ago, I was reminded of the realities of a long-haul flight - overnight across the Atlantic. My neck was locked rigid and my legs were twisted, shins cramped against the underside of the seat in front and knees jammed against the seat back. Nevertheless, after three or four hours of fitful wakefulness, I managed to drop off to sleep. Then, as they always do in economy, the crew switched on the cabin lights so that they could serve breakfast. It is the most brutal awakening and the nadir of most night flights.

Short of using ear plugs and an eye mask and hanging a "Do not disturb notice" around your neck, I can't think of a way around this particular downside to long-haul flying. But there are some things you can do. Here are 5 tips to make a long journey more bearable.

**1 Book a decent seat**

Most airlines that fly long haul allow you to select your seat well in advance of the flight via their website. Some have started to charge for this privilege. In BA's case, it will cost you £25 per seat for return flights in the World Traveller cabin (long haul, economy class).

However, free seat choice and online check-in opens 24 hours before departure. When I checked a couple of virtually-full flights recently, I found that there were still plenty of seats that hadn't been booked. So, as long as you are well organised and log on at the right time, you should be able to get decent seats. Choosing the best seat to book is the next problem. Bulkhead seats and seats in the emergency-exit row (for which you often have to pay extra) are popular. Seats in the emergency-exit row give you extra legroom but you are right by the lavatory door, and the legroom in the seat nearest the side of the plane is compromised because part of the door juts out. The bulkhead seats at the front of the cabin seem attractive since there is no one in front of you to recline a seat into your space. But it is also the row most often used by parents with babies.

**2 Fly east to west**

This will work only if you are travelling around the world, but it is a strategy worth considering for those flying to Australia or New Zealand, when a round-the-world ticket may be the same price as a normal return, or only slightly more expensive.

If you do circumnavigate in this way, you will avoid the worst effects of jet lag. Flying east to west means that your body adjusts more easily to the new time zone and you can sleep in for longer, rather than find yourself lagging behind the clock. However, the time you gain on each leg will be lost the moment you cross the International Date Line in the Pacific Ocean, when suddenly an entire day will be wiped out. Travel the other way and you will gain a day, but lose time on each leg.

**3 Use a top-quality agent**

One area in which travel agents can still give good advice on a consistent basis is long-haul travel. The complexity of possible routings, fares and airlines, especially on a round-the-world ticket, is not something that lends itself well to online systems. An idea or suggestion from an on-the-ball consultant who is compiling itineraries every day could save you both time and money.

**4 Pick the best airline**

There is no doubt that the top airlines have significantly improved things for long-haul passengers over the

past three or four years. Key developments include seats with more space in front of your knees; "wings" on the headrests to support your head; and on-demand seat-back entertainment so that you can choose what you want to watch and when and can put programmes on pause. But not all airlines offer equal standards of service or the same amount of legroom and, since there is a choice of carriers on nearly all routes, it is worth thinking about more than just the cheapest fare when deciding who you fly with.

#### 5 Avoid peak-time flights

You will have more space, more air, more personal service and a nicer experience all round on a half-empty flight. Since fares vary according to demand, you are also likely to pay less for it. A good agent (see above) will be able to advise on the quietest times on individual routes but obvious times to avoid are school holidays, weekends and Monday - the busiest flying day of the week.

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**Questions 8 - 14**

Complete the sentences below.

Choose **NO MORE THAN THREE WORDS** and/or a **NUMBER** from the text for each answer.

- 8 The author feels that the worst part of the flight is when the \_\_\_\_\_ go on before breakfast.
- 9 Some airlines have started to charge for the \_\_\_\_\_ of booking a seat in advance.
- 10 Emergency-exit row seats have the problem of being next to \_\_\_\_\_ .
- 11 One way to reduce jet-lag is to \_\_\_\_\_ the globe east to west.
- 12 Despite online systems, \_\_\_\_\_ are still a useful source of help particularly for round-the-world tickets.
- 13 'Wings' on headrests are an example of recent \_\_\_\_\_ in seat comfort.
- 14 You may pay less for an off-peak flight because fares depend on \_\_\_\_\_ .

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**SECTION 2      Questions 15 - 27*****Read the text and answer Questions 15 - 21*****Safety and Security****A Civil Unrest/Political Tension**

You should avoid any large public gatherings or political demonstrations as they may turn violent.

**B Crime**

Petty crime targeting foreigners, including pickpocketing, mugging and theft, occurs throughout Turkmenistan particularly on trains (commonly on overnight rail services) and in markets.

Travellers have been robbed when using unofficial taxis. You should seek assistance from staff at hotels, restaurants or places of entertainment to book a licensed taxi.

Crime levels are higher at night. You should avoid walking alone and avoid using public transport after dark. Women can be subjected to verbal and physical harassment. You should take care when travelling alone and pay attention to your immediate surroundings.

There have been reports of harassment, mistreatment and extortion by police or other local officials.

Gangs of bandits are known to operate in the south-east area of the country.

**C Local Travel**

Identity checks are common and you should carry identification with you at all times and ensure all travel documents are in order. Foreigners may be subject to increased security checks and scrutiny from internal security, including questioning and car and home searches.

The regions bordering Afghanistan, Iran and Uzbekistan, areas of the Caspian coast and Dashoguz are designated restricted zones and are closed to foreigners without government permission.

Road conditions and driving standards are poor. Roads can be particularly hazardous in winter and spring, when avalanches and landslides occur. Driving at night is also particularly dangerous. Access to service stations can be limited in rural areas.

Arbitrary police checks and security checkpoints on roads are common. You should carry a copy of your passport and visa at all times.

Rail travel can be unreliable and dangerous due to criminal activity. If you are travelling overnight, store your valuables in a safe place. Do not leave the compartment unattended and secure the door from the inside.

**D Airline Safety**

Airline and air charter safety and maintenance standards vary throughout the world. It is not known whether maintenance procedures and safety standards on aircraft used on internal flights are always properly observed or whether passengers are covered by airline insurance.

**E Money and Valuables**

Before you go, organise a variety of ways to access your money overseas, such as credit cards, travellers' cheques, cash, debit cards or cash cards. Australian currency and travellers' cheques are not accepted in many countries. Consult with your bank to find out which is the most appropriate currency to carry and whether your ATM card will work overseas. Turkmenistan is predominantly a cash economy and travellers' cheques are only accepted in some major hotels. There are no ATMs in Turkmenistan. The official currency is the Turkmen Manat (TMM). US dollars are readily exchanged. To avoid difficulties, ensure banknotes are in good condition. You should exchange any unspent local currency prior to departure as you may not be able to exchange it outside Turkmenistan.

**Questions 15 - 21**

*The text contains five sections, A - E.*

*Which section contains the following information?*

15 random security checks made by the police

16 areas of the country that foreign visitors are not allowed to enter

17 a caution about your banknotes

18 using buses and trains at night

19 advice about crowded areas

20 advice about taking a cab

21 the possibility of having your car searched

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**Read the text and answer Questions 22 - 27**

**Tourism in Mexico**

They appear out of nowhere like a heat-addled mirage on the flat, straight, mangrove-fringed road. The first sign of humanity in 40 miles, the tourists have ripened to pink under the glare of the tropical sun, with their legs wrapped around shiny red all-terrain vehicles buzzing down the asphalt like one giant invasive insect.

It's a strange sight, all right. But it's eclipsed moments later by an even stranger one. Looming on the Caribbean just beyond the end of the road is the world's largest cruise ship, the Independence of the Seas, harboring a bounty of 3,811 passengers.

Thanks to cruise ships like this one, Mexico's Costa Maya (not to be confused with the Riviera Maya farther north), set along a once mostly deserted stretch of the Yucatán Peninsula, is becoming one of the most visited, albeit least known, tourist regions in the nation. In 2006, just five years after the opening of the cruise ship facility here, 850,000 passengers sailed into port. By then, the once tiny fishing village of Mahahual had exploded from 80 souls dependent on the sea, to 3,500 dependent on tourism.

The region begins about 80 miles south of Cancun and stretches from the vast Sian Ka'an Biosphere Reserve almost to the Belize border. It encompasses huge swaths of protected jungle, a number of lesser-known Maya archaeological sites, indigenous villages, pristine lagoons and top-notch diving. Plans call for low-rise, low-density development emphasizing small, eco-friendly hotels that cater to adventure seekers and cultural travelers.

South of Tulum, a lengthy stretch of almost uninterrupted resort development comes to an abrupt halt at the northern edge of the Sian Ka'an Reserve. The UNESCO World Heritage site (whose name is Maya for "where the sky is born") is a 1.3-million-acre haven of tropical forest and wetlands. It's alive with more than 300 bird species, pig-like peccaries, monkeys, puma and jaguar. It harbors turquoise lagoons where orchids and bromeliads cling to mangroves whose spiny roots grasp the earth like gnarled fingers.

Save for a few fishing lodges, Sian Ka'an isn't set up for overnight visitors. But day trips are organized by a number of tour operators, including Community Tours of Sian Ka'an, a cooperative formed in an attempt to keep profits - and residents - in the small Maya town of Muyil.

**Questions 22 - 27**

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

**TRUE** - *if the statement agrees with the information*

**FALSE** - *if the statement contradicts the information*

**NOT GIVEN** - *if there is no information on this*

22 The Independence of the Seas is currently the largest ship in the Caribbean.

23 Costa Maya is still not well-known by tourists.

24 Mahahual now has a population of 3,500.

25 Costa Maya is a great place for tourists who enjoy diving.

26 The UNESCO site has a larger area of tropical forest than any other area of Mexico.

27 It's difficult to find a hotel with vacancies in Sian Ka'an.

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**SECTION 3      Questions 28 - 40**

*Read the text and answer Questions 28 - 40*

**Emerging Tourist Destinations**

A The rise of emerging economies marks the third revolution the travel industry has undergone in the past 50 years. The first came in the 1960s, in the shape of cheap air travel and package tours. Rising incomes enabled people of modest means to travel more, to farther-flung parts of the globe, and to take advantage of “all-in” offers that may have included sightseeing trips, scuba diving or camel rides. The second was the advent of the internet, which has allowed millions to book flights, hotels, hire cars and package tours without going near a high-street travel agent.

B Now fast-growing emerging economies-not just Dubai but also the BRICs (Brazil, Russia, India and China) and others, such as South Korea and Vietnam-are changing the world of travel once again, either as destinations or as sources of newly affluent travellers. Often, citizens of these countries are visiting similar, emerging lands. Last year, for example, Russians made a total of 34.3m trips abroad, up from 29.1m in 2006. Turkey was their most popular destination, followed by China and Egypt. The Chinese head the table of visitors to Vietnam.

C The WTTC claims that travel and tourism is the world's biggest industry in terms of its contribution to global GDP and employment. The lobby group forecasts that global travel and tourism will account for \$5.9 trillion of economic activity in 2008, or about 10% of global GDP, employing 238m people. It expects employment to rise to 296m in the next decade. In fact, assessing the scale of the industry is not straightforward. When all travel and tourism is lumped together, so that everything from airlines to cafés counts, it is no surprise that the WTTC's total is so large. As a rule, restaurants do not record whether they are serving tourists, business travellers or locals out for a meal.

D For the next year or two, the travel industry is likely to find its long-standing customers in rich Western countries a less than reliable source of growth. As American families plan their holidays, many will be worrying about the frailty of their country's economy, the rising cost of petrol and-for those venturing outside the United States-the weakness of the dollar. They are delaying booking in the hope of nabbing cheap, last-minute deals. They certainly seem to be spending less. On May 7th Orbitz, an American online travel-firm, posted a first-quarter net loss of \$15m compared with a net loss of \$10m a year earlier. The majority of its business is domestic bookings, which were 6% lower in the first quarter than a year earlier, at \$2.4 billion.

E For faster growth, the industry will have to look to emerging economies. These are becoming increasingly well established as places to visit. Now they are starting to provide more visitors too. According to McKinsey, a consulting firm, by the middle of the next decade almost a billion people will see their annual household incomes rise beyond \$5,000-roughly the threshold for spending money on discretionary goods and services rather than simple necessities. Consumers' spending power in emerging economies will rise from \$4 trillion in 2006 to more than \$9 trillion-nearly the spending power of western Europe today.

F Some of that extra purchasing power will go on travel, at home and abroad. Western companies are flocking into the developing world to prepare for these new tourists. “The Middle East, India and China are the next big thing,” predicts Bill Marriott, the chairman and chief executive of Marriott, an American hotel chain. He thinks that the industry will be bigger in the Middle East, where he is planning to build 65 hotels by 2011, than in India. China will dwarf even the Middle East.

G Last year the number of visits abroad by the Chinese reached 47m, 5m more than the number of foreign visitors to China. The Chinese also made 1.6 billion trips at home—a staggering total, but not much more than one each. According to WTTC forecasts, Chinese demand for travel and tourism will quadruple in value in the next ten years. At present China ranks a distant second, behind the United States, in terms of demand, but by 2018 it will have closed much of the gap.

H Other emerging economies have woken up to the spending power of Chinese tourists. Mexico is one: AeroMéxico will begin direct flights between Mexico City and Shanghai at the end of May. The plan is to fly twice a week. In Vietnam, home to one of the fastest-growing tourist industries in the world, Chinese and other Asian tourists are overtaking Westerners. In the first 11 months of last year 507,000 visitors came to Vietnam from China, along with 442,000 from South Korea and 376,000 from America. The Tourism Authority of Thailand is also counting on more Chinese custom. It forecasts that 1.3m Chinese will visit the country this year, 10% more than last year when visitors were put off by Thailand's unsettled politics.

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**Questions 28 - 40**

*The text contains eight paragraphs, A - H.*

*Which paragraph contains the following information?*

- 28 The nationality of the largest group of visitors to Vietnam
- 29 A summary of three changes in the travel industry
- 30 An increase in the spending power of some economies
- 31 The countries where new tourists are coming from
- 32 A pessimistic outlook for established markets
- 33 Complexities in measuring the size of the travel industry

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

**TRUE** - if the statement agrees with the information

**FALSE** - if the statement contradicts the information

**NOT GIVEN** - if there is no information on this

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- 34 Most of Orbitz customers do not travel abroad.
- 35 Next year a billion people will receive \$5000 more income per year.
- 36 Bill Marriot plans to build more hotels in China than in the Middle East.
- 37 The number of overseas visits by the Chinese was 5m more last year than the year before.
- 38 In the next decade, travel and tourism in China will become four times larger than it is today.
- 39 AeroMéxico will start direct flights to Vietnam within the next two years.
- 40 Thailand expects to see 10% more visitors this year than last year.



## **Answers**

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1 <i>F</i>	14 <i>demand</i>	27 <i>T</i>
2 <i>F</i>	15 <i>C</i>	28 <i>B</i>
3 <i>T</i>	16 <i>C</i>	29 <i>A</i>
4 <i>T</i>	17 <i>E</i>	30 <i>E</i>
5 <i>F</i>	18 <i>B</i>	31 <i>B</i>
6 <i>F</i>	19 <i>A</i>	32 <i>D</i>
7 <i>NG</i>	20 <i>B</i>	33 <i>C</i>
8 <i>cabin lights</i>	21 <i>C</i>	34 <i>T</i>
9 <i>privilege</i>	22 <i>NG</i>	35 <i>F</i>
10 <i>the lavatory door</i>	23 <i>F</i>	36 <i>NG</i>
11 <i>circumnavigate</i>	24 <i>NG</i>	37 <i>NG</i>
12 <i>travel agents</i>	25 <i>T</i>	38 <i>T</i>
13 <i>developments</i>	26 <i>NG</i>	39 <i>NG</i>
		40 <i>NG</i>

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**READING**

**TEST 04**

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# Reading General Training Test 04

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**SECTION 1      Questions 1 - 14**

*Read the text and answer Questions 1 - 7*

**Getting Around Town**

Don't Have a Car? Here are some of our suggestions for getting around town.

**A Bus It**

Carnegie Mellon and the city's public transportation system, Port Authority Transit (PAT), have an agreement by which degree-eligible students may ride any PAT vehicle when you show a valid Carnegie Mellon ID card. There are numerous buses with stops in the Oakland area, and many of them stop right in front of Carnegie Mellon's campus. Bus schedules are available at the University Center Information Desk, or they can be found online on the Port Authority website: [www.portauthority.org](http://www.portauthority.org)

**B Bike It**

Bring your bike to campus. It's great exercise and there are plenty of free parking spaces (racks) available near class. And when you're ready for a break from hitting the books, there are loads of trails to ride throughout the city.

**C Cab It**

It's not free, but many Carnegie Mellon students use a cab to travel to places like the South Side and the Strip District. People's Cab Co. 412-441-3200; Yellow Cab Co., 412-321-8100; Port Authority Transit (PAT), 412-442-2000

**D Walk It**

There is plenty to do just outside of the Carnegie Mellon campus in Oakland, Shadyside and Squirrel Hill. The Carnegie Museum of Art and the Carnegie Museum of History are right down the street. Not to mention the Phipps Conservatory and Botanical Gardens that will make even a winter day look alive. Squirrel Hill and Shadyside shopping and eateries are within a 20-minute walk from campus.

**E Zip It**

It's about as close as you can get to borrowing the family car. Zipcars are located on and around campus and in several other locations in Pittsburgh. To use them, you sign up for an account online and get a card. When you need to get somewhere, book a reservation for one of the Zipcars online and then use your card to unlock the doors during the reserved time.

**Questions 1 - 7**

*The text contains five transport options, A - E.*

*According to the text, which option would you choose if you wanted to do the following?*

- 1 enjoy public gardens
- 2 go to Strip District with two friends
- 3 have a rest from studying
- 4 use a convenient and private form of transport
- 5 have something to eat at Squirrel Hill
- 6 get a little fitter
- 7 visit the Museum of History

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**Read the text and answer Questions 8 - 14****Car Rental Agreement****1. Rental period**

The conditions of this Agreement apply to any vehicles, including replacement vehicles, rented from Avis. Renter will rent the vehicle for the rental period shown on the Agreement. Avis may agree to extend this rental period but the rental period may not normally exceed 30 days. If Renter does not bring the vehicle back on time he is breaking the conditions in the Agreement. Avis can charge Renter for every day or part-day Renter has the vehicle after he should have returned it to Avis. Avis will charge Renter at the contracted rate until it gets the vehicle back.

**2. Renter's responsibilities**

(a) Renter must look after the vehicle and keys. Renter must always lock the vehicle when he is not using it, and he will incur a charge (which Avis will set from time to time) for lost keys. Renter must use any security device fitted to or supplied with the vehicle. Renter must make sure that he uses the correct fuel.

(b) Renter is responsible for any damage to the roof or upper part of the vehicle caused by hitting low objects, such as bridges or branches. This applies irrespective of whether or not Renter has opted for collision damage waiver in accordance with Clause 7.

(c) Renter must not sell, rent or dispose of the vehicle or any of its parts. Renter must not give anyone any legal rights over the vehicle.

(d) Renter must not let anyone work on the vehicle without Avis' written permission.

(e) Renter must let Avis know as soon as he becomes aware of any defect(s) in the vehicle.

(f) Where Avis has agreed to deliver the vehicle to Renter, Renter's liability for damage and theft shall begin on delivery of the vehicle. Renter must bring the vehicle back to the agreed return location, during the opening hours displayed at the rental office. One of Avis' staff must see the vehicle to check that it is in good condition. Where Avis has agreed that Renter may return the vehicle outside of business hours (Monday to Friday 08:00 to 18:00), or where Renter has requested collection of the vehicle, Renter's liability for damage, theft and parking violations shall extend to the earlier of midday of the first working day following the requested collection time or the time of re-inspection by a member of staff.

(g) Damage to the vehicle includes glass and tyre damage.

(h) Renter will have to pay for repairs if the vehicle requires more than Avis' standard valeting (cleaning), or if the vehicle has been damaged either inside or outside (whether or not it is Renter's fault).

(i) Renter must check before he brings back the vehicle that he has not left any belongings in the vehicle

**Questions 8 - 14**

Complete the sentences below.

Choose **NO MORE THAN TWO WORDS and/or a NUMBER** from the text for each answer.

8 Anyone renting a car from Avis has to pay the \_\_\_\_\_ until they return it.

9 It is the Renter's responsibility to make sure that the vehicle runs on the right \_\_\_\_\_ .

10 Collisions with \_\_\_\_\_ which cause damage to the upper part of the vehicle are the Renter's responsibility.

11 No work can be carried out on the vehicle without \_\_\_\_\_ from Avis.

12 On returning the vehicle, it must be checked by a member of \_\_\_\_\_ .

13 Even if the Renter is not at \_\_\_\_\_ they will be expected to pay for any internal or external damage.

14 Before leaving the vehicle, Renters must make sure they have not forgotten any of their \_\_\_\_\_ .

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**SECTION 2      Questions 15 - 27**

*Read the text and answer Questions 15 - 21*

**SM Bus Pass Information**

The Last Day to Pick Up a Fall 2010 ASM Bus Pass or Fall Replacement Pass is December 23.

Spring/Summer Passes - available Starting January 10.

StudentPrint will be closing for the semester at 3 pm on December 23 and the Student Activity Center (SAC) will be closed until Sunday, January 9.

January 23 the last day to pick up a new or replacement bus pass, no exceptions. If you lose your pass between December 24 and January 10, you will not be able to obtain a replacement. However you can purchase deeply discounted ride tickets at the University Bookstore and other locations around Madison.

**Spring/Summer Passes Available January 10**

Spring/Summer ASM Bus Pass distribution starts at 10 am on Monday, January 10. Get your pass at Steenbock Library at the corner of Babcock and Observatory or at the Student Activity Center Main Lobby, 333 East Campus Mall 3rd floor lobby.

From January 10 to January 14 you can pick up a pass at Steenbock Library or the SAC from 10 am to 5 pm. Starting on Tuesday, January 18 through January 28 we'll be open later, 10 am to 6 pm. Please note we will be closed for the Martin Luther King Jr. holiday on Monday, January 17.

After the 28th, passes will be available at StudentPrint for the remainder of the semester. StudentPrint hours are 9:30 am to 6:30 pm Monday through Friday when classes are in session.

You must be registered for Spring Semester 2011 classes and present a valid WisCard or you will not be given a pass. If you have a new WisCard, you must wait overnight for your records to be updated before we can give you a pass.

**Questions 15 - 21**

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

**TRUE** - if the statement agrees with the information

**FALSE** - if the statement contradicts the information

**NOT GIVEN** - if there is no information on this

15 You can pick up an ASM Fall Replacement Pass before the end of the year.

16 The SAC will close at 3pm on 23rd December.

17 Replacement bus passes must be collected before 23rd January if they are lost between December 24 and January 10.

18 Spring/Summer passes can be obtained from the SAC.

19 Probably the best place to get a spring/summer pass in early January is the Steenbock Library.

20 After the 28th January, StudentPrint will be open later than usual.

21 If your WisCard is not new, you can get your spring/summer pass without waiting.

**Read the text and answer Questions 22 - 27**

**The Bicycle**

The last decade saw some big changes in cycling in technology, culture, infrastructure, and yes, even fashion.

A Carbon Fiber frames have gone from novelty to mainstream: Most brands of road bikes are now offered in carbon fiber and not just aluminum or steel. Bicycle companies have done the research and development to make reliable carbon frames and composite frames. Mountain bikes frames are also offered in carbon, which shows how reliable the new carbon frames are. Not only are these bikes now lighter in weight, they are also performing better than ever.

B Maturing of full-suspension bikes: the full suspension mountain bike has been improved and refined to specifically handle different types of terrain. The suspension is also adjustable so that your body type and riding style can be optimized for you. Like everything else, full-suspension bikes have become a lot lighter, which is a blessing for all riders.

C Another technology break-through: Disc brakes really came out and were perfected in the last decade. Disc brakes (mechanical or hydraulic) are able to generate much higher clamp forces than rim brakes. Disc brakes tend to perform equally well in all conditions including water, mud, and snow. Unlike most rim brake designs, disc brakes are compatible with bicycle suspensions.

D Electronic Gear-Shifting technology has spent a long time in development and in the 2009 season, battery-powered derailleurs which makes gear changes perfect every time and even compensates for traditional crossover problems. The rechargeable batteries are spec'd to last over 1,000 miles between charges. Campagnolo has also been working on electronic gear-shifting as well, but decided to hold off until the economy improves -presumably about 2012.

E A better light in the dark: Bicycle lights have made some big advancements. In the last few years, they have become smaller, brighter, lightweight and less expensive. LEDs lights have taken over the "Be Seen" market with small, light-weight, multi-functioning modes including strobe modes for improved "Be Seen" visibility. LEDs have also taken over the bright light market making night rides both on and off road not only safer, but fun. You no longer run out of road before you run out of light. In addition to increased lumens they also come with lightweight lithium Ion rechargeable batteries that complement our light weight bikes.

F Cruisers became popular again. A wave of fun and classic-styled bikes with upright seating and balloon tires spread like an ocean wave from Southern California across the USA. Cruisers were back! New manufacturers dedicated to the cruiser market brought fun, whimsical styling and beach-inspired designs to bikes in the 2000's. Many of the major bike manufacturers now have at least one, if not an entire line of cruisers. What's not to love?

G Ahh! The Comfort Bicycle, an ideal bicycle for riding on smooth park trails or paved paths also became very popular over the last decade. These hybrid bikes with a soft ride typically have a modified mountain bike frame with a tall head tube to provide an upright riding position. These bikes are the perfect bikes to entice bike newbies or those who are returning to cycling with their comfort, ease of ride and a position that gives them confidence. We can never do too much to try to win more converts to cycling!

H The Boy's Club opened its doors. Major bicycle companies started thinking about women. In the past ten years, many companies dropped the “shrink it, and pink it” design theme for women's bikes, and actually took into consideration the geometry of women's specific fit bicycle frames and women's specific saddles for both road and mountain bikes. Trek was the first of the major bicycle manufacturers to take the lead and introduced their 'WSD' (Womens Specific Design) in 2002, and Specialized brought out their Allez Dolce women's road bike in 2003. Whether or not you think women need a road or mountain bike designed for women's geometry or not, it definitely was a marker as bicycle companies made a real effort to cater to women. By mid-decade, women's specific bikes for road, mountain or triathlons got a big upgrade in quality: lightweight composite or carbon fiber frames and premium components. It was about time!

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**Questions 22 - 27**

*The text contains eight paragraphs, A - H.*

*Which paragraph contains the following information?*

22 an improvement for people riding at night

23 an improvement for a smoother ride on all surfaces

24 improved materials for better performance

25 the company which started to cater for both sexes

26 the return of a quirky, older fashion

27 more stopping power

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**SECTION 3      Questions 28 - 40**  
***Read the text and answer Questions 28 - 40***

**Green Transport**

A Society has tended to be shaped by its modes of transport, from the horse and cart to the car and the plane. Now, though, our world and its transport systems are being shaped by the threat from climate change. In the UK, transport alone accounts for around a quarter of greenhouse-gas emissions, so the big question is how we can make it green.

B This challenge has become more pressing since the government released its white paper on energy and climate change in July. With slashing emissions by 80 per cent by 2050 now an official target, the spotlight of transport research has shifted from miles per hour on to miles per gallon, says Roger Kemp, professor of engineering at Lancaster University. This shift has been helped by the white paper's emphasis on green transport, and boosted by its prediction that an estimated 1.2 million extra green energy jobs will be created by 2020. "Green energy for transportation is a huge marketplace," says Barry Potier from Resourcing Solutions, a recruitment consultancy based in Ruscombe, Berkshire, that specialises in renewable energy.

C To sustain this marketplace, the UK will need a strong base in terms of expertise. Combine this with the fact that there is a real shortfall in people with the technical skills required, says Potier, and those who have the qualifications can have their pick of the jobs. "Energy should be the career of choice for all scientists, technicians and engineers at the moment - it's a no-brainer," adds Kemp.

D So where should you begin? In such a broad industry the options can be overwhelming, so focus on getting a grounding in an applied science or engineering, advises Tristan Smith, a mechanical engineering research assistant at University College London. "Employers are looking for excellent knowledge of first principles, rather than someone who can just 'talk the talk' ". It doesn't necessarily pay to start with the greenest companies either. Large engineering firms, such as Rolls-Royce or BAE Systems, might not be the poster boys of sustainable development at the moment, says Smith, but they do have the funding and graduate training schemes to give you the best start.

E All transport methods will be affected by the government's target, with the Royal Society saying that "radical" changes in how we travel and the way we fuel our vehicles will be needed. So which area should you specialise in? Road transport is ahead of the game, having received some of the biggest investments for green projects. Steven Chu, the US Secretary of Energy, has stated his belief in the "inevitable transition to electricity as the energy for our personal transportation". Even Google is investing in green cars, bankrolling the futuristic Aptera - which not only looks good, but runs off electricity too.

F Yet despite this support there is still a long way to go. "Your electric car is only as green as your electricity supply," says Jeff Hardy, from the UK Energy Research Centre in London. One of the biggest challenges will be to make sure the electricity we use to charge our cars is low-carbon. What's more, we will need a whole new infrastructure to charge them - think exchanging your battery when you stop at a service station rather than filling the tank. This infrastructure just doesn't exist yet. Then there is all the energy needed to run the new system: "Switching 23 million cars to electric, that requires quite a large extra chunk of electricity that we don't currently produce," says Hardy. According to Smith, these challenges are no bad thing. "If we are going to meet any of our CO2 reduction targets, there's so much for engineers to get stuck into. For anyone who enjoys a challenge, this is the most exciting time since the industrial revolution."



G While electricity for cars is seen as a winning investment, biofuels are more contentious. A recent study by the European Commission predicts that, of all the renewables, biofuels will offer the most career opportunities in the future. Yet confidence in this energy source is far from universal, as producing biofuel would involve encroaching on agricultural land. Even if you could power all cars with it, no one would be able to eat, argues Kemp. Despite these doubts, there is cash available for research. This year the Biotechnology and Biological Sciences Research Council invested £27 million in biofuels by launching the Sustainable Bioenergy Centre, a partnership between academia and industry. There is still hope for biofuels, says Hardy, because there is a lot of interest in what comes next - second and third-generation technologies which move us away from crops as a fuel source and towards using agricultural waste, for instance.

H Using fuel cells to power vehicles is another exciting and hotly debated prospect. "A fuel cell gives us the highest efficiency device for producing electricity that we know of. It produces very low emissions too, so it's efficient and it's clean," says Nigel Brandon, director of the Energy Futures Lab at Imperial College London. Nevertheless, issues such as refuelling and ensuring the energy comes from renewable sources are proving problematic, as is the fact that fuel cells are still expensive to produce. "We need to work to make those fuel cells cheaper, and to do so we need to develop new materials," says Brandon. All these obstacles stand between fuel-cell cars and the mass market. So is it a career dead end for young scientists? Not according to Brandon. "We absolutely have to address our emissions from the transport sector and there are very few ways we can do it," he says. "For young scientists and engineers in the years ahead there are tremendous opportunities to make a contribution. The challenges are there and fuel cells are part of the solution."

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**Questions 28 - 40**

*The text has eight paragraphs, A-H*

*Choose the correct heading for each paragraph from the list of headings below.*

- i Starting point for young scientists
- ii Fuel or food?
- iii Change in focus of research
- iv Problems with the current infrastructure
- v The future role of electricity
- vi Employment opportunities look bright
- vii A low-pollution solution
- viii The need for new infrastructure
- ix Past and present influences on transportation

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*Classify the following statements by person.*

- A Jeff Hardy
- B Nigel Brandon
- C Steven Chu
- D Barry Potier
- E Tristan Smith
- F Roger Kemp

36 thinks that job-hunters face an easy decision

37 thinks that job-hunters need a sound understanding of the basic concepts

38 is quite optimistic about biofuels

39 believes there are great opportunities for job-hunters in fuel cell technology

40 welcomes the problems of moving to electric cars

## **Answers**

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1 <i>D</i>	14 <i>belongings</i>	27 <i>C</i>
2 <i>C</i>	15 <i>F</i>	28 <i>ix</i>
3 <i>B</i>	16 <i>NG</i>	29 <i>iii</i>
4 <i>E</i>	17 <i>F</i>	30 <i>vi</i>
5 <i>D</i>	18 <i>T</i>	31 <i>i</i>
6 <i>B</i>	19 <i>NG</i>	32 <i>v</i>
7 <i>D</i>	20 <i>NG</i>	33 <i>viii</i>
8 <i>contracted rate</i>	21 <i>NG</i>	34 <i>ii</i>
9 <i>fuel</i>	22 <i>E</i>	35 <i>vii</i>
10 <i>low objects</i>	23 <i>B</i>	36 <i>F</i>
11 <i>written permission</i>	24 <i>A</i>	37 <i>E</i>
12 <i>Avis' staff</i>	25 <i>H</i>	38 <i>A</i>
13 <i>fault</i>	26 <i>F</i>	39 <i>B</i>
		40 <i>E</i>

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**IELTS PRACTICE TESTS**  
**READING**

**TEST 05**

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# Reading General Training

## Test 05

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**SECTION 1      Questions 1 - 14**

*Read the text and answer Questions 1 - 7*

**Water Footprint**

Water is the basis of life, and on this planet only a tiny share, less than one percent of all water, is available for nearly 7 billion people and a myriad of freshwater aquatic ecosystems. It's that tiny share of freshwater that we have to use to meet all of our needs: irrigation, industry, drinking water, and sanitation, and the needs of thousands, if not millions, of other species that we share the planet with.

The average American lifestyle demands 1,800 gallons a day to support, with 70 percent of that going to support our diets. If each of us learned how to conserve just a little more water, it could add up to big savings. National Geographic's Freshwater Fellow, Sandra Postel, thinks you should start with these simple changes:

A Choose outdoor landscaping appropriate for your climate. Native plants and grasses that thrive on natural rainfall only are best. (Read more in National Geographic Green Guide's "Plants That Will Suck Your Yard Dry.")

B Install low-flow showerheads and faucet aerators. Because you're saving hot water, you'll also reduce your energy bill. (More at "Bathroom Revamp: Savings by the Gallon.")

C If you're in the market for a toilet, buy a low-volume, ultra low-volume, or dual-flush model. (Read Green Guide's "Toilet Buying Guide.")

D Fix leaky faucets. All those wasted drops add up - sometimes to 10-25 gallons a day. (Learn more on the U.S. Environmental Protection Agency's, or EPA's, WaterSense website.)

E Run your dishwasher and washing machine only when full. When it's time to replace them, buy a water- and energy-efficient model. Remember, saving water saves energy, and saving energy saves water. (Read Green Guide's "Dishwasher Buying Guide.")

F Eat a bit less meat, especially beef. A typical hamburger can take 630 gallons to produce. (Learn more about the water embedded in your food with National Geographic's "The Hidden Water We Use" interactive.)

G Buy less stuff. Everything takes water to make. So if we buy less, we shrink our water footprint.

H Recycle plastics, glass, metals, and paper. Buy re-usable products rather than throw-away, as it takes water to make most everything.

I Turn off the tap while brushing your teeth and washing the dishes. Shave a minute or two off your shower time. Millions of people doing even the little things makes a difference.

J Know the source of your drinking water: the river, lake, or aquifer that supplies your home. Once you know it, you'll care about it. You just won't want to waste water. (Find out more about your water sources with the EPA's "Surf Your Watershed" interactive.)

**Questions 1 - 7**

Complete the sentences below.

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

1 Currently we can only use a very small \_\_\_\_\_ of the total water supply.

The text has ten sections, A - J.

Which section contains the following information?

2 about washing up

3 how much to buy

4 bathroom habits

5 finding out where your consumable water comes from

6 buying a smaller sized product

7 the types of plants you should buy

## **Read the text and answer Questions 8 - 14**

### **How To Shop Green**

Considering "going green"? You're probably not the only one.

Enter almost any grocery store and you're bound to find so-called green cleaning products next to traditional ones. Take Tide Cold Water detergent. Procter & Gamble claims it deep cleans clothes in cold water, cutting down on your energy use, not to mention your energy bill. Car buyers have plenty of environmentally friendly models from which to choose, and energy-efficient appliances get prominent placement on showroom floors. Even retailers are getting in on the act. Sweden-based fashion emporium H&M introduced a green line in spring 2007, offering frocks and tops made with organic cotton.

But while an ever-growing range of "green" consumer products are finding their way into our homes, there is very little in the way of industry standard. One manufacturer's green product may have been produced in an entirely different manner than another's. As a result, experts say it's good to maintain a healthy dose of skepticism when choosing environmentally friendly products, and to rely on a select group of organizations monitoring the practices of certain industries.

#### Do Your Homework

Dig a bit and you'll likely come across the word "greenwashing." This, according to Julia Cosgrove, deputy editor of ReadyMade, a San Francisco-based magazine that focuses on do-it-yourself, sustainable projects, entails marketing a product as environmentally conscious without enough evidence that it really is. "Much of what we're seeing now is just spin," she says. "When you look further, many of these companies are still making a big environmental footprint." Translation: Even if a retailer offers clothes made with organic cotton, chances are they are being shipped via huge, gas-sucking airplanes.

Another example is vinyl. It is used in a great deal of vegan shoes, but the production of the material can create dioxin, a known carcinogen. Clothing company Edun has experienced a case of greenwashing. Although some of its products are made of organic cotton, the company's main objective is to produce ethical (fairly traded, socially responsible) - not green - clothing. Although both concepts are positive, they certainly don't mean the same thing. Edun is an ethical clothing company, and although they take measures to protect the environment, they should not be categorized as green. How to tell one from the other? Look to several watchdog organizations for a real education.

#### Digging Deeper

Netherlands-based Made-By tracks a garment's environmental footprint from the first thread on, and the International Forest Stewardship Alliance certifies wood-made products by ensuring that manufacturers collecting lumber are making the best use of forest resources, reducing damage and waste, and avoiding overconsumption and overharvesting. You can find a complete listing of their findings on [www.fscus.org](http://www.fscus.org).

The Environmental Protection Agency's (EPA) labeling system, Design For The Environment (DfE), ensures that the chemicals in DfE-certified products--like Earth Choice's new range of household cleaners--are environmentally preferable, which means such products are created with lower volatile organic compounds. High levels of these materials can damage soil and groundwater, and emit greenhouse gasses, contributing to global warming.

Kitchen appliances now possess one of the most widely recognized labels, EnergyStar, another EPA-run unit. These labels ensure an appliance meets energy-efficient guidelines set by the EPA and the Department of Energy. Criteria for each appliance differs and can be found on [www.energystar.gov](http://www.energystar.gov) under the Products tab.

"It's a fairly well-known metric that will reduce your energy use and save you money," says Ron Jones, founder of Greenbuilder, a development, media and consulting firm dedicated to sustainable development and green building, of EnergyStar. Often, buying a new, energy-saving air conditioner will save you in the end since older models not only cost more to run but often don't work as well.

Whether you're buying one piece of green clothing or remodeling your entire home with energy-efficient appliances, Jones says it's important to note how your everyday activities affect the environment.

"If you start to look at a person in terms of their individual footprint, which includes their transportation habits, eating habits, clothing and housing, it starts to get very complex," he says. "Think through everything. Determine how it will affect your everyday living conditions, and your quality of life going forward."

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**Questions 8 - 14**

Choose the correct letter, A, B or C.

8 In many car showrooms you can find

- A 'green' cars on special offer
- B 'green cars' are easy to notice
- C green' cars in short supply

9 These days like-for-like green products

- A are manufactured in very similar ways
- B must meet the requirements of a 'standards' organisation
- C could be produced very differently

10 Julia Cosgrove believes that

- A the majority of companies are producing genuinely green products
- B many companies do not tell consumers the full story
- C are doing the best they can to be greener

11 Made-By is able to monitor

- A the carbon footprint for the manufacture of clothes
- B the complete manufacturing process for all products
- C the carbon footprint for the early stage of clothes manufacture

12 Earth's Choice

- A is an environmental protection agency
- B produces cleaning products
- C is an EPA partner

13 Ron Jones thinks that

- A you should use your existing air-conditioner for as long as possible
- B more modern air-conditioners will cost you less
- C we should avoid using air-conditioners as much as possible

14 Jones also says that

- A we should all calculate our individual carbon footprint
- B it is too difficult to calculate an individual's carbon footprint
- C we need to be more aware of the carbon footprint we create

**SECTION 2      Questions 15 - 27**

*Read the text and answer Questions 15 - 21*

**Recycling Procedure**How to Do It

Put like materials into paper or plastic bags and put the bags into your FREE RECYCLING BIN.

The bin should be placed out for collection, each week, with your regular trash. There is no extra charge for recycling pick-up for those who hire a trash hauler.

FOR MORE INFORMATION call Committee Chairman Mark Magee, 354-8838 or E-mail him at mark\_m@roadrunner.com Phone Waldoboro Transfer Station at 832-7850 for first hand information.

Effective January 1, 2005, householders became subject to mercury-containing product disposal rules previously applying only to businesses and manufacturers.

The Waldoboro Transfer Station (WTS) accepts any mercury containing items, such as THERMOMETERS, THERMOSTATS, etc. so long as they are not broken. There is no drop-off fee, at this time.

Details

1. Corrugated cardboard and brown bags. Remove styrofoam inserts and dispose with regular trash.
2. Mixed Paper: Junk mail (opened or unopened), greeting cards and gift wrap (no glitter or foil), calendars, brochures, post-it-notes, cereal boxes with the inner liner bag removed, egg cartons, shoe boxes, paperback books, hardcover is not acceptable, but NCR carbonless paper is.
3. Glass Bottles and Jars: Clear, green and brown glass. Rinse and remove lids but labels may stay on. Not Acceptable: mirrored, Pyrex, auto glass, ceramics, light bulbs and broken glass.
4. Tin Cans and Aluminum: Tin and aluminum may be mixed. Labels may stay on, but rinse and flatten cans, if possible. Foil and pie plates should be clean. Metal jar lids with rubber gaskets are recycleable. For safety reasons, only empty aerosol cans are accepted.
5. HDPE plastic: Separate the milk and juice containers from other #2 plastic such as soap and detergent containers, discard the lids because they are not #2 plastic, rinse and flatten. Motor oil containers are not acceptable.
6. Motor oil should be taken to Prior's garage in Cushing for burning in the waste oil furnace.
7. Usable Clothing is accepted, but not rags. Mark bag "useable clothing."

Special Handling

1. Spent Batteries: Place in a clear bag or label, so collector will know they are there.
2. Old Paint: Leave empty cans open until contents are dry. Cover partial or full cans tightly. Place cans so they are visible to the collector.
3. Children's Shoes that Light up: Identify as mercury-containing shoes and enclose in clear bag.
4. Fluorescent Bulbs can no longer be accepted by any trash hauler. But, you may drop off unbroken bulbs yourself at WTS, without a fee. The black starter boxes found in fluorescent fixtures may contain PCB's and should also be delivered there. They will be recycled appropriately.
5. Beginning in January 2006 all TV and computer monitors must be recycled. Presently, only Reliable Computers, in Rockport, sets aside a certain time to recycle them for a small fee. WTS accepts TV and computer monitors at anytime, but they are simply dumped into the trash hopper. Please make an effort to appropriately recycle your old TVs and Computer Monitors.

**Questions 15 - 21**

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

**TRUE** - *if the statement agrees with the information*

**FALSE** - *if the statement contradicts the information*

**NOT GIVEN** - *if there is no information on this*

15 Your recycle bin should be put outside your house weekly along with the normal bin.

16 The WTS will take products containing mercury in any condition.

17 Hard book covers should not be included in mixed paper waste.

18 Prior's offers a free disposal service for motor oil containers.

19 Paint cans should be covered if they are not completely empty.

20 All children's shoes should be disposed in a transparent bag.

21 Computer screens should be disposed in the same way as TVs.

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**Read the text and answer Questions 22 - 27**

**Things You Can Do To Protect Wildlife**

It is often easy to feel overwhelmed in the face of species loss and habitat destruction. The problem is large and complex-it's common for individuals to feel powerless. Yet, everything we do is vitally important. We may only do a little bit in the grand scheme of things, but together our seemingly small actions add up to a lot.

1. Protect Wildlife Habitat

Perhaps the greatest threat that faces many species is the widespread destruction of habitat. Deforestation, farming, over-grazing and development all result in irreversible changes-soil compaction, erosion, desertification, and alteration of local climatic conditions. Such land use practices vastly alter or even eliminate wildlife habitat. In areas where rare species are present, habitat destruction can quickly force a species to extinction. By protecting habitat, entire communities of animals can be protected together and when communities are kept intact, less conservation intervention is required to ensure species survival. Parks, reserves, and other protected lands are too often the only habitats left untouched by habitat destruction.

2. Join a Conservation Organization

There is a wide range of conservation organizations working to protect endangered animals and habitats. Different organizations have different objectives-some work to protect a small plot of land or to protect whales, others focus on establishing good environmental policies in local government. If you have a specific area of interest, you can often find an organization that is working to protect the species or habitats you're most concerned about. By joining in, you can support well-organized, ongoing efforts to protect species and habitats. And if you want to participate in conservation field work, you can often get involved in specific programs within many conservation organizations that rely to a great extent on help from volunteers.

3. Reduce the Threat of Invasive Species

The spread of non-native species has greatly impacted native populations around the world. Invasive species compete with native species for resources and habitat. They can even prey on native species directly, forcing native species towards extinction. Another way to reduce the threat of invasive species is to incorporate native plants in your garden and to welcome native animals into your yard.

4. Recycle and Reduce Energy and Goods Consumption

By recycling and (reusing as much as we can, we reduce our impact on the environment. Additionally, by reducing the energy we consume, we take a little of the burden off our natural resources (and our pocketbooks). You can also reduce your carbon footprint by first calculating your current carbon footprint and then reduce the amount of carbon you consume.

5. Minimize use of Herbicides and Pesticides

Herbicides and pesticides may keep yards looking nice but they are in fact hazardous pollutants that affect wildlife at many levels. Many herbicides and pesticides take a long time to degrade and build up in the soils or throughout the food chain. Some groups of animals such as amphibians are particularly vulnerable to these chemical pollutants and suffer greatly as a result of the high levels of herbicides and pesticides in their habitat.



#### 6. Place Decals on Windows to Deter Bird Collisions

Daniel Klem Jr. of Muhlenberg College has estimated that as many as one billion birds in the United States die each year due to collisions with windows. You can help reduce the number of collisions simply by placing decals on the windows in your home and office. Other simple steps you can take to reduce the likelihood of collisions are to re-evaluate feeder placement, draw shades and curtains during brightest parts of day, install tinted window glass, and put screens on outside of windows.

#### 7. Slow Down When Driving

Many native animals have to live in developed areas and this means they must navigate a landscape full of human hazards. One of the biggest obstacles to wildlife living in developed areas is that created by roads. Roads divide habitat and present a constant hazard to any animal attempting to cross from one side to the other. So when you're out and about, slow down and keep an eye out for wildlife.

#### 8. Voice Your Concerns and Get Involved Locally

By letting local and national governments know that you're concerned about endangered species, you're increasing the likelihood that someone will do something about it.

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**Questions 22 - 27**

Complete the sentences below.

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

22 By protecting animal communities from harm, not so much \_\_\_\_\_ is necessary.

23 If you want to get involved in field work, many organisations accept \_\_\_\_\_ .

24 The problem with herbicides and pesticides is that they do not \_\_\_\_\_ quickly.

25 Thinking carefully about where you put your bird \_\_\_\_\_ can reduce collisions.

26 Animals have to cross roads which often \_\_\_\_\_ their living space.

27 People in \_\_\_\_\_ are more likely to act if they know you are concerned.

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**SECTION 3      Questions 28 - 40*****Read the text and answer Questions 28 - 40*****Ecosystems can fight back**

A Conventional wisdom is often a poor guide. For one thing it suggests that human damage to the world's species, habitats and ecosystems is terminal: that when things are lost, they are lost for ever. But oil spills of the sort that now threaten the Timor Sea, forest fires like those that recently afflicted Greece, and other man-made and man-assisted threats to wildlife are transient. Except in those cases in which a species is driven to extinction, the Earth's ability to shrug such things off is often underestimated.

B Alan Weisman shows this in his book, "The World Without Us", which illustrates nature's great capacity to recover. Have mankind abducted by aliens or wiped out by some Homo sapiens-specific virus, and nature, Mr Weisman reckons, would reclaim its territory with surprising speed, as weeds colonised pavements, rivers flooded subway tunnels and buildings burst as they were played like concertinas by a cycle of freezing and thawing. By Mr Weisman's reckoning, residential neighbourhoods would return to forest in 500 years and only the most stubborn of human inventions, such as certain plastics, would prove permanent.

C Mr Weisman's conclusion was backed up earlier this year by a study published in the Public Library of Science by Holly Jones and Oswald Schmitz, of Yale's School of Forestry and Environmental Studies. They used Web of Science, an online journal archive, to gather a set of 240 peer-reviewed scientific papers that measured recovery rates in large terrestrial and aquatic ecosystems. The data thus available included work on agriculture, deforestation, the introduction of invasive species, logging, mining, oil spills, overfishing and the damage done to seabeds by trawling, as well as, for comparison, naturally occurring disasters such as hurricanes.

D The pair measured 94 aspects of how ecosystems are put together, including the ways in which nutrients cycle within them, the rates at which decomposition takes place and the sizes of their plant and animal populations, so that they could classify whether, and how fast, an area had recovered. They found that 83 of the 240 papers demonstrated complete recovery, while 90 showed a mixed response. Only 67 showed no recovery at all and, as the authors explain, more would have recovered if the projects had continued for long enough to track the changes in ecosystems that respond more slowly, such as forests.

E Ecosystems exposed to more than one pressure, such as a forest that is first felled and then used for agriculture, took the longest to recover. Even in those cases, though, the average recovery time was, at 56 years, within a human lifetime. Sites that experienced single threats typically recovered in less than 20 years. The researchers found that recovery rates are influenced more by the type of ecosystem than by the magnitude of the damage inflicted upon it. Forests, for example, take longer to renew (42 years) than ocean floors (typically less than ten) regardless of the scale of the stresses inflicted on them.

F Some commentators are sceptical about such positive findings. They point out that, of necessity, the study's retrospective methodology includes papers published before researchers were required to declare any competing interests. This may have allowed, for example, an oil company to produce a report that plays down the damage done by a spillage. But such biased individual reports would be unlikely to affect the overall findings of a large study like this one.

G Critics also question whether total ecological recovery really has been achieved as often as Ms Jones and Dr Schmitz suggest, and point to examples where it manifestly has not, such as the cod fishery of the Grand Banks, off the coast of Newfoundland, which collapsed in 1992. Almost two decades on, the cod show no sign of recovery, perhaps because new predators, such as dogfish, now dominate the waters.

H It is true, though, that the question of what is pristine or natural can be debatable. A good example of this, which Mr Weisman uses in his book, is Dartmoor, a national park in the south-west of England. Dartmoor is considered by many to be one of Britain's great nature wildernesses. In fact, it is a human construction, formed by tens of thousands of years' worth of alterations such as burning and agriculture. But it is in its current state, rather than as the forest it once was, that people wish to preserve it. Ms Jones and Dr Schmitz point out that most conservation work is not actually concerned with returning landscapes to their natural or prehuman states and "instead use contemporaneous reference systems as targets".

I Despite their study's limitations, and the difficulty of measuring recovery and choosing targets, Ms Jones's and Dr Schmitz's findings are good news for conservationists. But the final word of advice belongs to Mr Weisman as he invites people to ponder an alternative to his post-human future: "Since we're imagining, why not dream of a way for nature to prosper that doesn't depend on our demise?"

**Questions 28 - 40**

*The text has nine paragraphs, A - I.*

*Which paragraph contains the following information?*

- 28 the main factor affecting recovery rates
- 29 a picture of urban life taken over by nature
- 30 examples of environmental damage caused by humans
- 31 positive results from a study
- 32 the kind of information gathered from scientific records

*Complete the sentences below.*

*Choose **NO MORE THAN TWO WORDS and/or a NUMBER** from the text for each answer.*

- 33 Approximate recovery time for ecosystems which experience no more than one pressure is \_\_\_\_\_ .
- 34 Some critics claim the positive results may be influenced by some companies understating the \_\_\_\_\_ they have caused.
- 35 The cod fishery of the Grand Banks is an example of where there has not been a complete \_\_\_\_\_ .
- 36 Dartmoor was originally \_\_\_\_\_ .

*Complete the summary below.*

*Choose **NO MORE THAN ONE WORD** from the text for each answer.*

Ms Jones and Dr Schmitz believe that people are more interested in preserving or returning (37 \_\_\_\_\_ ) to a present-day condition rather than to their original (38 \_\_\_\_\_ ). However, despite the problems with (39 \_\_\_\_\_ ) and recovery measurement, this latest study is a source of optimism for (40 \_\_\_\_\_ ).

**Answers**

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1 <i>share</i>	14 <i>C</i>	28 <i>E</i>
2 <i>E</i>	15 <i>T</i>	29 <i>B</i>
3 <i>G</i>	16 <i>F</i>	30 <i>A</i>
4 <i>I</i>	17 <i>T</i>	31 <i>D</i>
5 <i>J</i>	18 <i>NG</i>	32 <i>C</i>
6 <i>C</i>	19 <i>T</i>	33 <i>20 years</i>
7 <i>A</i>	20 <i>NG</i>	34 <i>damage</i>
8 <i>B</i>	21 <i>T</i>	35 <i>ecological recovery</i>
9 <i>C</i>	22 <i>conservation intervention</i>	36 <i>a forest</i>
10 <i>B</i>	23 <i>volunteers</i>	37 <i>landscapes</i>
11 <i>A</i>	24 <i>degrade</i>	38 <i>state</i>
12 <i>B</i>	25 <i>feeder</i>	39 <i>targets</i>
13 <i>B</i>	26 <i>divide</i>	40 <i>conservationists</i>
	27 <i>government</i>	

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**READING**

**TEST 06**



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# Reading General Training Test 06

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**SECTION 1      Questions 1 - 14**

*Read the text and answer Questions 1 – 7*

**Regulations for the Use of the Auditorium of Macao Museum of Art**

1. To provide suitable management and use of the Auditorium the Macao Museum of Art (the Museum) has established regulations in this document.

2. Standard rental terms for the Auditorium of the Museum and its facilities are as follows:

2.1 The conference room can seat 108. Facilities include: sound system, lighting, air-conditioning, microphone/s, screen, videocassette recorder, projector, visualizer, DVD player, CD player and recorder. Such facilities are suitable for seminars, lectures and audio-visual activities.

2.2 One session is classed as four hours, and is charged at \$3, 000. Less than four hours is deemed one session.

2.3 If application is made 90 days prior, a \$1, 000 deposit will be charged; if less than 30 days, a \$1, 500 deposits will be charged. The balance must be paid prior the day of use.

2.4 After the application is approved, the applicant cannot cancel the booking without just cause. If the applicant decides not to use the facilities, the fee cannot be refunded. The pre-paid deposit and/or rental are non refundable. However, if due to certain unavoidable circumstance, such as a natural disaster, and the applicant cannot use the facilities, it can write to the Museum and state the reason with a request for refund.

3. Applications from organisations, schools, private organisations (users) except the Museum must fit the following criteria:

3.1 Promote art and cultural activities

3.2 International art and cultural exchange activities

3.3 Academic and educational activities

3.4 Conferences and celebration activities organised by the Government

4. The time for the use of the Auditorium is from Tuesday to Sunday; 10:00 a.m. to 7:00 p.m.

**Questions 1 - 7**

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

**TRUE** - if the statement agrees with the information

**FALSE** - if the statement contradicts the information

**NOT GIVEN** - if there is no information on this

- 1 The document provides general information for use of the Auditorium of Macao Museum of Art.
- 2 The conference room is equipped with a DVD recorder.
- 3 The price for 4 hours and the price for under 4 hours are the same.
- 4 The deposit increases for later bookings.
- 5 If a natural disaster occurs the Museum will give a refund.
- 6 Not all applications from schools will be accepted.
- 7 The Auditorium closes at 7pm on Mondays.

**Read the text and answer Questions 8 - 14****Our Art Specialists**A 20th Century Design

With the advent of a young generation of designers in the decorative arts from the 1960's onwards, this trend to focus on visual communication and presentation in the decorative arts has led to some of the most striking results in furniture, ceramic and glass making. Our design specialist is an art historian and registered valuer. After working as a decorative arts specialist for Sotheby's for more than 10 years, he established himself as an independent consultant, valuer and broker within his field of expertise. Working for private collectors as well as museums, he has curated several exhibitions on design and is actively involved in scholarly research on this subject, resulting in various publications and lectures. Design has long been regarded as the 'future collecting field'. Our specialist says: the future is now!

B Toys and Dolls

Our expert worked for Sotheby's, in Sussex for 25 years where she catalogued and valued dolls, teddy bears and other childhood memorabilia. Passionate about her field of expertise, she has seen the market change over the last 30 years, where dolls and toys have become increasingly collectible by the widest possible variety of audience ranging from 1900's Steiff teddy bears to the more recent Star Wars memorabilia.

C Coins

Our coins expert has had an interest in this subject since childhood and from 1990 to 2005 worked as auctioneer and cataloguer for two of London's main numismatic auctioneers (Glendining's and Baldwin's). With his main speciality in commemorative coins, he has a deep knowledge of his subject and market and will be able to advise you on the value of your coins.

D Arms, Armour & Militaria

We have two experts in this field. Our expert in Arms, Armour and Militaria was formerly Head of Sotheby's Worldwide Department of Arms, Armour and Militaria and assisted Sotheby's with sales in London, New York, Denmark, Zurich, Billingshurst and Hanover. The sale of works of art from the Royal House of Hanover included arms and armour which sold for £4,764,004 (\$8,392,610) which continues to stand as a World Auction Record for an ancestral collection in this field. Now running his own business, he is an authority in the military collecting field. We also have a specialist in 20th century, mainly World War I and II, militaria which have become increasingly more collectable in recent years.

E Medals

Our medal specialist commenced his career as a member of the Coin & Medal Department at Sotheby's in 1980, cataloguing British & foreign orders, decorations & medals - a date that now makes him the longest-served auction specialist in this field. He was appointed an auctioneer in 1987, and later became head of a newly created department for medals & militaria. Reverting to a consultancy role in 1992, he moved to another well-known company in 1997 and thence to Dix Noonan Webb, in Mayfair, London, in 2002, an independent auction company that has achieved highest annual turnover in this field ever since 2000.

F Jewellery

The jewellery auction market is a rather fluctuating one, and even though very strong sales can be achieved, it is one where deep knowledge is required to be able to tell what sells and doesn't. Apart from the intrinsic market value of the diamonds and gold, the design and saleability is dependent on fashion and trendiness. Our Jewellery expert has worked for over 15 years at Sotheby's London and will be able to give you the best advice and valuation of your items.

**Questions 8 - 14**

*The text contains six paragraphs, A - F.*

*Which paragraph contains the following information?*

- 8 an art specialist whose interest started very early in life
- 9 an art specialist who has worked for organisations and individuals
- 10 a category of art whose value can be particularly hard to predict
- 11 a category of art in which Sotheby's has more than one specialist
- 12 a specialist who has a record period of service in his field
- 13 a specialist who is now his own boss
- 14 a specialist who has witnessed significant changes in the last three decades

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**SECTION 2      Questions 15 - 27*****Read the text and answer Questions 15 - 21*****How to Choose Art for Your Home**

Having art in your home enhances the ambiance in a very special way. And the great thing is, given the sheer range in art styles and genres, even the most finicky buyers can find something or the other to their liking and budget. You don't have to spend hundreds of dollars, consult an art adviser, or restrict yourself to high-brow art. What you like is the main thing, it is after all your home and the art in it ought to be the sort that gives you joy. So follow your intuition and choose works that you find inspiring or those that evoke wonderful memories. Enjoy the process of finding, choosing and buying art for your home.

Let's take a look at some of the things you need to consider:

Have an idea about your style: Usually, your overall sense of style will influence your choice in art as well. For example, if you have a very modernistic slant in clothes, furniture and home decor, you might find abstract or modernistic paintings and sculptures interesting. Consider also the mood you'd like to create: peaceful, restful, soothing, inviting, vibrant, and so on.

Acquaint yourself with different art forms, genres and styles: It always helps to know what you're getting into, what's out there and how to differentiate between priceless, good, or plain chaff. Familiarity with art history as well as the current art scene is a plus. Refer to art books, art magazines and online art sources. Visit art galleries, museums and art shows. Talk to artists, art dealers and art curators. The more you know, the easier it will be for you to zero onto your choice.

Know where to buy and how to buy art: You can buy art directly from the artist, at art galleries, art shows, art dealer stores, art fairs, flea markets, roadside stalls, antique shops and auctions. Attend art auctions to know how they work. Selling and buying art online has made life easier for everyone, but do exercise caution.

Inquire about artwork provenance (provenance documents help establish authenticity and come handy if you decide to resell later) and artwork condition. Request detailed photos of front and back, and ask about payment and shipping procedures. Research current art prices and do have a definite budget.

Decide if you want original art or reproductions: Original artworks are more expensive than reproductions. Reproductions prints or exact copies in actual materials (not made by the original artist) are great if you have a limited budget, or if the art you absolutely want is absolutely beyond your reach (like in a well-guarded museum).

Decide if you are going to buy art by artist, genre, theme or media: Bear in mind that most artists produce quite an uneven body of work. In short, every work won't be a masterpiece. Buy on strength of the work not because the artist is happening. Similarly, when it comes to genre (Impressionism, Expressionism, Realism, etc.), theme (landscapes, seascapes, still-lives, figural, etc.), or media (water-color, oil, acrylic, pastel, charcoal, etching, lithography, etc.), let it boil down to personal choice, not the current trend; unless you intend to keep changing the art with the changing scenario.

Consider what suits your home and your lifestyle: If you have a rambunctious household filled with kids and



pets, there might be safety issues with displaying glass figurines or sharp-edged bronze sculptures

Decide if you're going to buy for personal pleasure or investment: Get the best original art you can afford, if buying for investment; only original art has serious resale value. For personal pleasure, both original art and reproductions can do. In either case, buy art you can live with. That way, even if the work doesn't appreciate in the future, you'll still have a winner.

Take your home design into account: Do you plan on displaying art throughout the house or in specific rooms? What kind of space do you have? Large or small? Choose art according to area size. Large canvases or sculptures stand out spectacularly in large areas and small artworks are more effective in small areas. Go for art that is appropriate to the purpose of the room - you don't have to hang still-life works of food in the kitchen, but you'd be surprised how well they work there!

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**Questions 15 - 21**

Complete the sentences below.

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

15 When deciding on art for your home, the most important thing is to choose \_\_\_\_\_ .

16 The style you choose will depend on what kind of \_\_\_\_\_ you want in the room.

17 It will be easier for you to choose if you \_\_\_\_\_ with forms, genres and styles of art.

18 You should be particularly careful when dealing in art \_\_\_\_\_ .

19 Reproductions are a good option if you have \_\_\_\_\_ .

20 Before deciding you need to take account of \_\_\_\_\_ as well as what fits with the style of your home.

21 If you're buying for investment or pleasure, go for something you \_\_\_\_\_ .

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**Read the text and answer Questions 22 - 27**

**Understanding Art**

Art is anything that people add to their 'output' which is not functionally necessary and is other than the default properties of that output. The word "art" has been derived from the Latin word 'ars', which, loosely translated, means "arrangement" or "to arrange". This is the only universal definition of art, that whatever it is was at some point arranged in some way. There are many other colloquial uses of the word, all with some relation to its etymological roots. This word comes from the Greek technic meaning art.

Art and science are usually treated diagonally opposite to each other. While science means some phenomenon resulting in truth, which is objective in nature. In other words, scientific findings can be repeated under the same set of circumstances anywhere in the world at any given point of time. The same cannot be said of art. Art, on the other hand is purely subjective in nature. Take for example, a painting - while one calls it a masterpiece, the same feelings cannot be expected from other individuals.

Art can roughly be divided into two, namely philosophical art and aesthetic art. The philosophical type of art involves human figures for some purposeful actions. In other words, philosophical art depicts human condition.

Aesthetic art, on the other hand, shows the perceived frame of mind. Two examples will help illustrate these two points of view - a Mona Lisa painting is philosophical art, while a demon being killed by a super human is aesthetic. These two categories are also called classical and modern art respectively.

There are other ways of classifying art - major among them being architecture, design, painting, music, drawing, literature, performing art, etc. While these have been (and still are) traditional forms of art performed by human kind, newer forms of art have emerged with the advent of technology. Some of the later era art forms are games, animation, movie, computer art, shooting, etc.

Two of the most researched areas of interest to artists, critiques and archaeologists has been the art movement (or art history) and art school. An art movement is a typical style or tendency in art with a specific common philosophy, followed by a group of artists during a restricted period of time (which ranges from a few months to years or decades). Art school is any educational institute offering education to its students on various forms of art.

The birth of art gave rise to another group of individuals - art critics. Art critics study and evaluate a piece of art. Their main purpose is to rationalize the evaluation of art, and ridding of any personal opinion affecting the work of art. Art criticism today deploys systematic and formal methods to evaluate the piece of art.

Museums are known to nurture and store work of arts across the world. Early era museums were patronized by the then kings and emperors. Today these are maintained by governments or private trusts with or without public money. Three major museum institutes are British Museum, Museum of Modern Art, New York and Galerie des Offices in France.

**Questions 22 - 27**

Complete the sentences below.

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

22 A clear distinction between art and science is that the latter is \_\_\_\_\_ .

23 'Drawing' can be defined as a \_\_\_\_\_ form of art.

24 An art movement is defined by its \_\_\_\_\_ .

25 The period of time an art movement covers \_\_\_\_\_ considerably.

26 An art critic \_\_\_\_\_ different systems in their evaluations of art.

27 Museums today are sometimes financed by \_\_\_\_\_ bodies.

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**SECTION 3      Questions 28 - 40**  
***Read the text and answer Questions 28 - 40***

**Flower power**

Alexandria in Virginia, USA, and particularly its well-tended Old Town section, is the sort of upscale suburb that rings most major American cities. From the array of pubs, sushi-restaurant chains and pasta joints that line its streets, you would never guess that within 20 minutes you can find some of the best Korean, Vietnamese, Chinese, Pakistani or Bolivian food in America. Its 18th-century homes have been carefully maintained; now that the nasty, dirty business of living in them is done, they are at last free to house upscale boutiques selling ornate pepper-shakers, local wine, birthday cakes for dogs and other essentials. Yet this suburb was a city before cars existed, making it especially dense, walkable and charming. It has also turned an instrument of war into an instrument of art.

The day after the armistice that ended the first world war in 1918, the United States Navy began building the US Naval Torpedo station on the waterfront across the Potomac and just downriver from the Naval Research Laboratory in south-west Washington, DC. After a brief period of production, it stored munitions between the wars. When the second world war broke out, it built torpedoes for submarines and aircraft; when that war ended, the building was again used for storage. In 1969, the local Alexandria government bought the site, which had grown to comprise 11 buildings, from the federal government.

Five years later, after all the debris was removed and walls erected, the main building was refitted to house artists' studios. A quarter-century, and several extensive renovations, later the artists are still there: over 160 of them sharing 82 studios, six galleries and two workshops. The Art League School and the Alexandria Archaeology Museum also share the space, bringing in thousands more aspirants and students. All of this makes the Torpedo Factory, as it is now called, a low-key, family-friendly and craft-centred alternative to the many worthy galleries across the river.

The building is three-storeys tall; on the first floor the studios and galleries are laid out along a single long hall. The arrangement grows more warrenlike, and the sense of discovery concomitantly more pleasant, as you ascend. Artists work in a variety of media, including painting, fibre, printmaking, ceramics, jewellery, stained glass and photography.

Don't anticipate anything game-changing or jaw-dropping here. Expect plenty of cats and cows in different media, as well as watercolours of beach houses, ersatz Abstract Expressionist paintings, stained glass made for the walls of large suburban houses, baubles and knick-knacks and thingummies galore. All of it is skilfully done; most of it is pleasant.

The photography is an exception: the Multiple Exposures Gallery is first-rate, displaying not merely beautiful pictures but inventive techniques as well. On a recent visit the gallery showcased landscapes, including an especially arresting wide-angle aerial shot of a field in Fujian after a storm. Crops glistened in the rising sun like rows of wet sapphires, the scalloped grey clouds echoing the terraced farming beneath.

The Torpedo Factory's biggest draw, however, particularly for visitors with children, is not on what is sold but in the demystifying access visitors have to artists. While the galleries function traditionally, the artists work and sell out of the same studio; their raw materials and works in progress, the artistry behind the art, are all on display. Many of them are happy and eager to talk; one was soliciting the help of passers-by to

complete a work, she wished to know how to say and write a certain phrase in Hebrew vernacular, a quest that might take time to complete in a yachty southern suburb. A metal sculptor sat on a stool patiently working a piece of metal back and forth in his hands. The centre of his studio was filled with a huge hollow sphere made from hundreds of cylinders of perhaps anodised aluminium. It seemed we were witnessing the first step in a thousand-mile march.

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**Questions 28 - 40**

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

**TRUE** - if the statement agrees with the information

**FALSE** - if the statement contradicts the information

**NOT GIVEN** - if there is no information on this

28 Alexandria is a fairly unpleasant place to walk around.

29 The US Naval Torpedo station was used to store weapons.

30 The artists enjoy sharing the 82 studios of the Torpedo Factory.

31 The layout of the Torpedo Factory is open-plan.

32 Most of the art on display is very unusual.

33 The photography in the Multiple Exposures Gallery is of very high quality.

34 Some of the art work is on a very large scale.

Complete the sentences below.

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

35 When the second world war had finished the main purpose of the US Naval Torpedo station became \_\_\_\_\_.

36 A number of \_\_\_\_\_ were required over the last 25 years to make the Torpedo Factory what it is today.

37 The layout of the building becomes \_\_\_\_\_ as you get higher.

38 The \_\_\_\_\_ photograph of the Fujian field caught the writer's attention.

39 One artist was asking visitors for \_\_\_\_\_ with a Hebrew phrase.

40 The studio filled with \_\_\_\_\_ remained the writer of starting a long march.

**Answers**

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1 <i>F</i>	14 <i>B</i>	28 <i>F</i>
2 <i>F</i>	15 <i>what you like</i>	29 <i>T</i>
3 <i>T</i>	16 <i>mood</i>	30 <i>NG</i>
4 <i>T</i>	17 <i>acquaint yourself</i>	31 <i>F</i>
5 <i>NG</i>	18 <i>online</i>	32 <i>F</i>
6 <i>T</i>	19 <i>a limited budget</i>	33 <i>T</i>
7 <i>NG</i>	20 <i>your lifestyle</i>	34 <i>T</i>
8 <i>C</i>	21 <i>can live with</i>	35 <i>storage</i>
9 <i>A</i>	22 <i>objective</i>	36 <i>extensive renovations</i>
10 <i>F</i>	23 <i>traditional</i>	37 <i>more warrenlike</i>
11 <i>D</i>	24 <i>philosophy</i>	38 <i>aerial</i>
12 <i>E</i>	25 <i>ranges</i>	39 <i>help</i>
13 <i>D</i>	26 <i>deploys</i>	40 <i>aluminium cylinders</i>
	27 <i>public</i>	

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**TEST 07**

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# Reading General Training

## Test 07

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**SECTION 1      Questions 1 - 14*****Read the text and answer Questions 1 – 7*****In this Issue**

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The two biggest minority groups clash over employment opportunities ... 26

WORLD: What Russia Got

The London summit offers sacks of advice but no money

INTERVIEW Robert Dallek defends a much maligned President ... 6

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The FDA just says no to a touted Alzheimer's drug ... 52

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COVER Photograph for TIME by Anis Hamdani

**Questions 1 - 7**

*Complete the sentences below.*

*Choose **NO MORE THAN TWO WORDS and/or a NUMBER** from the text for each answer.*

- 1 Which page would you go to if you were interested in making your own films?
- 2 Which section has information about summer trends?
- 3 Which page would you go to if you were interested in building design?
- 4 On which page would you find a story of corruption?
- 5 Which page would you go to read about people's opinions?
- 6 What is the main topic of the article on page 57?
- 7 What is the main problem between the 'Browns' and the 'Blacks'?

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**Read the text and answer Questions 8 - 14****On the Radio Tonight**

18:00-18:30

Jenny Stephens - Jefferson 37 Episode 3

3/4. Dr Abbotts claims clones are emotionless, while Jefferson and Lucy probe Carter 5's fate.

18:30-19:00

Short Stories by Robert Heinlein Ordeal in Space

A tale by Robert A Heinlein that delves into the psyche of a traumatised spaceman.

19:00-19:30

Beyond Our Ken

Kenneth Horne's freedom of Gigglesway - and 'Hornerama' probes love and marriage.

19:30-20:00

Brothers in Law Tell 'Em the Tale

2/12. Lawyer Roger's got an appointment with his boss, but worries in case the news is bad.

20:00-21:15

Shifting the Leaves

Back in Cornwall's Porthant Bay, Marjorie Beaumont is coming to terms with her past.

21:15-21:30

Crossing the Glacier

Two emotionally frozen women get to know and help each other.

21:30-22:00

Mr Finchley Goes to Paris Episode 5

5/6. In London, Robert gets into trouble and the solicitor's clerk receives an unlikely visitor

22:00-22:15

Idiots of Ants: Totally Gizmo Invisibility

Invisibility: Fast-paced spoof of a futuristic gadget show first heard in 2020.

22:15-22:30

Hamish and Dougal: You'll Have Had Your Tea Series 1, Murder Mystery

2/4. The elderly Scotsmen probe Mrs Naughtie's odd disappearance amidst some unsavoury rumours.

22:30-23:00

Bleak Expectations Series 1, A Young Love Mercilessly Dismembered

5/6. Pip falls in love - but great drama awaits. Stars Richard Johnson.

23:00-23:30

Lee and Herring's Fist of Fun Episode 2

2/6. The cult series hits Plymouth University, Exmouth. With Stewart Lee and Richard Herring.

23:30-00:00

Four Sad Faces Episode 2

2/2. Quirky sketches from Jack Bernhardt, Tobi Wilson, Tom Crowley and Rachel Lerman.



**Questions 8 - 14**

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

**TRUE** - *if the statement agrees with the information*

**FALSE** - *if the statement contradicts the information*

**NOT GIVEN** - *if there is no information on this*

8 Robert Heinlein's radio programme includes the achievements of a spaceman.

9 'Beyond our Ken' is basically about how we relate to other people.

10 At 19:30, Roger's boss may have bad news for him.

11 'Crossing the Glacier' is about two women helping each other survive a cold journey.

12 The programme at 21:30 is the last episode.

13 You can listen to the voice of Richard Johnson at 22:30.

14 At 23:30, you can listen to the first episodes of 'Four Sad Faces'.

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**SECTION 2      Questions 15 - 27*****Read the text and answer Questions 15 – 20*****TV Studio Tour**

Of the commercial TV networks, only NBC Studios in Burbank offers the public a behind-the-scenes look at the inner workings of its television operation.

ABC TV doesn't offer a guided tour of their studio. Neither does CBS, nor even Fox. In fact, if you want to see the inside of a TV studio, your only other choice is over at KCET - the local public television (PBS) station, Channel 28, which offers a free guided tour of its historic Monogram Studios.

The studio tour at NBC isn't free, but it is reasonably priced when compared with the cost of the tours provided by the local motion picture studios. NBC's \$7.50 admission charge seems like a bargain compared with the \$36 charged by Universal Studios or the \$30 charged by nearby Warner Brothers. It also beats the \$15 price of the Paramount Studiostour.

The NBC tour is a modest one, though. You'll find no audioanimatronic sharks snapping at your heels here, no 50-foot apes or flying DeLoreans. Unlike Universal, the NBC Studio tour is not a theme park in disguise.

And unlike the Warner Bros tour, there are no mini trams or giant back lots to explore. It's just a 70-minute, indoor walking tour, offering a down-to-earth view of a working television studio.

Their guided studio tour gives you a chance to go where TV history was made; it takes you deep inside the NBC studio. The tour shows you the vast warehouse areas where props are stored, and construction areas where craftsmen are hard at work building realistic sets, it shows you examples of special-effects hardware, and gives you a peek at the NBC wardrobe department.

The tour leads you through the studio's labyrinth of hallways, past the makeup department, through the Peacock Store, and out into the parking lot where Jay Leno and other celebrities park their cars. You even get a glimpse of the infamous NBC commissary.

Then it's up to Studio Three, the set where the "Tonight Show" is taped. (Jay Leno moved the show to this building in 1994, from the historic Studio One where Johnny Carson taped his shows.) There, tour guests get to sit in the same seats as the "Tonight Show" studio audience and see that famous, familiar "Tonight Show" set up-close.

The tour shows you videos about NBC's history, gives you demonstrations of sound-effects machines, and explains how such TV effects as 'chroma key' is brought to life. You might even bump into a minor celebrity along the way. And they accomplish all of this in less than 90 minutes. It's a polished, professional little tour which probably satisfies most tourists' urge for a behind-the-scenes glimpse of some aspect of Hollywood.

The problem is that the NBC tour is just a little too slick. In fact, it's superficial - bordering on condescending. Tour guests don't actually visit the wardrobe department, for instance, they just walk past it, and look at mannequins in a picture window. Tour guests don't get to see the actual makeup or special-effects departments in action, instead they are merely shown simple display cases filled with related props. The tour guide points to the NBC commissary from afar, but they won't let you actually go inside that

well known cafeteria. When they take visitors out to the studio parking lot, they actually expect us to be impressed by the oil stain left by Jay Leno's car.

You get the feeling that someone in charge thinks the tour guests have just fallen off the turnip truck. When soap opera actress Deidre Hall (from "Days of Our Lives") "accidentally" walks by and waves hello, you're supposed to believe that it was a blissful coincidence. When they demonstrate the well-known blue-screen process (by making a volunteer "fly" in a Superman cape against a blue background) we are supposed to be dazzled by 20-year-old video technology that in this day of home computers and videocams is old hat to just about everyone taking the tour.

Guests are "treated like tourists" in the worst sense of that term. The well groomed tour guides are friendly and polite, but you are always aware that, as a visitor, you are being kept on a very tight leash.

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**Questions 15 - 20**

Complete the sentences below.

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

15 NBC and Monogram Studios are the only two TV networks that provide a \_\_\_\_\_ .

16 A guided tour at Universal Studios costs \_\_\_\_\_ .

17 \_\_\_\_\_ tour takes 70 minutes.

18 During the tour you will see the car park used by the \_\_\_\_\_ .

19 Since 1994 the Tonight Show has been produced in \_\_\_\_\_ .

20 Visitors can only see several \_\_\_\_\_ rather than seeing inside actual departments.

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**Read the text and answer Questions 21 – 27****Information Overload**

Here are ten of my favorite ways to manage information:

A Factor reference from action. Carve out action items, To Dos, and tasks from your incoming streams of information. If it's not an action, it's reference. I first learned this practice when I was dealing with information overload as a support engineer. I ended up cementing the idea while working on our Microsoft Knowledge Base. The Knowledge Base is a vast collection of information, where each article tends to be optimized around either action or reference.

B Create lists. Make a new To Do list each day and use it to organize your key action items for the day. Create checklists for your common routines.

C Create collections. Put things into collections or think in terms of collections. Consolidate your notes into a single collection that you access quickly, such as in a personal notebook, a Word document or etc. Consolidate your thoughts or ideas into a single collection. Consolidate reference examples of your heroes or stories you can use for inspiration. Consolidate your "ah-has" into a single collection. Note that by single collection, I don't mean you have it all in a single document, although you can. Instead, I'm thinking of collections of items, much like a photo album music collection. By stashing things of a similar type, such as "idea" or "note" ... etc., you can determine the best way to arrange that collection. Maybe it's a simple A -Z list or maybe you arrange it by time. For example, when I keep a journal of my insights, and each time I get an "ah ha", I write it down under the current date. This way I can easily flip back through days and see my insights in chronological order. While I could arrange them A - Z, I like having my most recent ideas or inspirations bubbled to the top, since chances are I'm finding ways to act on them.

D Put things where you look for them. Where ever you look for it, that's where it should be. If you keep looking for something in a certain place, either just put it there when you find it or add some sort of pointer to the actual location. While you might logically think something belongs in a certain place, the real test is where you intuitively look for it.

E Keep things flat. Out of sight, out of mind holds true for information. Avoid nesting information. Keep it flat and simple where you can. Think in terms of iTunes or a playlist. A well organized playlist is easy to jump to what you need.

F Organize long lists or folders using A-Z. When you have long lists or big collections, then listing things A-Z tends to be a simple way to store things and to look things up fast. Once a list gets long, A-Z or a numbered list is the way to go.

G Archive old things. When information is no longer useful for you, consider archiving it to get it out of your way. This usually means having a separate location. I'm a pack rat and I have a hard time letting things go, so I tend to archive instead. It lets me get things out of the way, and then eventually get rid of them if I need to. Archiving has really helped me get a ton of information out of my way, since I know I can easily rehydrate it if I need to.

H Bubble up key things to the top. When you have a lot of information, rather than worry about

organizing all of it, bubble up things to the top. You can effectively have a quick, simple list or key things up top, followed by more information. Keep the things up front simple. This way you get the benefits of both exhaustive or complete, as well as simple. Whenever you have a large body of information, just add a simple entry point or key take aways or summary up front.

I Know whether you're optimizing for storing or retrieving. Distinguish whether you are storing something because you will need to look it up or refer to it a lot, or if you are simply storing it because you might need it in the future. For information that I need to look up a lot, I create a view or I make it easy to get to the information fast. For example, I might use a sticky note since I can quickly put it wherever I need to. For a lot of information, you simply need a quick way to store it. What you don't want to do is have to work too hard, each time you need to file a piece of information. This is where having a place for things, using lists, and organizing information in a meaningful way comes in handy. For most of my reference information, I organize it either by A-Z or by time. This way I don't have to think too hard. I don't create a bunch of folders for my email. Instead, I just store it all flat so it's easy to search or browse or sort. For example, if I need to find an email from somebody, I simply sort my email by their name. Just by asking the question whether you're optimizing for fast filing or for fast lookup will get you improving your information management in the right direction.

J Create views. Create views for the information that you need to frequently access. For example, you might put sticky notes of information that consolidate just the key things. As an analogy, think of your music store versus your playlists. Your store might be a large collection organized A-Z, but your playlists are views that are more focused or have themes. You can apply this metaphor to any of your information collections.

**Questions 21 - 27**

*The text contains nine paragraphs, A - I.*

*Which paragraph contains the following information?*

- 21 organising information into similar groups
- 22 what to do if you don't want to delete something completely
- 23 avoiding too many sub-directories
- 24 the two main categories of incoming information
- 25 how to test that your system is working
- 26 what you should do on a daily basis
- 27 what to do if your list of items is very lengthy

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**SECTION 3      Questions 28 - 40**

*Read the text and answer Questions 28 - 40*

**A diverging media**

A Joe Swanberg makes films about the romantic lives of young urbanites. He shoots quickly with a digital camera and asks actors to wear their own clothes. His films, which tend to cost between \$30,000 and \$50,000 to make, are almost never shown in cinemas. Instead they are available on pay-television as video-on-demand, as downloads from iTunes (Apple's digital store) or as DVDs. By keeping his costs down and distributing digitally, Mr Swanberg is making a living.

B Technology was expected to help young artists like Mr Swanberg. In 2006 Chris Anderson, the author of "The Long Tail", predicted that the internet would vastly increase the supply of niche media products and bring audiences to them. That has certainly happened. But so has the opposite. In film, music, television and books, blockbusters are tightening their grip on audiences and advertisers. The growth of obscure products has come at the expense of things that are merely quite popular. The loser in a world of almost limitless entertainment choice is not the hit, but the near-miss.

C There are several reasons for this. Some are as old as Charles Dickens (or perhaps even Homer). People still want to have something to talk about with their friends. Thus "American Idol" and "The X-Factor" do pretty much as well as TV hits did ten years ago, "New Moon" set a new record at the box office and bestselling books sell better than ever. Research shows that people enjoy hits more than they do obscure stuff, often because they are the only thing that many people try in that genre: lucky Dan Brown and Katie Price.

D But some things are new. All that technology that has made niche content so much more accessible has also proved handy for pushing blockbusters. Missed "Twilight", the predecessor of "New Moon"? There will be other chances to catch it, in a wide variety of formats. Technology helps hits zip around the world, too-even in the art market.

E Blockbusters are doing well not in spite of the fact that people have more choice in entertainment, but because of it. Imagine walking into a music shop containing 4m songs (the number available on We7, a free music-streaming service in Britain) or more than 10m (the choice on iTunes), all of them arranged alphabetically in plain boxes. The choice would be overwhelming. It is far easier to grab the thing everybody is talking about or that you heard on the radio that morning.

F Is this increasing polarisation into blockbusters and niches good or bad? It certainly makes life harder for media companies. In a world of growing entertainment options it is more important than ever to make a splash. Miss the top of the chart, even by a little, and your product ends up fighting for attention along with thousands-perhaps millions-of other offerings. That prospect makes for jitters and, sometimes, conservatism. Broadcast television programmes must succeed quickly or they will be cancelled. It is becoming even harder to talk studio bosses into approving some kinds of film. Want to make a complicated political drama, based on an original screenplay, with expensive actors in exotic locations? Good luck with that.

G Yet the challenge for the moguls is a boon to consumers. In the past firms made a lot of money supplying content that was not too objectionable to people who did not have much of a choice. In a world of



hugely expanded options they cannot get away with this. These days there is rarely nothing good on television. So media companies must raise their game.

H Creative types who are accustomed to lavishing money on moderately appealing projects will have to do more with less. Or they must learn how to move between big-budget blockbusters and niche, small-budget fare, observing the different genre and budget constraints that apply in these worlds. A few forward-looking folk, such as Steven Soderbergh, a film-maker, are already doing this. Some will find shelter. Premium television channels such as HBO, which are built on passion more than popularity, offer some protection from chill market winds. So do state broadcasters like the BBC.

I Thinking people naturally deplore the rise of lowest-common-denominator blockbusters, and wish that more money were available to produce the kind of music, films and television programmes they like. The problem is that everybody has different ideas about exactly what they want to see. Some may thrill to a documentary about Leica cameras; others may want to spend an hour being told how to cook a better bouillabaisse. But not many want to do either of these things, which explains why such programmes are niche products. There are only a few things that can be guaranteed to delight large numbers of people. They are known as blockbusters.

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**Questions 28 - 40**

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

*TRUE - if the statement agrees with the information*

*FALSE - if the statement contradicts the information*

*NOT GIVEN - if there is no information on this*

28 Joe Swanberg makes romantic films for the cinema.

29 Chris Anderson's prediction in 2006 proved to be incorrect.

30 Blockbusters are not suffering despite the range of entertainment now available.

31 We7 and iTunes are beginning to make life harder for blockbusters.

32 Studio heads are less willing to make expensive films.

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*Complete the summary below.*

*Choose **NO MORE THAN ONE WORD** from the text for each answer.*

Hitting the number two spot these days mean that your production has to compete with an abundance of (33 \_\_\_\_\_) from other media companies. For this reason, (34 \_\_\_\_\_) is the approach favoured by some publishers. This (35 \_\_\_\_\_) for media bosses could however be a benefit for consumers. The choice now available to us means they must (36 \_\_\_\_\_) their standards.

(37 \_\_\_\_\_) people will need to be more flexible and able to work with a range of (38 \_\_\_\_\_). Still people who make up the (39 \_\_\_\_\_) markets will not be happy as many companies strive to produce something (40 \_\_\_\_\_) to please the mass market.

**Answers**

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1 56	14 <i>F</i>	27 <i>F</i>
2 <i>Living</i>	15 <i>guided tour</i>	28 <i>F</i>
3 66	16 \$36	29 <i>F</i>
4 14	17 <i>The NBC</i>	30 <i>T</i>
5 63	18 <i>celebrities</i>	31 <i>F</i>
6 <i>Hollywood</i>	19 <i>Studio Three</i>	32 <i>T</i>
7 <i>employment opportunities</i>	20 <i>display cases</i>	33 <i>offerings</i>
8 <i>NG</i>	21 <i>C</i>	34 <i>conservatism</i>
9 <i>F</i>	22 <i>G</i>	35 <i>challenge</i>
10 <i>T</i>	23 <i>E</i>	36 <i>raise</i>
11 <i>F</i>	24 <i>A</i>	37 <i>Creative</i>
12 <i>F</i>	25 <i>D</i>	38 <i>genre</i>
13 <i>T</i>	26 <i>B</i>	39 <i>niche</i>
		40 <i>guaranteed</i>

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**TEST 08**

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# Reading General Training

## Test 08

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**SECTION 1      Questions 1 - 14*****Read the text and answer Questions 1 – 7*****Looking after Your Feet**During Summer

With the arrival of warmer weather, many of us will be baring feet that have spent all winter hidden inside shoes and socks. If you haven't kept up a foot-care regime over the winter months, get one started as soon as possible!

Dry or rough skin can be made smooth and supple by exfoliating with Scholl Rough Skin Remover, then moisturising with Scholl Deep Moisturising Cream or Scholl Re-Hydrating Moisture Mousse. Dull or discoloured nails can be given a fresh summer look with Scholl Healthy Nails, Nail Brightening System.

In hot weather, feet are likely to perspire more. Apart from potential odour problems, this leads to conditions that allow bacteria and fungi to thrive. Keep your feet cool and hygienic by:

- Wearing cotton socks whenever you have shoes on. Cotton absorbs perspiration, allowing your feet to breathe.
- Choosing shoes with leather lining. This will also help to absorb perspiration and help your feet from becoming too hot.
- Allow your feet maximum exposure to fresh air by not wearing shoes or socks at all when relaxing at home. Please note, if you have diabetes or circulatory problems, going bare-foot is not recommended because of the increased risk of cuts or abrasions going unnoticed.

Footwear

Many types of summer footwear - such as sandals or flip-flops - are associated with particular foot problems. By offering limited support and inadequate padding, some types of summer footwear can cause pain in the soles and ankles. Open-backed footwear can leave your heels prone to cracking. Shoes with an open design on top can leave the delicate skin on your upper foot exposed to the sun.

- Footwear with straps or thongs between the toes can lead to friction and blisters.

On Holiday

Going on holiday rarely involves a break for our feet. Trips to hot, dry climates increase the likelihood of dry skin, cracked heels and increased perspiration. Often, our footwear changes from the well-worn and comfortable to newly-purchased sandals or flip-flops. This can cause friction that leads to blisters and other painful problems. When packing your bags, remember to pop a few foot care products in with your beachwear and sunhat.

Feet get sunburned too!

It's easy to forget about the skin on the tops of your toes, upper feet and ankles. But its thin nature and the fact it's usually protected by shoes and socks makes it especially susceptible to sunburn. Best, therefore, to use the same type of high-factor cream you'd use on your face. A few weeks before your holiday, start up an

exfoliating and moisturising regime and start trimming your toenails on a regular basis. If your journey will involve a flight lasting four hours or more, don't forget Scholl Flight Socks. Evidence suggests flights of this duration or longer may increase the risk of developing a DVT.

### During Winter

The cold weather of winter can lead to a variety of health implications for your feet. The extremities of the body - such as toes - are more susceptible to losing heat, particularly if you have circulatory problems.

Wearing thicker socks and shoes that provide an adequate layer of insulation from ground-chill are obvious precautions. Natural materials, especially cotton or wool, will help prevent the build-up of moisture in your shoes, so depriving bacteria and fungi of the conditions they need to spread.

Take care not to warm up chilly feet too quickly - by placing them in hot water, for instance. This can cause chilblains, a painful condition that arises when heat causes the blood to start flowing too quickly for the surrounding blood vessels to cope with. The resulting leakage into the surrounding tissue then causes itchy, red areas of swelling.

Because your feet are likely to spend large amounts of time hidden in shoes and socks during the winter, it's important to maintain a foot-care regime. While washing, drying, exfoliating and moisturising, keep a careful watch for the early signs of problems, such as the build-up of hard skin that can lead to a callus or a discolouring of the nails which can be the first signs of a fungal infection.

**Questions 1 – 7**

Complete the sentences below.

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

- 1 As soon as you can you should begin a \_\_\_\_\_ of foot-care.
- 2 The Nail Brightening System is for nails which have lost their shine or become \_\_\_\_\_ .
- 3 In summer, you can keep your feet cooler by using \_\_\_\_\_ .
- 4 Your heels are more likely to crack if you wear \_\_\_\_\_ shoes.
- 5 You should start cutting your toenails regularly shortly before \_\_\_\_\_ .
- 6 In winter, you can stop bacteria building up by wearing socks made of \_\_\_\_\_ .
- 7 There is a risk of \_\_\_\_\_ developing if you warm up your feet too quickly.

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**Read the text and answer Questions 8 – 14****Gym safety**

It is essential to follow certain safety tips while you are out at your fitness center. This will assure your safety during workouts while avoiding injuries and/or other complications. It is imperative that you adhere to your physician's/fitness therapist's guidelines before taking up any workouts. Check out vital gym safety tips.

Check your fitness before you start up any strength-training program. You might have to modify or avoid weightlifting if you have muscle or joint problems, seizure disorders, heart disease, high blood pressure, previous injuries or any other physical condition with potential for danger.

One of the cardinal principles of gym safety is to never work out when you are tired or ill. You can worsen your situation or injure yourself.

Warm up before any aerobic workout, as it involves repetitive exercise that increases your heart rate. Stretch your muscles before putting them through a strenuous workout. Follow your brief warm-up with some stretches. Do not injure your muscles without preparing them adequately.

Don't rush into any sport or exercise without warming up first - muscles that haven't been properly prepared tend to be injured more easily. Start out with some light cardiovascular activities, such as easy jogging, jumping jacks, or brisk walking, just to get your muscles going.

Do not lift weights jerkily. This can lead to muscle injuries. Do your exercises in a slow and controlled manner. Increase weights gradually. Use safety collars when working out on squats, bench presses, curls and dumbbells. This will ensure that weight plates don't slip off and cause an injury. Use a weight belt, wraps, straps and gloves to support heavy lifts. This protects your lumbar region. Knee wraps prevent injury to your tendons and ligaments.

Using the proper lifting form is important not only to work your muscles correctly, but also to prevent injury. Always do your exercises through a full range of motion in a slow, controlled manner.

Don't hold your breath while lifting weights, it can cause inter-abdominal pressure that can lead to hernia. Breathe out as you exert yourself and breathe in as you relax and let weight back down. Repeat exercise routines steadily to benefit from the workout. Lift weights with control and not explosively.

Don't lean heavily on the stair-stepper rails. Leaning heavily on the stair-stepper rails will place unnecessary weight on your wrists and back. Unnecessary leaning can cause injuries to your wrists and back.

Drink water while you workout. This prevents dehydration and aids better workout performance. Stop your gym activity if you experience dizziness, fainting or change in heart rhythm. Any significant increase or drop in blood pressure must not be ignored. A critical gym safety tip is to discontinue the fitness activity if you feel tightness in the chest or shoulders and surrounding areas.

Replace gym equipment in the right place after you are done with them. Leaving them around can injure other gym members. Always use the collars that prevent weights from falling off the barbells. Keep your hands away from chains, cams, pulleys, and weight plates of exercise machines when they are in use. Use gym equipment after wiping them. Wash your hands after your workout. This may reduce your chance of catching any virus.

**Questions 8 - 14**

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

**TRUE** - if the statement agrees with the information

**FALSE** - if the statement contradicts the information

**NOT GIVEN** - if there is no information on this

8 You should not do any weightlifting if you have heart disease.

9 If you are tired it is better to skip your gym session.

10 Stretching your muscles can increase your heart rate.

11 Gentle walking is an adequate warm-up activity for some people.

12 You should wear a belt when lifting heavy weights.

13 When using the stepping machine use the hand rails to help you as much as you like.

14 It's a good idea to clean your hands between exercises.

**SECTION 2      Questions 15 - 27**

*Read the text and answer Questions 15 – 21*

**Fitness Trends**

The annual worldwide survey by the American College of Sports Medicine into fitness trends, shows the growing demand for educated and experienced fitness professionals claimed the top spot for the fourth consecutive year.

The survey, now in its fifth year, was distributed to ACSM-certified health and fitness professionals worldwide and was designed to reveal trends in various fitness environments.

The top ten fitness trends predicted for next year are given below.

A Fitness programmes for older adults. As the baby boom generation ages into retirement, some of these people have more discretionary money than their younger counterparts. Therefore, many health and fitness professionals are taking the time to create age-appropriate fitness programmes to keep older adults healthy and active.

B Strength training. Strength training remains a central emphasis for many health clubs. Incorporating strength training is an essential part of a complete physical activity programme for all physical activity levels and genders.

C Children and obesity. With childhood obesity growing at an alarming rate, health and fitness professionals see the epidemic as an opportunity to create programmes tailored to overweight and obese children. Solving the problem of childhood obesity will have an impact on the health care industry today and for years to come.

D Personal training. More and more students are studying sport and exercise science, which indicates that students are preparing themselves for careers in allied health fields such as personal training. Education, training and the possession of recognized qualifications for personal trainers has become increasingly important to the health and fitness facilities that employ them.

E Core training. Distinct from strength training, core training specifically emphasizes conditioning of the middle-body muscles, including the pelvis, lower back, hips and abdomen - all of which provide needed support for the spine.

F Exercise and weight loss. In addition to nutrition, exercise is a key component of a proper weight loss programme. Health and fitness professionals who provide weight loss programmes are increasingly incorporating regular exercise and calorific restriction for better weight control in their clients.

G Boot camp. Boot camp is a high-intensity structured activity programme modeled after military style training and led by an instructor. Boot camp incorporates cardiovascular, strength, endurance and flexibility drills in both indoor and outdoor settings.

H Functional fitness. This is a trend toward using strength training to improve balance and ease of daily living. Functional fitness and special fitness programmes for older adults are closely related.

I Physician referrals. Physician referrals partner medical and health and fitness professionals to allow the simple integration of exercise into patients' lives.

**Questions 15 - 21**

*The text contains nine sections, A - I.*

*Which section contains the following information?*

15 a trend aimed at strengthening back muscles

16 a trend involving a combination of diet and exercise

17 a trend requiring more certified trainers

18 a trend which should be a part of all fitness programmes

19 a trend aimed at helping people undergoing care

20 a problem which is increasing quickly

21 a trend aimed at helping people carry out their normal activities

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**Read the text and answer Questions 22 - 27****Detoxify the Mind**

The new year is traditionally a time when people reflect on the past year and make plans for the future. It provides a perfect opportunity to make meaningful changes which can improve our mental health - or “detoxify the mind”, as some describe it. This process can help us to draw a line under the difficulties faced in the previous year and start the new year afresh.

The central idea behind detoxifying the mind is to actively challenge the negative thoughts - or “cognitions” - that build up and affect the way we view ourselves and our lives. It encourages people to look back and learn from their experiences and then move forward in their lives.

Some people are more susceptible to viewing things in a negative way than others, but everyone can benefit from taking steps to free themselves of the past hurts and worries that continue to live with them. Remember that it's normal to be upset sometimes and to have difficulty with aspects of your life. But normal troubles become toxic when they dominate your thoughts, preventing you from making the most of the opportunities you are presented with.

There are several steps individuals can take to help themselves. One way is to look back over the past year and write down the things that happened that were troublesome or upsetting, the events that caused you adversity. Try to recall the worries you had. Look at the list. Rather than focusing on the negative aspects of the problems, how did you cope with them? What could you have done differently and what did you do that was good? When there were problems, or you found it difficult to deal with something, what ways could you have reframed the situation to make it easier to deal with?

There are bound to be some events that were out of your control, but what is central to this method is developing the understanding that there are helpful and unhelpful ways to react to most situations. How you choose to react to adversity is what is important - much more than what actually happened.

Now make a list of all the things that went well for you last year. Don't just rely on your memory, particularly if you've had a difficult year, as you will fail to recall many good events. Systematically look back over diaries or calendars. Note down achievements, things you did that you enjoyed, that made you happy and brought happiness to others around you. Accept that some things were difficult, but admit that there were good times too. Try to learn from the difficulties and how you coped with them, rather than letting them cast a shadow over the next year.

Make your New Year's resolution something positive - aim to start or do something new, rather than give something up. I'm a great fan of volunteering. It can provide structure, as well as getting you out of the house to meet new people. It also challenges you in unexpected and different ways and can give you a tremendous sense of self-worth. Learn something new and boost your confidence by showing yourself what you are capable of achieving when you put your mind to it.

Remember that looking after your physical health will have a direct impact on your mental health. Eating well and exercising are important but so is avoiding alcohol, which is a depressant, particularly if you are prone to low moods. In the short term, alcohol may well provide respite from negative feelings, but in the long term, it only makes them worse.



People often have emotional baggage which impacts on their day-to-day functioning, but which they can do little about because it's in the past. A difficult childhood or resentment over the way a relationship ended, for example, can easily become something that defines someone, rather than being just a difficult or upsetting episode that they can move on from.

If you find yourself bogged down by negative thoughts and emotions and battle with low mood, remember that depression is a treatable condition and is not your fault. Ask for help - this isn't being weak; it's taking a positive step to taking back control of your life. Your GP can help by referring you for talking therapy, such as cognitive behavioural therapy (CBT). There are a number of good books available which can help reframe the way you think about situations and help you tackle problems. *Mind Over Mood: Change How You Feel by Changing the Way You Think*, by Christine Padesky and Dennis Greenberger, is an excellent and very popular self-help manual based on the CBT model, with the aim of helping you think more positively. For baby-boomers, there is a great guide in making the most of life called *Too Young to Get Old* by Christine Webber. So good luck and have a happy and healthy new year.

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**Questions 22 - 27**

Choose the correct letter, A, B or C.

22 'Detoxing' the mind

- A helps people to learn from their past
- B is the starting point for planning for the future
- C makes it easier to forget bad experiences

23 The time to get concerned about your problems is

- A when the problem starts to occur
- B when they fill your mind
- C when they guide your thinking

24 When reflecting on negative situations, the writer suggests asking yourself

- A why they happened to you
- B who was really responsible for them
- C how you could have thought about them differently

25 Volunteering can be useful because it

- A takes your mind off your problems
- B allows you to discover yourself
- C is a great way to make new friends

26 Regarding emotional baggage,

- A there is little we can do about it
- B it needs to be treated day by day
- C it should not grow out of proportion

27 CBT is

- A a treatment for people with depression
- B a therapy for people with negative thoughts
- C is available to anyone with negative thoughts

**SECTION 3      Questions 28 - 40**

*Read the text and answer Questions 28 – 40*

**Healthy Food?**

A THE shelves of every supermarket are packed with probiotic yogurts that can supposedly ease constipation and fend off infections, butter substitutes that claim to reduce cholesterol, tomato extracts said to keep skin looking young while warding off cancer, infant cereals enhanced with micronutrients essential for development, and so on. Have food companies taken on a higher level of morality or are there other motives for this concern over the health value of their produce?

B Food companies have taken to trumpeting the supposed health and nutritional benefits of their products for several reasons. Such products may appeal both to health-conscious buyers and to people who know they eat unhealthily, but hope that some vitamins here and some probiotics there might compensate for the junk. Best of all, from the food companies' point of view, these "functional foods", which blur the line between foods and drugs, hold out the promise of higher margins and faster growth. In western Europe sales of functional foods grew by 10.2% a year between 2006 and 2009, for example, whereas sales of packaged food grew by 6.3%. That is why Nestlé, the world's biggest food company, is making a big bet on functional foods as a source of future growth.

C All this has attracted the attention of regulators on both sides of the Atlantic. They are concerned that some of these health claims may be misleading or unsupported by evidence, and are tightening the rules. On October 20th America's Food and Drug Administration (FDA) said it would overhaul the rules for nutritional claims on food labels and issue new standards early next year. It has already rebuked General Mills, the maker of Cheerios, a popular breakfast cereal, for claiming that it is "clinically proven to lower cholesterol". The European Food Safety Authority is also cracking down, requiring companies to back up health and nutrition claims with scientific studies. Hundreds of applications submitted to its scientific panel have just been turned down. The panel has decided that there is not enough evidence to claim that, for instance, heather helps you sleep, dried cocoa extract helps you lose weight, quinoa makes your hair grow and Jerusalem artichokes make your gut healthy.

D Many in the industry are howling that these rules are heavy-handed, given that most of their products are perfectly safe and that some health claims go back decades or more. Demanding expensive studies to justify such claims will stifle innovation, they argue, and tilt the playing field against smaller firms, which will be unable to afford them. Surely, they say, firms that find profit in adding iron, iodine, zinc and vitamins to their products, or cutting levels of high-fructose corn syrup or saturated fat, ought to be applauded, not denounced. Many food brands started off as a means of reassuring customers that products were trustworthy. The desire to defend their brands gives food firms a strong incentive to ensure that their products are safe.

E The situation now however is that food companies are claiming their products provide specific benefits-not merely that they are safe to eat. Ordinary folk cannot tell whether health claims made by food marketers are scientifically valid, so there is a case for regulatory scrutiny of such claims. What's more, even though it is difficult to imagine someone being harmed by eating too much breakfast cereal or yogurt, say, there is a risk of harm if health claims made about functional foods encourage people to see them as substitutes for drugs or lifestyle changes they may need. A few helpings of vegetables will do more good than any probiotic yogurt.

F A lesson from the drugs industry is that industry-funded studies have a clear tendency to produce results that please their sponsors. So food companies should have to register all studies and publish even those with unfavourable results. Clear guidelines on labelling are also important. To its credit, the FDA recently proposed rules that would force food companies to publish all the important components of their products on the front of their packages, rather than picking out the healthy ones and keeping quiet about the fat, salt and sugar.

G The industry's claim that greater scrutiny will kill innovation is off the mark. Those firms making misleading claims will suffer; those prepared to invest in proper scientific studies to back up their supposed breakthroughs will benefit. And in pharmaceuticals, smaller firms seem to be more innovative than bigger ones. If food companies wish to make the sorts of claims about their products that pharmaceutical companies do, they must be prepared to submit to similar scrutiny. Extraordinary claims, after all, require extraordinary evidence.

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**Questions 28 - 40**

*The text has seven paragraphs, A-G.*

*Choose the correct heading for each paragraph from the list of headings below.*

- i Food companies should benefit from additional regulation
- ii The need for clarity between food and medicine
- iii The main reason behind the shift towards functional foods
- iv Similarities between the pharmaceutical and the food industries
- v The food industry's case for less regulation
- vi A new trend in food production
- vii More transparency in the results of food research
- viii Demands for food companies to be more accountable

28

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

**TRUE** - if the statement agrees with the information

**FALSE** - if the statement contradicts the information

**NOT GIVEN** - if there is no information on this

35 Food companies are investing in functional foods because they are healthier.

36 The FDA is going to revise the legislation on food labels next year.

37 The food industry welcomes the regulators new demands.

*Complete the sentences below.*

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

38 For many people it is now difficult to \_\_\_\_\_ the information given by food producers is true or not.

39 New FDA legislation forces companies to put both healthy and unhealthy \_\_\_\_\_ on the front of their products.

40 The food industry must accept the same level of \_\_\_\_\_ as the pharmaceutical industry if it wishes to make similar claims.

**Answers**

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1 <i>regime</i>	14 NG	27 A
2 <i>discoloured</i>	15 E	28 <i>vi</i>
3 <i>leather lining</i>	16 F	29 <i>iii</i>
4 <i>open-backed</i>	17 D	30 <i>viii</i>
5 <i>your holiday</i>	18 B	31 <i>v</i>
6 <i>natural materials</i>	19 I	32 <i>ii</i>
7 <i>chilblains</i>	20 C	33 <i>vii</i>
8 F	21 H	34 <i>i</i>
9 T	22 A	35 F
10 NG	23 B	36 T
11 F	24 C	37 F
12 T	25 B	38 <i>tell whether</i>
13 F	26 C	39 <i>components</i>
		40 <i>scrutiny</i>

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**TEST 09**



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# Reading General Training Test 09

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**SECTION 1      Questions 1 - 13**

*Read the text and answer Questions 1 – 7*

**Reduce Stress at Work**

Here's How:

**A** Improve your time management and organization skills.

Of the many things you can do in this area the best ones include getting a to do list that works, learning to say "no", asking for help when you need it, and stop setting unrealistic goals for yourself.

**B** Relax and breathe deeply.

Whether you are feeling overwhelmed by the amount of work you have to do or if someone is "in your face", a good thing to do is to "breathe through your nose". You can't get as worked up if you force yourself to breathe through your nose. Your body simply can't maintain the same level of energy without that extra oxygen you get when breathing through your mouth.

**C** Take more breaks from your work.

Even a five-minute break will help. Get away from your desk. Go for a walk - outside is better, but up two flights of stairs and back down is good too. Getting more exercise in general will help you reduce your overall stress levels and that will make it easier to reduce your stress level at work.

**D** Lighten up.

Smile more. We all know laughter reduces stress. You will be amazed at how much more pleasant the people around you are when you make an effort to be pleasant yourself.

**E** Learn to listen better.

Rather than getting upset when others disagree with you, listen actively and find the areas of agreement. Be assertive and stand up for yourself, but don't be rigid.

**F** Fix your environment.

Make whatever adjustments you need to the lighting, temperature, noise level, and other controllable factors in your office.

**G** Don't sweat the small stuff.

Realize that there are some things that just aren't worth worrying about and there are some things you just can't change. Don't waste time stressing over the things in either category.

**H** Get more sleep.

This is another of the things you can do to reduce your overall stress that will have benefits at the office as well. In addition to reducing your stress, it will increase your energy level and your ability to concentrate.

**I** Find a mentor.

If not a mentor, a friend will do. Having someone to talk to can take a lot of stress off you.

**J** Spend more time with optimistic people.

Negative people will pull you down to their level. Choose to work with people who have a positive attitude instead.

**Questions 1 - 7**

*The text contains ten sections, A - J.*

*Which section contains the following information?*

- 1 understanding other people better
- 2 making yourself more comfortable
- 3 making sure you get sufficient rest
- 4 find someone who will listen to you and help you
- 5 getting things in perspective
- 6 keeping upbeat
- 7 turning down some requests

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**Read the text and answer Questions 8 - 13****Part time Job**

Legal Assistant - Litigation

Job Reference:

JSVC-6012

Employer Agency Name:

Charterhouse Group

Location:

Perth

Category:

Legal

Date Posted:

12/01/2011

Job Description:

CBD Location, top tier firm. This renowned well respected legal firm who is a market leader has a requirement for an experienced Legal Assistant with a background in litigation. As the Legal Assistant your duties will include but not be limited to:

>> Preparation, editing and formatting of legal documents and correspondence

>> Liaising with clients and internal departments

>> Diary and file management

>> Monthly billing

>> Typing of documentation (dictaphone and copy)

>> Providing general administrative support to legal team

To be considered for this Legal Assistant role you will have experience in a similar role, with a background in litigation, a certificate in legal secretarial studies, excellent communication skills written and verbal, the ability to problem solve, a positive a "can do" attitude and be able to work in a professional and flexible manner. This together with your professional, proactive outlook will see you secure this rare opportunity. In return, your experience will be rewarded with a great team working environment and a salary to match your experience.

If you meet the above criteria and are an experienced Legal Assistant that enjoys a challenge and want to work with a busy, dynamic team, then this is the role that you have been waiting for. Apply by sending your Resume.

**Questions 8 - 13**

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

**TRUE** - *if the statement agrees with the information*

**FALSE** - *if the statement contradicts the information*

**NOT GIVEN** - *if there is no information on this*

8 The position is with a well known law firm.

9 The successful candidate will be expected to attend weekly meetings.

10 The job involves working with and helping several lawyers.

11 The firm has this kind of opening on a fairly regular basis.

12 The firm is offering a high salary for the right person.

13 The work environment appears to be quite relaxed.

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**SECTION 2      Questions 14 - 27*****Read the text and answer Questions 14 – 21*****The Paper Clip**

When were bent-wire paper clips introduced? The first bent-wire paper clip was patented by Samuel B. Fay in 1867. This clip was originally intended primarily for attaching tickets to fabric, although the patent recognized that it could be used to attach papers together. We have found no advertisement or other mention for the Fay paper clip before 1899, and it therefore appears unlikely that it had significant, if any, sales prior to the late 1890s. However, beginning in 1899 and for decades thereafter, the Fay design was widely advertised under many brand names for use in fastening papers.

The Gem paper clip, which was never patented, but which eventually became by far the best selling paper clip in the U.S., has been advertised since 1894, and may have been introduced in 1892.

A patent application filed at the end of 1896 indicated that a number of different paper clips were in use. A flood of paper clip patents were issued beginning in 1897. This evidence indicates that bent-wire paper clips came into widespread use in offices in the late 1890s. A 1900 trade publication stated that "The wire clip for holding office papers together has entirely superseded the use of the pin in all up-to-date offices."

Why weren't bent-wire paper clips marketed earlier? According to Petroski, "Steel wire was still new in the second half of the nineteenth century. The widespread manufacture and use of the paper clip had to await not only the availability of the right wire but also the existence of machinery capable of tirelessly and reliably bending it in a flash into things that could be bought for pennies a box." (Henry Petroski, "From Pins to Paper Clips," *The Evolution of Useful Things*, Vintage, New York, 1992, p. 60)

With what products did paper clips compete most closely? The two earliest patents indicate that bent-wire paper clips could be used in lieu of pins, sewing, "pointed bent-over paper fasteners," and eyelets. In 1904, Clinch Clips were advertised as "Cheaper than Pins." Around 1910 advertisements compare paper clips to straight pins for temporary attachment of papers. By contrast, early paper clip advertisements do not refer to staples.

Why were bent-wire paper clips sold in so many different designs? Many designs were initially protected by patents. As a result, other manufacturers had to come up with different designs. Also, no single paper clip design is optimal for all purposes. In marketing paper clips, suppliers emphasized the superiority of their designs on one or two of the following characteristics:

1. Does not catch, mutilate, or tear papers
2. Does not get tangled with other clips in the box
3. Holds a thick set of papers
4. Holds papers securely
5. Is thinner and takes less space in files
6. Is easily inserted
7. Is light weight and requires less postage
8. Is cheap (e.g., because it uses less wire)



**Questions 14 - 21**

Complete the sentences below.

Choose **NO MORE THAN THREE WORDS and/or a NUMBER** from the text for each answer.

14 The patent filed by Fay in 1867 included the application of keeping papers together and fastening \_\_\_\_\_ .

15 Post 1899, Fay used different \_\_\_\_\_ to market his paper clips.

16 The number one paper clip in America was called \_\_\_\_\_ .

17 A trade magazine seemed to recognise the success of the paper clip around \_\_\_\_\_ .

18 Production of the paper clip was held back until the \_\_\_\_\_ became available.

19 In 1904, paper clips were sold on the basis of them being \_\_\_\_\_ alternatives.

20 The \_\_\_\_\_ on paper clip designs forced competitors to be more creative.

21 Some paper clips were marketed as being able to keep a lot of pages together more \_\_\_\_\_ .

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**Read the text and answer Questions 22 - 27**

**Body Language at Work**

News of the world's largest experiment to investigate telepathy last week set staff tongues wagging. How wonderful it would be to know what Sandra in accounts really thinks of Susan in systems, and what's behind the faux niceness of Rachel at reception.

But while mind-reading is a skill we're unlikely to use in the office, the ability to read people's bodies is not so unfathomable. *Understanding Body Language In A Week*, published this month by The Institute of Management, aims to show how body language in the workplace betrays your true attitudes, hints at what others really think and can help you become a more effective communicator.

The existence of a body language speaks for itself through the statistics. Less than 10% of the messages we communicate occur through our speech; a surprising 40% are conveyed by our tone of voice and 50% simply from our gestures. This is the claim of the book's authors, Geoff Ribbens and Richard Thompson, who say that "communication without body language would be like writing without punctuation."

Such an analogy may ring true for the bumbling fools among us, who can't get the gist of how to conduct a good office relationship with our peers. While Ribbens and Thompson argue that our ability to interpret others' behaviour is inherent, they acknowledge that not everyone knows how to use that 90% of unspoken communication for the best.

For the growing number of support staff, the art of body language is a talent worth nurturing. With technology liberating them from the more time-consuming chores, PAs and secretaries are able to pursue more social responsibilities - managing staff, attending meetings and handling clients. But to milk these social settings, their body language has to say "confident and capable" - otherwise they will amount to no more than wasted opportunities.

Judi James, business consultant and author of *Body Talk: The Skills of Positive Image*, offers some advice to the shy secretary. "In America, PAs will give out business cards as a matter of course, but if I suggest this in the UK it tends to provoke nervous laughter," she says. "People in support roles in this country are terrified that being assertive will be misinterpreted as arrogance, which it won't."

Recognising that the nation's confidence is somewhat lacking, an increasing number of British organisations are encouraging staff to learn how to use body language to communicate better.

"I don't like to portray body language as a bag of tricks, but in terms of marketing yourself more effectively at work, there are tips that make a massive amount of difference," says James. "Always enter offices and meeting rooms confidently, as if you're meant to be there. It's amazing how many people have difficulty going up to someone and confidently shaking their hand with just enough eye contact to make them realise you're worth speaking to. Once you've made that initial impact you can probably afford to let it drop a little during the meeting, but that first impression is really important. Always avoid tiptoeing into meetings looking apologetic and trying to be invisible. It looks awful and - although it isn't fair - people will probably question your credibility, however brilliant you might be at your job."

James cautions against being too reticent with our bodies. "If you have to approach a senior colleague at

their desk, try to do so with as much purpose as possible. Many people find it very irritating to have someone lurking at their desk, timidly waiting to speak to them, and it can get your conversation off on the wrong foot. I think you can afford to move with a degree of authority without looking like the young pretender." It can also help to slightly mirror the other person's body language, although obviously it pays to judge this sensitively.

But let's not kid ourselves too much with all these career-furthering intentions. The really appealing thing about analysing body language is the idea of interpreting other people's behaviour. From now on, never believe a colleague who has a habit of rubbing his eyes or touching his nose. He is lying, according to the gospel of body language, and should not be trusted.

All of which doesn't bode well for poor unfortunates struck down with conjunctivitis or for those who can't resist fingering a snotty nose. The authors' get-out clause for this little discrepancy is to argue that "it is seldom one gesture or posture, but a combination of body signals that convey the clues. It is also important to put the body language in context."

So next time someone picks at their clothes while talking to you don't automatically assume - as the textbook has it - that they privately they disagree with you. They might be trying to remove traces of the morning's toothpaste from their lapel.

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**Questions 22 - 27**

Choose the correct letter, A, B or C.

22 Geoff Ribbens and Richard Thompson state that

- A we understand about half of other people's body language
- B a significant portion of a message is delivered through intonation
- C the major part of any message is sent through our body language

23 More technology means

- A staff are using their body language less effectively
- B some staff have developed more confidence
- C admin staff carry out more people-related tasks

24 James believes that

- A PAs in America are more confident than in the UK
- B PAs in the UK are arrogant
- C PAs in America are concerned about appearing to be arrogant

25 James believes there is much to be gained from

- A maintaining strong body language throughout a meeting
- B making a high level of eye contact
- C entering a meeting with confidence

26 When addressing senior staff, James thinks

- A you should use your body language to show the required level of respect
- B you should always try to mirror their body language
- C you should not be too timid

27 When attempting to interpret body language, we should remember

- A that it is not difficult to misinterpret the meaning
- B that a single gesture often tells us all we need to know
- C to pay more attention to facial gestures

**SECTION 3      Questions 28 - 40**  
***Read the text and answer Questions 28 - 40***

**Life Beyond Pay**

A A new magazine was published in America this month. Success is the resurrection of a title first published in 1897 by Orison Swett Marden, an entrepreneur and author of a series of self-help books, including "Getting the Most Out of Life". The magazine's publisher, Joseph Guerriero, wants today's Success to reflect the contemporary workplace, where, he says, success is measured less by money and titles, and more by what is sweepingly referred to as "work-life balance". The first issue contains an article about men leaving work to become full-time fathers.

B Improving the balance between the working part of the day and the rest of it is a goal of a growing number of workers in rich Western countries. Some are turning away from the ideals of their parents, for whom work always came first; others with scarce skills are demanding more because they know they can get it. Employers, caught between a falling population of workers and tight controls on immigration, are eager to identify extra perks that will lure more "talent" their way. Just now they are focusing on benefits (especially flexible working) that offer employees more than just pay.

C Some companies saw the change of mood some time ago. IBM has more than 50 different programmes promoting work-life balance and Bank of America over 30. But plenty of other firms remain unconvinced and many lack the capacity to cater to such ideas even if they wanted to. Helen Murlis, with Hay Group, a human-resources consultancy, sees a widening gap between firms "at the creative end of employment" and those that are not.

D The chief component of almost all schemes to promote work-life balance is flexible working. This allows people to escape rigid nine-to-five schedules and work away from a formal office. IBM says that 40% of its employees today work off the company premises. For many businesses, flexible working is a necessity. Globalisation has spread the hours in which workers need to communicate with each other and increased the call for flexible shifts. Nella Barkley, an American who advises companies on work-life balance, says that large firms are beginning to understand the value of such schemes, "but only slowly". For most of them, they still mean little more than child care, health care and flexible working.

E Yet some schemes go well beyond these first steps. American Century Investments, an investment manager in Kansas City, pays adoption expenses and the cost of home-fitness equipment for its employees. Rob Marcolina, a gay consultant with Bain & Company based in Los Angeles, was allowed time off to marry his partner in Canada, and another break to look after their daughter when she was born to a surrogate mother. Mr Marcolina, who has an MBA from the high-ranked Kellogg business school, says his employer's understanding makes him want to be "part of Bain for some time".

F Businesses have other good reasons for improving employees' work-life balance. Wegmans Food Markets, a grocery chain based in Rochester, New York, frequently appears near the top of lists of the best employers in America. It has a broad range of flexible-work programmes, which gives it one of the lowest rates of employment turnover in its industry-8% a year for full-time workers, compared with 19% across the industry.

G Simple programmes can be surprisingly cost-effective. IBM, for instance, is spending \$50m over five

years on "dependant-care" facilities for its employees. Although that sounds generous, it is the equivalent of little more than \$30 for each IBM employee every year. That is far cheaper than a pay rise and probably a better way to retain talented mothers and fathers. Ernst & Young, a global accounting firm, has a low-cost range of initiatives called "People First". It provides breaks for people to provide care and has over 2,300 flexi-time employees in the United States. James Freer, a senior executive, says he is "absolutely convinced" the initiatives help produce better financial results.

H DeAnne Aguirre, a mother of four and a senior partner in San Francisco with Booz Allen Hamilton (BAH), says "it is easy to make the business case" for work-life balance programmes at the consultancy by looking at attrition rates. BAH calculated that it was investing more than \$2m in turning a raw recruit into a partner, an investment it should be reluctant to write off. Corning, an American glass company, reckons that it costs 1.5 times a worker's salary and benefits to replace him. If it can retain just 20 workers a year who would otherwise have left, Corning reckons it would produce annual savings of \$2.6m.

I Business schools are now climbing on the bandwagon, too. In October Tuck School at Dartmouth, New Hampshire, will start a course on returning to corporate life after an extended absence. Called "Back in Business", the 16-day, \$12,000 re-entry programme is open only to students with "work experience in a high-potential career". The majority will inevitably be mothers wanting to rejoin the workforce. But fathers are also asking for sabbaticals. Work-life balance "is not just a women's issue" any more, says Ted Childs, who is in charge of workforce diversity at IBM. "Men, too, are very concerned about it."

J The demand is being stoked by the "Generation Y", the under-28s. They look sceptically at the idea of lifetime employment within a single organisation and they are wary of the commitment they believe too often drove their parents to the divorce courts. Hay's Ms Murlis says that today's business-school graduates are "looking for a workstyle to go with their lifestyle", not the other way round. They are happy to binge-work for a while, but in return want extended sabbaticals in which to chill out.

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**Questions 28 - 40**

*The text contains ten paragraphs, A - J.*

*Which paragraph contains the following information?*

- 28 how one company helps families
- 29 two serious problems for employers
- 30 one reason why employees need to work flexible hours
- 31 a new publication to mirror changes in the work environment
- 32 how a division between companies is developing

*Classify the following statements by person*

- A James Freer
- B Rob Marcolina
- C Helen Murlis
- D Joseph Guerriero
- E Orison Swett Marden
- F Nella Barkley

- 33 was given a break from work after the birth of his child
- 34 believes companies are not changing quickly enough
- 35 sees two kinds of companies emerging
- 36 was the original writer of "Success"
- 37 believes work-life programs help a company to make money

*Complete the sentences below.*

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

- 38 Ernst and Young has over two thousand people working on a \_\_\_\_\_ basis.
- 39 The cost of training someone to a high level from a \_\_\_\_\_ can cost millions of dollars.
- 40 Despite their concern for a work-life balance, younger employees are willing to \_\_\_\_\_ for a short time.

**Answers**

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1	<i>E</i>	14	<i>tickets to fabric</i>	27	<i>A</i>
2	<i>F</i>	15	<i>brand names</i>	28	<i>E</i>
3	<i>H</i>	16	<i>the Gem</i>	29	<i>B</i>
4	<i>I</i>	17	<i>1900</i>	30	<i>D</i>
5	<i>G</i>	18	<i>right wire</i>	31	<i>A</i>
6	<i>J</i>	19	<i>cheaper than</i>	32	<i>C</i>
7	<i>A</i>	20	<i>patents</i>	33	<i>B</i>
8	<i>T</i>	21	<i>securely</i>	34	<i>F</i>
9	<i>NG</i>	22	<i>B</i>	35	<i>C</i>
10	<i>T</i>	23	<i>C</i>	36	<i>E</i>
11	<i>F</i>	24	<i>A</i>	37	<i>A</i>
12	<i>NG</i>	25	<i>C</i>	38	<i>flexi-time</i>
13	<i>F</i>	26	<i>C</i>	39	<i>raw recruit</i>
				40	<i>binge-work</i>

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**READING**

**TEST 10**

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# Reading General Training

## Test 10

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**SECTION 1      Questions 1 - 14*****Read the text and answer Questions 1 - 7*****How to Set Up a Business Meeting**

Multiple meetings occur each second of every day. And it's easy to suspect that many of them prove to be ineffective. Why is that?

For an answer, consider the purpose of meetings. I'd suggest that meetings exist to nudge ahead progress. Even if it's only a slight move, when the meeting attendees exit, the subject of the meeting has to have changed in some way (hopefully for the better). You need structure to accomplish that. Here are five steps that will help you hold effective meetings--sessions that move subjects forward.

1. Be a reporter. Make sure you let your attendees know the who, what, why, when and where of the meeting. It prefaces the agenda. It might look like this:

Who: Members of the Retired Executive Group (name the actual names)

What: Decide on a formal group name

Why: To establish a formal group structure

When: February 17, 2009 from 3 to 4 p.m.

Where: Starbucks at 2111 S. Glen Street in Harwood Heights

A reporter informs readers. That's what has been done here.

What happens at the meeting? That's what's in the agenda.

2. Set an agenda. This means clearly listing the objective of the meeting and supporting points using specifics. For example, here's an agenda for a meeting I ran for a business group I'm involved with:

- Objective is to select a name for the group
- Start a 10-minute brainstorming session
- Record results
- Cull the names down to five
- Check domain availability
- Debate those names where a domain is available
- Select a final name

This agenda not only provided a clear objective--to walk away from that meeting with a name--it provided the steps the attendees would take to do it. If we followed the agenda, we would make our goal. And we would have moved our subject forward.

3. Send out the agenda (via email or snail mail) 5 to 7 days ahead of time. You want your attendees to be aware, to prepare and to be there.

It doesn't always happen, of course. I find that, if you have 10 attendees, 10 will be aware of some of the agenda (usually the five w's), two will prepare and seven will be there. That's OK. You can only control your actions.

Also, call all of the attendees 2 days prior to remind them of the meeting.

4. Have copies of the agenda at the meeting. Most of the attendees will not bring the agenda with them, so have copies ready. Distribute and read through it when everyone shows up. Now you can begin the session with everyone on a level field.

5. Start and finish on time. If inclement weather or other common factors exist, you can delay the meeting. Otherwise, I suggest starting right at the time you noted on the agenda. If someone comes in late, that's OK. Acknowledge him, give him an agenda and keep going. He'll catch up on his own.

One of the most frustrating things I've experienced in meetings is when a 1-hour session turns into 90 minutes without it being mentioned by the facilitator. Believe me, you'll be given silent but heartfelt kudos when you end the meeting ahead of or on time, or inform the attendees that it may go overtime.

And what's better than not only advancing your subject, but doing it with an aura of good will?

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**Questions 1 - 7**

Complete the summary below.

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

There are several steps you can take to avoid your meetings being (1 \_\_\_\_\_) . It's a good idea to keep in mind that the reason for having the meeting is to make some (2 \_\_\_\_\_) with the issue(s) you have.

Before the meeting make sure everyone is aware of the who, what, why, when and where of the meeting. Amongst other things this will help to formalise the (3 \_\_\_\_\_) .

Also of course an agenda needs to be drawn up containing the objectives and the steps needed to achieve them. Attendees should receive this document several days (4 \_\_\_\_\_) the meeting.

A good way to start the meeting, when everyone is present, is to (5 \_\_\_\_\_) the agenda.

Though it's often the case that some attendees will arrive late, it's still preferable to kick off the meeting (6 \_\_\_\_\_) .

Finally, remember that everyone will be much happier if you are able to move forward on (7 \_\_\_\_\_) within the allotted time frame.



### ***Read the text and answer Questions 8 – 14***

#### Getting Out

You may wish to leave your business for a variety of reasons. For example, you may be ready to retire - if so, congratulations! - and you may wish to hand your business to a relative. Or perhaps your business did not live up to your expectations. Whatever the reason, be smart about how you make your exit.

#### Plan Your Exit

Do you know how you are going to exit your business? You may have a dream of going public, selling to the highest bidder, or retiring and handing over your business legacy to your family. Big dreams aside, the truth is that many... [click for more](#).

#### Steps to Closing a Business

If you are considering leaving your business below you will find suggested steps to follow in closing your business. Decide to close a business - sole proprietors can decide by themselves that they should close ... [click for more](#).

#### Selling Your Business

If you decide that selling your business is the right exit strategy for you, be sure that you cover all your bases. In order to sell your business officially, you will need to prepare a sales agreement. This is the key document in ... [click for more](#).

#### Transfer of Ownership

As they say, all good things must come to an end. Maybe you'd like to retire, or maybe it's time to pass the family business to the next generation. For one reason or another, many business owners will face a time when they ... [click for more](#).

#### Legal Resources for Operating and Exiting a Business

There are many resources available to help you comply with the basic laws for conducting and exiting a business. Here is just a brief listing of articles that offer general assistance to specialized audiences. Environmental ... [click for more](#).

#### Liquidating Assets

If you have decided to get out of business and are not able to pass your business on, merge it with another business, or sell it as a going concern, liquidating the assets could be the most appropriate exit strategy. However, before ... [click for more](#).

#### Filing for Bankruptcy Protection

Deciding to file for bankruptcy can be a painful decision, but you may find yourself in a position with no other options. To protect yourself and your business, educate yourself about this course of action before making the decision ... [click for more](#).

**Questions 8 - 14**

Complete the sentences below.

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

- 8 The main document if you want to sell your business is the \_\_\_\_\_ .
- 9 When there are no other options available to you, you will need to \_\_\_\_\_ .
- 10 However you decide to exit you will need \_\_\_\_\_ the legal system.
- 11 People who are \_\_\_\_\_ do not need to consult with others regarding the how to close the business.
- 12 Handing your business over to another person is called a \_\_\_\_\_ .
- 13 Going public with your business is, for many people, often no more than \_\_\_\_\_ .
- 14 Whichever exit strategy you choose you will need \_\_\_\_\_ it.

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**SECTION 2      Questions 15 - 27*****Read the text and answer Questions 15 – 21*****Three stages for dealing with a complaint**

'How was it for you?' has a maximum of three stages for dealing with a complaint.

**Stage 1**

Complaint will be dealt with by front line staff or manager of the service

Once you have made your complaint you can expect a full response within 10 working days. If we aren't able to deal with your complaint in full within this time we will contact you to advise you of the delay and to let you know when you can expect a full response.

**Stage 2**

Complaint will be reviewed by an appropriate senior manager.

If you are not happy with the outcome from stage 1, contact the customer feedback co-ordinator. They will arrange a review of your complaint. This review and response will not be by the same person who dealt with your complaint at stage 1. Again you can expect a full response within 10 working days or we will contact you to advise you of the delay and to let you know when you can expect a full response.

**Stage 3**

Complaint will be reviewed by the Director or a member of staff independent of the service acting on the Director's behalf. If you are not happy with the outcome from stage 2, contact the customer feedback co-ordinator. Our final review and response will be undertaken by the Director or a member of staff acting on the Director's behalf. As for the previous stages you can expect a full response within 10 working days or we will contact you to advise of the delay and to let you know when you can expect a full response.

If the stage 3 review doesn't resolve your complaint and you want to take it further you will need to take it to the Local Government Ombudsman.

If after any stage you don't get back to us within four weeks of our response to you we will consider that you have been satisfied with the response you have received.

As part of our ongoing improvement activities we will review each quarter by randomly selecting customers who have made a complaint and ask them how well they think we handled their complaint and whether they have any suggestions on how we could improve our complaints process.

**Where else can you get help?**

You may wish to ask for help at any stage from friends or relatives, your local councillor or MP.

The Citizens' Advice Bureau have staff who can help you make the complaint. Visit the Citizens' Advice Bureau website for more information.

**Getting your complaint assessed by an independent body**

You can complain to the Local Government Ombudsman, an independent organisation which will investigate any sort of complaint about the council. But they will only do this after you've been through all of the stages of the council's complaints procedure.

Please ring the Customer Centre if you are unsure who you should contact about your complaint.

**Questions 15 - 21**

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

**TRUE** - *if the statement agrees with the information*

**FALSE** - *if the statement contradicts the information*

**NOT GIVEN** - *if there is no information on this*

15 The organisation deals with all complaints within 10 working days.

16 If you are not satisfied after Stage 1, you should contact a senior manager.

17 Stage 3 is the organisation's final review stage.

18 The organisation assumes you are happy if you do not respond back at any stage within 4 weeks.

19 The organisation's quarterly review is well-received by customers.

20 The quarterly review invites all customers to give their feedback.

21 You can not avoid stages 1 -3 by requesting an independent assessment.

**Read the text and answer Questions 22 - 27****Giving Presentations**

The presentation is starting. Dim the lights. Time for a nap. These are the thoughts of many audiences subject to yet another boring business presentation. How can you awaken the cognitive powers of your audience? Start by learning the 8 secrets of a knockout business presentation.

A Dig Deep

Having an effective business presentation that will have the audience on their feet requires more than the usual factoid dropped into your PowerPoint. Find a relevant fact beyond your topic norm. Give them the unexpected. The one obscure and contradictory piece of information that will raise heads and stimulate discussion. Where do you find such information? Go past the typical quick search engine scan. Check out educational websites for new research, interview industry mavericks, or scour the business press.

B Avoid Info Overload

PowerPoint expert Cliff Atkinson, author of *Beyond Bullet Points* says, "When you overload your audience, you shut down the dialogue that's an important part of decision-making." He points to some important research by educational psychologists. "When you remove interesting but irrelevant words and pictures from a screen, you can increase the audience's ability to remember the information by 189% and the ability to apply the information by 109%," recommends Atkinson.

C Practice Delivery

A knockout business presentation is so captivating it makes you forget about the speaker and become absorbed in the talk. Practice your delivery over and over until you remove the distractions including nervous tics and uncomfortable pauses. Pay particular attention to your body language. Is it non-existent or overly excessive? Good presenters work the stage in a natural manner.

D Forget Comedy

Business presenters will flirt with the temptation to deliver the stand up humor of Chris Rock. Remember your audience didn't come to laugh; this is a business presentation. Leave your jokes at home. It's OK to throw in a few natural off the cuff laughs but don't overdo it.

E Pick Powerful Props

You don't need a box full of props like the watermelon-smashing comic, Gallagher. A few simple props to demonstrate a point can be memorable in the minds of your target audience. Management guru, Tom Peters, uses a cooking timer to show how quickly factory expansion is occurring in China.

F Minimize You

"Frankly, your audience doesn't care as much about your company history, as they do about whether you can help them solve the specific problems they face. Write a script for your presentation that makes the audience the protagonist, or the main character, who faces a problem that you will help them to solve," says Atkinson.

G Speak the Language

A knockout business presentation doesn't leave people wondering what you said. It might be tempting to throw in a few big words but are you alienating your audience? Always explain terms and acronyms. The number of smart executives who aren't up on the latest terminology would surprise you.

### H Simple Slides

Beware of the PowerPoint presentation. Many corporate brains will turn off at the sight of yet another PowerPoint presentation. Over 400 million desktops currently have the PowerPoint application. If you want your business to stand out, don't be like everyone else. Use slides in your knockout presentation to highlight and emphasize key points. Don't rely on your slide projector to run the show.

It all comes down to what your audience walks away with in the end. Did you deliver another boring business presentation? Or did you persuade or motivate everyone to action? Apply the eight secrets to a knockout presentation and watch your ratings soar.

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**Questions 22 - 27**

*The text has eight sections, A - H.*

*Which section contains the following information?*

22 avoiding distancing your listeners

23 consider using realia to make a point

24 a mention of 8 secrets to success

25 helping your audience to use what you are giving them

26 the need for rehearsal

27 a problem-solution approach

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**SECTION 3      Questions 28 - 40*****Read the text and answer Questions 28 – 40*****Words fail them**

A It seems companies will soon begin to say goodbye to the written word. The basic unit of communication will no longer be typed out in e-mails. It will be shot in pictures and shown on video. Companies have already discovered that the written word is failing them. Its feebleness compared with the moving image was rammed home in 2010 when the sight of BP's oil spewing out into the Gulf of Mexico on YouTube sent a message to the world far more compelling than any written statement could ever be.

B If the word has become weak at conveying big corporate messages, it has become even weaker at conveying small ones. For years the in-boxes of all office workers have been overflowing with unread e-mails. But managers will do something about it and desist from communicating with staff in this way. E-mail will still exist as a way of talking to one person at a time, but as a means of mass communication it will be finished. Companies will find instead that to get a message over to employees, customers, shareholders and the outside world, video is far more effective.

C In the past three years video has come from nothing to make up nearly half of internet traffic; in another three, it is likely to be more than three-quarters. So far corporations have taken a back seat in this growth, but they will soon need to climb into the front and start to drive it.

D This shift in communications will have three important effects. It will change the sort of person who makes it to the corner office. It will alter the way that businesses are managed. And it will shift the position corporations occupy in society and possibly make us like some of them just a little bit more.

E The new corporate leaders will no longer be pen pushers and bean counters. The 20-year reign of faceless bosses will come to an end. Charisma will be back in: all successful business chiefs will have to be storytellers and performers. Just as political leaders have long had to be dynamite on TV to stand much hope of election or survival, so too will corporate leaders. They must be able to sell not only their vision of their companies but their vision of themselves. The new big boss will be expected to set an example; any leaders showing signs of human frailty will be out on their ears. The moral majority will tighten its hold on corporate life, first in America, but then elsewhere too.

F With this shift will come a change in management style. Numbers and facts will be supplanted by appeals to emotion to make employees and customers do what they are told. The businessperson's emotion may be no more genuine than the politician's, but successful bosses will get good at faking it. Others will struggle: prepare to cringe in as corporate leaders spout a lot of phoney stuff that used to look bad enough when written down, but will sound even worse spoken.

G One good consequence of the change, however, will be a greater clarity in the way companies think about their businesses. The written word was a forgiving medium for over-complicated, ill-conceived messages. Video demands simplicity. The best companies will use this to their advantage by thinking through more rigorously what it is they are trying to say and do.



**Questions 28 - 40**

*The text has seven paragraphs, A - G.*

*Which paragraph contains the following information?*

- 28 The need for managers to understand peoples' feelings
- 29 A tool which will be used when communicating with just a single person
- 30 How personality will become more important
- 31 An example of video fs power compared to the written word
- 32 A need for corporate change

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

**TRUE** - if the statement agrees with the information

**FALSE** - if the statement contradicts the information

**NOT GIVEN** - if there is no information on this

- 33 Large corporations are already using video extensively.
- 34 We will probably like the managers of corporations a lot more.
- 35 Business leaders will have to be seen in public.
- 36 A business leaders ability to sell themselves will become more important.
- 37 The new bosses will have to be physically stronger.

*Complete the summary below.*

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

One change which is predicted is that in order to motivate (38 \_\_\_\_\_), managers will use different techniques, for example, using (39 \_\_\_\_\_) rather than data. Another change, and no doubt a positive one, is that because of the need for (40 \_\_\_\_\_) when using video, companies will have to bring more clarity to their business.

**Answers**

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1	<i>ineffective</i>	14	<i>to plan</i>	27	<i>F</i>
2	<i>progress</i>	15	<i>F</i>	28	<i>E</i>
3	<i>group structure</i>	16	<i>F</i>	29	<i>B</i>
4	<i>ahead of</i>	17	<i>T</i>	30	<i>D</i>
5	<i>read through</i>	18	<i>T</i>	31	<i>A</i>
6	<i>on time</i>	19	<i>NG</i>	32	<i>C</i>
7	<i>your subject</i>	20	<i>F</i>	33	<i>F</i>
8	<i>sales agreement</i>	21	<i>T</i>	34	<i>F</i>
9	<i>file for bankruptcy</i>	22	<i>G</i>	35	<i>T</i>
10	<i>to comply with</i>	23	<i>E</i>	36	<i>T</i>
11	<i>sole proprietors</i>	24	<i>H</i>	37	<i>NG</i>
12	<i>transfer of ownership</i>	25	<i>B</i>	38	<i>employees and customers</i>
13	<i>a dream</i>	26	<i>C</i>	39	<i>emotion</i>
				40	<i>simplicity</i>

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**READING**

**TEST 11**

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# Reading General Training

## Test 11

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**SECTION 1      Questions 1 - 14*****Read the text and answer Questions 1 - 7*****Understanding Your Gas Bill**

How can I get a duplicate bill or information on my latest bill

The easiest way to view or print a copy of your most recent or past bill is to register or log on to My Account. You can receive, view and pay your bill -- all online.

When you log on to My Account, go to View My Bill, then Bill History.

There you can view and print out your account history -- up to 25 months. Just click on the bill you'd like to see. Try it now.

Or, if you'd prefer, you can call our automated service line 24 hours a day, at 1-800-772-5050\*.

\*Note, requests made through our phone line will take approximately 3-5 working days to complete. Billing information can only be sent to the mailing address on record.

**Billing Terms**

§ BTU: British Thermal Unit: One BTU is the amount of heat required to raise the temperature of one pound of water one degree Fahrenheit. A more practical definition would be: how much gas an appliance will use to produce heat or cooling. As a result, gas appliances are sized by a BTU rating. 100,000 BTU's equal 1 therm. For example, a 400,000 BTU heater, when in use, would use 4 therms of gas per hour. A 30,000 BTU range would use .3 therms per hour of use.

§ CCF: Hundred of Cubic Feet: Method used for gas measurement. The quantity of gas at a temperature of sixty degrees Fahrenheit and a pressure of 14.73 pounds per square inch makes up one cubic foot.

§ Billing Factor: An adjuster used to convert CCF into therms. It adjusts the amount of gas used to reflect the heat value of the gas at a given altitude. The heating value can vary from month to month; therefore, the billing factor is not always the same.

§ Therm: A therm is approximately 100,000 BTUs. It is a standard unit of measurement. CCFs are converted to therms for purposes of billing.

**Natural Gas Conversions**

§ 1 cubic foot = 1050 Btu

§ Therm = 100,000 Btu

§ Ccf = 100 cubic foot, or 1 therm

§ Mcf = 1000 cubic feet = 10.20 therms

§ MMcf = 1 million cubic feet

§ Bcf = 1 billion cubic feet

§ Decatherm (Dth) = 10 therms = 1 million Btu

§ Mmbtu = 1 million btu = 10 therms



About gas rates and how bills are calculated

Natural gas rates are made up of two primary charges:

§ Gas delivery service, which The Gas Company provides - the "delivery" (or "transmission") charge; and,

§ The cost of the natural gas itself -- which is reflected in the "procurement" charge.

Many people believe that The Gas Company produces natural gas, but we don't. For our residential and smaller business customers, we buy natural gas from producers and marketers at the best possible prices on the open market.

The wholesale gas prices we pay are based on market supply and demand. They're not marked up by The Gas Company, and are shown on your monthly bill as the "commodity charge."

The Gas Company's delivery service charge covers the costs of transporting natural gas through our pipeline system. It is approved annually by the Public Utilities Commission and is not impacted by the price of natural gas.

Monthly Gas rates vary based on monthly gas prices

Since 1997, the cost of natural gas that customers pay in their rates is based on a forecasted monthly price instead of a forecasted annual price. This allows rates to more closely follow current natural gas market prices.

With monthly pricing, gas rates are based upon a 30-day forecast of natural gas market prices. This gives customers a better picture of the current price of natural gas, and means they no longer have to wait for annual adjustments to their bills to make up for differences between the 12-month forecast price and the actual price paid by The Gas Company on a monthly basis.

Does The Gas Company benefit from higher gas prices?

We do not produce natural gas; energy production companies produce natural gas. The Gas Company just delivers natural gas to its customers.

Baseline therm allowance

As determined by the Public Utilities Commission, under the direction of the State Legislature, "baseline therm allowances" are the amounts of natural gas needed to meet the minimum basic needs of the average home. The Gas Company is required to bill these "baseline" amounts at its lowest residential rates. The goal of these "baseline" amounts is to encourage efficient use of natural gas.

Charges on Your Bill from a Third Party

For bill questions and charges on your gas bill from third-party vendors --

§ Commerce Energy (formerly ACN) 1-877-226-3649

§ HomeServe 1-888-302-0137

**Questions 1 - 7**

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

**TRUE** - *if the statement agrees with the information*

**FALSE** - *if the statement contradicts the information*

**NOT GIVEN** - *if there is no information on this*

1 Phone requests for a copy of your bill are processed within a working week.

2 CCFs are calculated at a temperature of 60 degrees C.

3 Therms are converted to CCFs to calculate your bill.

4 The Gas Company receives a discount on the market price of the day.

5 Since 1997, customers have not had to wait for annual adjustments.

6 The Gas Company's delivery time is quicker now than prior to 1997.

7 HomeServe is a service provided by the Gas Company.

**Read the text and answer Questions 8 - 14****Parking Arrangements for Disabled People in Countries Outside Europe.**

The design of badges differs in the various towns and cities of certain countries outside the European Union and you should read the following information for the arrangements that apply in the country, or countries, you intend to visit carefully.

**Australia****Disabled travel in Australia**

The demand for information on travel for people with disabilities has never been greater. To participate independently in community life, including the enjoyment of travel, people with disabilities need barrier-free environments. This includes seemingly simple requirements such as easy access to public transport, buildings and footpaths, and thoughtfully designed facilities and services from airports to accommodation.

By international standards, Australia offers quite good access for people with disabilities. Many of the hotels, restaurants, cinemas, theatres and shops in Australia's major cities have facilities for those with disabilities although not all of them cater for people in wheelchairs. It is advisable to give advance notice wherever possible to ensure the best possible assistance.

**Car parking**

Most public car parking stations have dedicated parking spots for disabled drivers, clearly identified by the international disabled sign. The bays are close to ramps and lifts and are generally wider than the regular parking spaces. The use of disabled parking bays is closely monitored and heavy fines apply to unauthorised users. In order to use disabled parking, you must obtain a temporary disabled parking permit.

Regulations regarding disabled parking permits (DPP) vary from state to state. Generally the following procedures apply:

**International visitors:**

Bring your overseas permit with you.

Overseas permits may be used in Queensland, Australian Capital Territory (Canberra), Tasmania, South Australia, Western Australia and the Northern Territory. In New South Wales, application may be made for a temporary permit at any Roads and Traffic Authority office. In Victoria, a temporary permit for a holder of an overseas parking permit may be arranged before arrival through VicRoads. Apply at least one month before arrival by facsimile or by post, enclosing a copy of your overseas permit together with the dates you will be in Australia and address when first arriving in Victoria. A temporary permit issued in New South Wales or Victoria will be recognised throughout Australia.

Visitors are advised to contact the relevant authorities for information well in advance of travel:

**New South Wales**

Roads and Traffic Authority, Mobility Parking Scheme, GPO Box K198, Sydney NSW 2000

Tel: +61 2 9218 6670 (Freecall within Australia: 13 22 13)

**Victoria**

Vic Roads (VR), Traffic & Road User Management Dept, Disabled Person's Parking Scheme, 60 Denmark Road, Kew VIC 3101

Tel: +61 3 9854 2666

Fax: +61 3 9854 2918

Always remember to:

Make sure your permit will not expire during your travel.

Display your permit as in your home state/country.

Parking permits do not authorise vehicles to park in loading zones, bus zones, no-stopping zones and the like.

Most parking permit applications must be completed in part by a doctor or accompanied by a valid doctor's certificate that clearly states the nature of disability.

A fee of \$A10-\$A15 usually applies

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**Questions 8 - 14**

Complete the sentences below.

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

8 In order to move around freely disabled people basically require \_\_\_\_\_ spaces.

9 To make sure help is on hand, people in wheelchairs should provide \_\_\_\_\_ to restaurants, cinemas etc.

10 People using disabled parking without a permit will probably receive \_\_\_\_\_ .

11 Overseas permit holders should contact VicRoads for a \_\_\_\_\_ .

12 If you need to apply to VicRoads you should do so \_\_\_\_\_ before you expect to arrive.

13 VR can be contacted by telephone or \_\_\_\_\_ .

14 some parts of the permit application form need to be filled in \_\_\_\_\_ .

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**SECTION 2      Questions 15 - 27**

*Read the text and answer Questions 15 - 20*

**Social Body**

Offer accessible and diverse leisure opportunities to enhance the well-being of individuals and strengthen a sense of community in a safe and welcoming environment.

Objectives

To assist, develop and to foster community spirit throughout the community

To promote the educational, social, cultural and athletic endeavours of the community

To assist any organization, group, company or individual whose sole aim is to promote the educational, social, cultural or athletic well-being of the people of the community

To receive donations, or do such things as may be necessary to raise funds to carry out the objectives

To carry on the operations of the Association principally in the Marpole Oakridge community

Board of Directors

The Community Association Board meetings are held on the 3rd Tuesday of each month at 7:00 pm. All members are welcome. If you are interested in joining the Board or a Committee contact the Community Recreation Coordinator at 604-257-8177.

Duties of the Board

To Jointly operate the Community Centre with the Park Board

To identify needs of the community and act in the best interest of the community in fulfilling these needs

To exercise the care, diligence and skill of a reasonably prudent person in exercising his/her powers and performing his/her function as a Director

To direct the activities, participation and aims of the Society in conformity with its' Constitution & By-laws

To determine the policy of the Society, both internally and in regard to its relationship with the Park Board staff

To elect from among its' members each year the officers of the Society

To attend meeting of the Board and meeting of such committees to which he/she may be appointed

To discharge accepted responsibilities in accordance with the direction of the Board

To work with the professional staff in determining the needs of the community, and support the staff in the undertakings of the Community Centre

To accept from the membership at large complaints and suggestions and requests for programs; to study such complaints and suggestions and to pass them on to the professional staff

To act as liaison between Park Board and the community at large in relationship to park development and delivery of recreational services

To liaison and cooperate with the other community agencies for betterment of the community

Meetings

The Community Association Board meetings at 990 West 59th Avenue. All members of the community are welcome to attend.

**Questions 15 - 20**

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

**TRUE** - *if the statement agrees with the information*

**FALSE** - *if the statement contradicts the information*

**NOT GIVEN** - *if there is no information on this*

15 one of the groups objectives is to support sport in the community

16 a further objective is to get money for the group

17 the group meets on every other Tuesday

18 directors are expected to work in careful manner

19 directors should work with all other groups in the community

20 the group's meetings are solely for directors

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**Read the text and answer Questions 21 – 27****Top Trends in Society & culture****A Speeding up**

Everything is speeding up thanks to our obsession with technology and efficiency - although whether anything is actually moving in the right direction is a moot point. You can blame computers, email, the Internet, globalisation, mobile devices, low cost travel, whatever you like. The result is 24/7 access to goods and services, multi-tasking, meals in minutes, hectic households, microwave mums, meals on the run, insecurity, one minute wins and individuals (and organisations) that want everything tomorrow. The result is stress, anxiety, a lack of sleep, a blurring of boundaries between work and home, work-life imbalance and, conversely, an interest in slowing things down.

**B Demographic change**

Demographics is the mother of all trends (or, as someone more eloquently once put it, ('demographics is destiny'). The big demographic shift is ageing. In Europe 25% of the population is already aged 65+. Linked to this is the rise in single person households (46 million in Europe) caused by an increase of widows and widowers, but also caused by more people getting divorced and by people marrying later or not at all (42% of the US workforce is unmarried). Add a declining fertility rate (below the replacement rate in many developed nations) and you have a recipe for significant socio-economic change. Other linked trends include older parents, more one-parent families, male/female imbalance (eg China) and less traditional family units. In 1950 80% of US households were the traditional 2 parent & kids nuclear family. Now the figure is 47%, while over in Europe there will be 14% less nuclear families in 2006 than in 1995. This could all change of course, but it's in the nature of demographic trends that change is usually slow in any given direction.

**C Global and local**

Globalisation is obviously a huge trend but if you look forward far enough it looks like the future will be local. You can already see evidence for this shift in the fact that the opposite, localisation - is a major trend in everything from food to politics. And it is entirely possible that the EU could collapse back into local units or even small city-states and the consequences of this would be extraordinary. Theoretically, globalisation still has many years to run (and will run alongside an interest in all things local) but we are increasingly at the mercy of resources. Put simply, when natural resources such as oil run out, we will have no choice but to stop moving around and adopt a more local way of life. Back to where it all started in other words.

**D Happiness**

Materialism is still in full swing but for many people it's starting to lose its appeal. We are working harder and working longer - and earning more money as a result - but it's becoming increasingly obvious that money can't buy you happiness. People are also starting to realise that identity is not shaped by what you own or consume but by who you are and how you live. To some extent the happiness phenomenon is really a search for meaning. Hence the increase in spiritualism. But it is also down to the fact that people have too much time on their hands. A century or two ago people were focussed on survival and just didn't have time for self-introspection. Keep an eye on how often the topic of happiness appears in the general media and when politicians and companies pick up on the issue you'll know the trend has truly arrived.



### E Authenticity

Life is complicated and getting more so. We are suffering from Too Much Information (TMI), Too Much Choice (TMC) and Too Much Technology (TMT). We are also being subjected to multiple truths (one minute coffee is going to kill you, the next it's a miracle cure) and fed a seemingly endless diet of half-truths and lies from companies and politicians who want to sell us something. The response to all this is an interest in authenticity or 'realness'. People want to know where things (or people) are from and whether they can trust them. They also want to know what the story is. Of course there are contradictions. On the one hand we expect people and products to be trustworthy, ethical, real and tell stories about their history. On the other hand we are ourselves leading increasingly fake lives - filling our lips with Botox, dying our hair blonde, enlarging our breasts and pretending we're happier than we really are.

### F Memory

We increasingly live in a world that forgets. Companies have almost no sense of their own history while politicians positively revel in the fact that voters cannot remember (or choose to forget) lies, deceptions and even criminal behaviour. This is a problem because power is essentially a battle between memory and forgetting. Unfortunately, memory loss is a by-product of trends like speeding-up and convergence. It means that attention spans can almost be measured in nano-seconds (have you noticed how members of Generation Y won't wait for anything anymore?). This in turn may give rise to memory loss in older age (cue various technical and pharmaceutical solutions). Conversely, we are also becoming increasingly fixated with preserving our own memory. 'Life caching' is a major trend (and a US \$2.5 billion industry) where people effectively download (or upload) everything from emails and text messages to photographs, video clips, words and spoken words. Similarly scrap booking is a hot trend at the moment, although one suspects that this might have more to do with nostalgia and relaxation than immortality.

### G Networked

They used to say that when the US sneezes, the rest of the world catches a cold. These days we all get to see and hear that cold in real time. Everything from countries and computers to industries and gadgets are increasingly linked together. In the future you can expect to see this trend accelerate even more thanks to everything from RFID tags to smart dust. This is both good news and bad. It's good because information (good and bad) will travel around the world instantly. This means everything becomes transparent. It's bad because in the future there will be little or no privacy and, since everything is connected, if something fails in one area the whole 'network' can be effected ('cascading failure' is the term used by some people). This explains how SARS can travel around the world at such speed and also how innovations are copied so quickly. We are assured that the Internet and devices such as mobile phones are immune from such networked failures due to their design. We disagree. Expect a catastrophic (but recoverable) failure within the next ten years.

### H Personalisation

How can you have a list of top trends and innovations without mentioning Apple's i-Pod somewhere? The i-Pod is an excellent example of all sorts of trends including place shifting, device convergence, Moore's Law and miniaturisation. However, the most interesting thing about the innovation is that it personifies personalisation. Globalisation creates commodification and homogenisation, which in turn creates the counter trend of personalisation as people react against standard issue products. Add a dose of technology and hey presto you've got a product that users can tailor to their own tastes and needs. Expect dozens of products in different markets to offer a similar degree of personalisation in the coming years as customer desire meets technological possibilities.

**Questions 21 - 27**

*The text has eight paragraphs, A - H.*

*Which paragraph contains the following information?*

- 21 why preserving our past is becoming more important
- 22 the consequences of a depletion of energy resources
- 23 why people are looking more and more for contentment
- 24 our rejection of standard goods
- 25 a rise in the number of households occupied by just one person
- 26 a search for the truth
- 27 reasons which lead to people worrying more

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**SECTION 3      Questions 28 - 40*****Read the text and answer Questions 28 – 40*****The DNA database**

A At the start of the 20th century, Scotland Yard's fingerprint bureau began a quiet revolution in policing. A hundred years on, detectives have a new tool at their disposal in the form of DNA matching. In 1995 the government set up a national database recording the DNA of everyone who was convicted of a crime, hoping that it would make future cases easier to crack. Since then the England and Wales database has swollen to 5.5m entries, covering 4.8m citizens, some profiles are duplicates, or some 9% of the population. It is thought to be the biggest DNA database in the world. Despite plans announced this week to limit its growth, it looks likely to stay that way.

B The reason for the database's size is that since 2004 it has included not just those convicted of crimes but those who have been merely arrested. As far as police are concerned, the bigger the pool, the more chance of a match with their next crime scene. But the inclusion of people who have never committed a crime has been controversial. Up to a million of those in the database do not have a conviction. Chief constables have the discretion to remove profiles if they choose, but that seldom happens. One MP, Diane Abbott, is running surgeries to show her constituents how to appeal. Still, only a few hundred profiles are deleted each year.

C Last December the European Court of Human Rights ruled that holding so many innocent people's DNA records "could not be regarded as necessary in a democratic society". On November 11th the Home Office released plans to trim the number of people being included, a bit. People arrested and released will still have their DNA held, but only for six years. Under-18s in the same situation will stay on the database for three years.

D As is now customary, the plans include tougher rules on terrorism: those cleared of terror offences could still have their DNA held indefinitely, subject to regular reviews. And the Home Office proposes to give the police the power to take DNA from people who have convictions pre-dating the database. No one knows how many are in this group, but the back catalogue could inflate the database dramatically. Chris Sims, the chief constable with responsibility for the database, expects forces to use the power "proactively".

E Whether the European Court will be satisfied with these tweaks remains to be seen. The opposition Conservatives say that if they win power at the approaching general election they will copy the Scottish system, in which people who are not convicted usually have their DNA removed from the database as soon as the case against them is dropped. Keeping the records of those who have done nothing wrong undermines the traditional presumption of innocence, the Tories say.

F The government argues that shrinking the pool of people on the database means that fewer crimes will be solved. The Association of Chief Police Officers examined a set of homicide and rape cases from last year in which a DNA match had been made with a profile on the national database. In about a tenth of these cases, the match was with someone who was on the database despite not having a conviction.

G Home Office boffins justify the six-year retention of innocents' DNA with research showing that people who are let off after an arrest are more likely than the general public to be rearrested. Their likelihood of rearrest only drops back to average levels after six years, the number-crunchers found. Interestingly, juveniles take longer to return to a 'normal' risk profile than adults, leading Home Office scientists to note

that there is a case for retaining their DNA for longer than that of adults, not shorter, as the government has decided.

H High profile cases have made even liberal-minded folk think twice about limiting the size of the database. Last year Mark Dixie was jailed for a rape and murder that might never have been solved had he not had a DNA sample taken following his arrest, and subsequent release, over a pub brawl a few months later. The prospect of even a handful of killers evading justice will make it hard for any government to cut the database back much more.

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**Questions 28 - 40**

*The text has eight paragraphs, A - H.*

*Choose the correct heading for each paragraph from the list of headings below.*

- i Records of non-convicts helps
- ii On record without conviction
- iii Database is too large
- iv Hardly democratic
- v Previous offenders included
- vi Database unlikely to be cut by much
- vii Against the idea of innocence
- viii The largest of its kind
- ix Higher chance of being arrested again

28

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35

*Complete the sentences below.*

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

36 The European Court of Human Rights believes that having non-convicts on the database is \_\_\_\_\_.

37 Chris Sims thinks that the \_\_\_\_\_ should have a proactive approach to using the database.

38 In Scotland, innocent people's DNA records are removed when the case \_\_\_\_\_ .

39 The time needed for young people to return to normal risk profile is \_\_\_\_\_ for adults.

40 Mark Dixie was convicted as a result if a DNA sample taken after a \_\_\_\_\_ .

## **Answers**

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1 <i>T</i>	14 <i>by a/your doctor</i>	27 <i>A</i>
2 <i>F</i>	15 <i>T</i>	28 <i>viii</i>
3 <i>F</i>	16 <i>T</i>	29 <i>ii</i>
4 <i>F</i>	17 <i>F</i>	30 <i>iv</i>
5 <i>T</i>	18 <i>T</i>	31 <i>v</i>
6 <i>NG</i>	19 <i>NG</i>	32 <i>vii</i>
7 <i>F</i>	20 <i>F</i>	33 <i>i</i>
8 <i>barrier-free</i>	21 <i>F</i>	34 <i>ix</i>
9 <i>advance notice</i>	22 <i>C</i>	35 <i>vi</i>
10 <i>heavy fines</i>	23 <i>D</i>	36 <i>not necessary</i>
11 <i>temporary permit</i>	24 <i>H</i>	37 <i>forces</i>
12 <i>one month</i>	25 <i>B</i>	38 <i>is dropped</i>
13 <i>by fax</i>	26 <i>E</i>	39 <i>longer than</i>
		40 <i>pub brawl</i>

**IELTS PRACTICE TESTS**  
**READING**

**TEST 12**



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# Reading General Training

## Test 12

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**SECTION 1      Questions 1 - 14*****Read the text and answer Questions 1 – 7*****An Open Day**When are the next Open Days?

The Open Days in 2011 will be held on:

Saturday 7 May (Maths only)

Monday 27 June (Arts subjects)

Tuesday 28 June (Maths, Sciences and Engineering)

On 7 May 2011, visitors will also attend the Maths Faculty Open Day in the afternoon. Please see the website below for further details.

What happens at an Open Day?

The programme includes a talk by the Tutor for Admissions and an opportunity for you to meet members of the teaching staff in the subject or subjects that interest you. There is plenty of chance for you to ask all the questions you may have. You can also look around the College, have lunch here, and meet some of our students.

Please note there is no particular dress code for the Open Days. You are encouraged to dress comfortably.

Open Days - 7 and 8 July 2011

In conjunction with the University-wide General Open Days, the College will be open on Thursday 7 and Friday 8 July for informal visits between 11.00 am and 4.30 pm. There is no need to book with the College but booking is required for the overall Open Days. For more information about the Open Days and to book a place, please visit the website below.

The teaching staff will not be available in College on these dates but you will be able to pick up a copy of the College Prospectus, speak to some of our undergraduates and have a look round.

If I can't come to an Open Day, can I visit the College at another time?

Yes, of course. If you tell the Porters at the Gate (the main College entrance) that you are a possible candidate for admission they will let you in without charging the usual tourist entry fee. They will also give you directions to the Admissions Office if you would like to pick up a prospectus or ask for information about admission to the College. The Office is open most of the day (except at weekends), but if it is closed there is always a notice on the door on which you can leave your details. You are welcome to look around the College but we regret that we are unable to arrange conducted tours and the teaching staff are available on official Open Days only.

If I visit the College, will I be able to see a student room?

We try to arrange for a couple of rooms to be available for visitors to see at Open Days. Unfortunately we can't arrange this at other times - students are living in them! But do take a look at the Undergraduate Accommodation page.

Do I have to book a place at an official Open Day?

Yes. Places are limited. Booking is essential and begins in February each year. Booking forms can be obtained from the Admissions Office or you can use the online Booking Form.

Please note: We regret that we are unable to take bookings for accompanying parents because of the limit on places available, but they are welcome to look round the College.

**Questions 1 - 7**

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

**TRUE** - *if the statement agrees with the information*

**FALSE** - *if the statement contradicts the information*

**NOT GIVEN** - *if there is no information on this*

- 1 There is an open day for all faculties on the 7th May.
- 2 During an open day you can meet students from your intended course.
- 3 You are expected to wear informal clothes for an open day.
- 4 It is not necessary to book a visit to the College on the 7th July.
- 5 Information about the College and its courses can be found at the Admissions Office.
- 6 You can see student accommodation if you book a visit in advance.
- 7 You should book early if you would like to be accompanied by a parent.

**Read the text and answer Questions 8 – 14****Course details**Key facts

Length: 4 weeks

Dates: Sunday 11 July - Saturday 7 August 2011

Modes of teaching: Residential summer school in Oxford

Fees: £5585.00

Application deadline: 1 April 2011

Course aims

The aims of the programme are to develop participants' advocacy and dissemination skills, as well as their formal knowledge of human rights law and the means for its enforcement. More broadly, the programme is intended to prepare students to contribute to the improvement of human rights conditions in their homelands and around the world.

Level and demands

This course is an intensive programme of university-level study and potential applicants should therefore be confident that they are academically and linguistically prepared for such a programme.

If your first language is not English, you must supply evidence of your proficiency before a place can be offered. The University recognises only certain English tests. The accepted tests and minimum scores for this course are listed below.

>> IELTS: minimum overall score of 7.0 plus a minimum of 6.5 in each component

>> TOEFL: minimum overall score of 600 plus a minimum of 4.5 in the Test of Written English

>> Internet-based TOEFL: minimum overall score of 100

>> Cambridge Certificate of Proficiency in English: minimum overall score of C

Further information:

>> IELTS - International English Language Test - British Council

>> TOEFL - Test of English as a Foreign Language - ETS

Certificates and credit

All students who satisfactorily complete the programme will be awarded a Certificate of Attendance. To qualify for this, students are required to attend lectures and seminars to the satisfaction of the course tutors. The examinations at the end of the programme are optional but those students seeking credit from the programme will need to sit them.

The programme qualifies for Continuing Professional Development with the Solicitors Regulation Authority (CPD SRA) in the United Kingdom (for those that have applied through Oxford only) and is also accredited by the American Bar Association (ABA) for 5 semester credits (for those that have applied through George Washington only). Oxford itself, however, does not offer credit and therefore those wishing to obtain credit from their home institution for attending the programme must make appropriate arrangements with that institution in advance. Participants can request information to provide to the home institution which details contact hours (for lectures and seminars) and grades achieved in the examinations. The level of credit, if any, must be determined by the home institution.

### Course structure

The programme begins on Sunday 11 July. Programme orientation and library registration are held on Monday 12 July. Classes are held mornings and afternoons from Tuesday 13 - Friday 16 July; Monday 19 - Thursday 22 July; Monday 26 - Friday 30 July; and Monday 2 - Wednesday 4 August. Thursday 5 August is a reading day. Examinations will be held on Friday 6 August and the programme concludes at 09:00 on Saturday 7 August.

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**Questions 8 - 14**

Complete the sentences below.

Choose **NO MORE THAN THREE WORDS and/or a NUMBER** from the text for each answer.

8 The course is about \_\_\_\_\_ .

9 Applicants need to be sufficiently \_\_\_\_\_ both academically and linguistically.

10 Applicants need a minimum of 100 in the \_\_\_\_\_ test.

11 Students who require credits will have to take the end of course \_\_\_\_\_ .

12 The ABA have \_\_\_\_\_ this course.

13 Anyone wishing to receive credits from their home institution should organise this \_\_\_\_\_ .

14 A reading day has been scheduled on \_\_\_\_\_ .

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**SECTION 2      Questions 15 - 27*****Read the text and answer Questions 15 – 21*****Using the Interactive Whiteboard**Getting started

Logon to pc (when logged in the whiteboard will beep, this tells you it is on)

Switch on projector (using remote control)

You can now control computer using the pen!

You may need to calibrate the interactive whiteboard first. This ensures that the image on the screen matches the whiteboard screen thinks the computer screen is showing you! In short, it ensures that when you click on 'start' on the whiteboard it controls start on the PC.

A hexagon will appear on the bottom task bar to show that the whiteboard software is running.

To calibrate

Use one of your pens to click on 'calibrate' on the right hand side of the interactive whiteboard screen.

A blue screen will appear which with a crosshair in the top left hand corner. Click on each cross hair as it appears on the screen. The normal computer screen will appear when this is complete.

Whiteboard features

There are two main uses of the whiteboard:

Interactive mode and Whiteboard mode

The interactive mode will give you access to all features. Use this version.

Click on 'interwrite interactive' on the right hand side of the screen

Click on the new page icon to get blank screen

Write on the board (you can use the options of pen & eraser on the menu)

For additional pages, click on the new page icon

To view all pages and move to a new page, click on the page selector icon. Double click on the page you would like to go to.

To save: go to the page sorter and go to file, save as. Pages will automatically be saved to your 'my documents area' in a folder called interwrite and then another folder called images. You can also print from here.

To print: go to the page sorter and choose print

To close, go to the viewer and click on the exit 'door'

Annotations

You can write over any screen (including the desktop) using the pens

Click on the pen and a transparent whiteboard screen will appear (so that you can still see the desktop / application you are working on). You will know if this has happened as a grey number will appear on the top right hand of the screen.

The pages with the annotations included will be saved as part of the whiteboard package (as above)

To view / print the page: Click on the page viewer icon and use these tools.

Text Select Tool

Allows you to write onto the board in handwriting and turn it into typed text.

· After writing on the board, click on the toolbox and choose the text select tool.

- Draw a box over the text to change
- The text will turn into typed text

### Freehand Text Recognition

This allows you to write on any application using the pen and this will transfer your writing into printed text in the application.

Click on the toolbox icon & freehand text recognition

A box will appear

Click onto the page where you would like to insert the text (the cursor should be flashing)

Write in the box using your pen - print your handwriting.

When you have finished writing it will turn into typed text (if spelt incorrectly, click on the spelling menu to correct it).

The text will appear in the document!

### On screen keyboard

Allows you to use the keyboard without moving over to the computer (best option for typing in web addresses)

There are many other features.

### To load previous saved whiteboard screens

- Load the interwrite interactive software
- Click on the create blank page icon
- Click on the page sorter icon
- Click on file, open
- Find the saved file and click on Open
- When asked if you want to save changes to untitled say no
- Your slides will appear on the screen, double click on the one you want.

### Saving your interactive whiteboard pages in a generic format

As you know, your whiteboard pages are saved as a .gwb file which can only be opened on a PC with the whiteboard software on. However, you can export these pages in a variety of ways. The 3 main ways I suggest are:

JPG: Each file is saved as an image file which can be opened on any PC with a photo editor (most PCs these days).

PDF: makes one file which contains all the pages and can be opened with Adobe Acrobat.

HTML: Creates a set of pages containing the images. Will work anywhere but does make a folder full of files which will all need to be uploaded / e-mailed.

To export / save interactive whiteboard pages in different formats:

- Load the pages you want to save into a different format.
- Click on the page sorter icon
- Click on file, export
- Choose the type of file and click on save / OK

The exported file will be saved on your n:drive in the interwrite folder and then in the export folder.

**Questions 15 - 21**

Choose the correct letter, A, B or C.

15 When the whiteboard is ready to use

- A a symbol of a pen will appear on the screen
- B a symbol will appear at the foot of the screen
- C as soon as you are able to click 'start' on the screen

16 Calibration is complete

- A after you click on the cross hair in the top corner of the screen
- B when the pen symbol returns to the screen
- C when the usual screen reappears

17 To be able to use all the whiteboard features

- A set the interactive whiteboard to whiteboard mode
- B set the interactive whiteboard to interactive mode
- C set the interactive whiteboard to either mode

18 The interwrite folder is used

- A if you want to change any of the whiteboard settings
- B to store image files
- C is where your work is saved

19 A grey number on the screen indicates that

- A a clear screen is available to write on
- B you are about to exit the current whiteboard screen
- C the pen feature has loaded

20 The '.gwb' file is

- A the file type used for exporting whiteboard pages
- B compatible with other devices other than whiteboards
- C the standard whiteboard file type

21 One drawback with the HTML options is

- A that it takes longer to export than the other two options
- B that a lot of files are created
- C that it cannot be emailed

## ***Read the text and answer Questions 22 - 27***

### **Study Tips and Techniques**

If you often find yourself struggling with your studies, here are some useful study tips and techniques that can help you out...

When it comes to studying or learning, every student prefers his/her distinct pattern that suits his speed, grasping capacity and other academic abilities. However there are certain studying techniques that can aid the learning process to a great extent. Taking notes in the class, reviewing the notes, rewriting the study material can seem too intimidating at times, here is a step by step guide that you might find helpful if you are in the process of chalking out your own study plan. First of all you need to acquire some useful study habits to follow a good study plan. Here are the study habits that can help you:

#### Attending Classes

Classroom knowledge is interactive, as well as important. The amount of knowledge that one can grasp in a classroom is extremely valuable for students. Make it a point to attend the classes regularly so that you don't miss out on the important points and topics mentioned in the class. Often teachers mention important topics and subjects that might come in handy while cracking the class tests and exams. Attending classes will help you to understand and remember each and every concept clearly and clear out any doubt that you have regarding the subject. No amount of reading or self-study can match up to the level of interactive study that is a distinct feature of classroom sessions.

#### Maintaining Organized and Comprehensive Notes

Yes maintaining your notes is another essential element of studying. One simple process to have comprehensive notes is to include the following steps:

- Take notes in the class
- While reviewing the notes during self-study, make your own additions to sum up your understanding of the topic
- Research further to include additional data to your notes.

A well organized set of comprehensive notes is the key to right studying. Also make sure the notes are clean in terms of writing and presentation; avoid scribbles in your final notes. It is always preferable that you type your notes and maintain them online or take prints. Having a soft copy of your notes always works well since you can take prints if and when required and in addition to that you never have to worry about losing your notes. However don't worry if you do not own a computer or if you prefer writing your notes on paper, you can maintain files or notebooks as well.

#### Self-Study and Research

It is a common misconception that self-study can begin only after a particular topic or chapter is taught in class. You should start preparing for the class in advance whenever you can. After attending the classes, it is of utmost importance that you have time to review the notes that you have taken during the class as well as try and read more about the subject on your own. Be it reference books, or e-books, try and hunt for more

information about your subject so that you have a comprehensive view of the topics taught under your syllabus. Often while reading and self-studying, it happens that you come across doubts or questions that did not occur to you in the classroom. Try and answer these questions yourself with the help of books or the Internet, however in case you fail to find and answer jot down these questions so that you remember to clarify the questions in your next class.

### Group Discussions Debates and Conversations

Yes, one of the important habits that one must acquire to enhance the studying process is indulge in-group discussions, debates or simple conversations about the subjects that you are studying. Group discussions can be a great way to broaden your perspective over important issues since group discussions give every group member a chance to voice their understanding, which might not necessarily be alike. Group discussions are thus a healthy and a rather informal way of exchanging information and discussing issues. Many teachers encourage the group discussion technique in their classroom as well.

### Regular Planning

No matter how much people frown upon the planning process and the timetables, it is a known fact that having a clear and detailed plan makes it easier for a person to reach the goal. According to your convenience, make a daily/weekly/monthly planner for your studies. Although the monthly planning process might seem convenient it is always better to have a weekly or a daily plan, so that abrupt changes in class schedules or any other changes can be taken into consideration accordingly.

### Balanced Study

Yes, there exist some species of students who burn the midnight oil, and slog it out every single day. The studying process should be such that it leaves enough room for a student to indulge in recreational activities and relaxation. Always chalk out a schedule that will not hamper your sleep, your health, your sports/recreational activities and other routine tasks. Also studying a single subject at a stretch (like an entire week or so), can get boring, hence plan a schedule that helps you switch from one subject to another in sufficient time.

### Build the Right Attitude

Normally students get too caught up with the grades, the percentage and the entire marking system. Always remember that if you study with the aim of acquiring knowledge, the grades will be brighter by default. However if you just aim for the high grades, there is a chance you might get the grades, but you will miss out on acquiring comprehensive knowledge on a particular subject. Always study with the right attitude, and you will never have to worry about your grades. Knowledge is way beyond the grades and percentile marking.

**Questions 22 - 27**

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

**TRUE** - *if the statement agrees with the information*

**FALSE** - *if the statement contradicts the information*

**NOT GIVEN** - *if there is no information on this*

22 According to the text you need to develop your study routine before making a study plan.

23 One reason for attending classes is to pick up tips about examinations and tests.

24 It's a good idea to add to your notes when you go through them after class.

25 You can learn a lot by just listening to group discussions.

26 It's sometimes necessary focus all your effort on just one subject.

27 Building your knowledge rather than preparing for the test should ensure a higher grade.

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**SECTION 3      Questions 28 - 40**  
***Read the text and answer Questions 28 - 40***

**The listening game**

A A SIMPLE computer program that teaches children to distinguish between sounds can dramatically boost their listening skills. It can allow them to progress by the equivalent of 2 years in just a few weeks, the game's creator claims.

B The game, called Phonomena, was devised by David Moore of the University of Oxford as an aid for children with language problems, but he says his latest trials also show that it can help any child. Other experts, however, are reserving judgement until independent tests are carried out.

C Phonomena is designed to improve children's ability to distinguish between different phonemes, the basic sounds that form the building blocks of language. Up to a fifth of all children are thought to have problems hearing the differences between some sounds, says Moore, who heads the UK Medical Research Council's Institute of Hearing Research.

D In the game, children have to distinguish between pairs of phonemes such as the "i" sound from the word "bit" and the "e" from "bet". They are played one phoneme followed by two more examples, and asked which one matches the first sound. As the game progresses the phonemes are gradually "morphed" to make them more and more similar, making it increasingly difficult to distinguish between them. With 49 phonemes in English, there are potentially more than 1000 different pairs, but the game concentrates on just 22 pairs of the commonest and most similar-sounding phonemes.

E In the latest trials, 18 children aged between 8 and 10 played the game three times a week for 3 weeks. Their language abilities were compared before and after exposure to the game using a standard listening test. The team found a dramatic improvement in their language abilities, with listening ages up by an average 2.4 years compared with 12 children who did not play the game. In earlier trials on children with learning difficulties, the speech and language therapists who tested the game reported similar improvements.

F Tedd Wragg, however, an expert in education at the UK's University of Exeter, warns that such trials can produce misleading results. The improvements could be due to the efforts and attention of teachers and therapists, rather than the game itself. There is a history in education of people and companies making claims about learning products that do not stand up to scrutiny, he says.

G Moore says independent tests will be done. But he is convinced that computer games such as Phonomena that are designed to teach key sensory skills could make a big difference in education. Even normal computer games have been shown to improve visual skills, he points out. "In the future, every child's dream of homework consisting of hours spent playing computer games may well become a reality."

H It's a bit like teaching someone to catch a ball, Moore adds. "Sensory performance is no different from motor performance. As far as we know, the neural processes driving them both are the same." What is more, just as playing catch improves hand-eye coordination in other tasks, Moore thinks the phoneme training boosts children's general language skills. The advantage of using computers, he says, is each game can be tailored to a child's abilities.

I An Oxford-based company called MindWeavers has been set up to commercialise the game. Similar computer-based language tools already exist, such as those developed by Scientific Learning of Oakland, California. But these are geared exclusively towards children with speech and language problems and involve intensive training. "We don't believe you need to do this draconian amount of training for it to do good," says Moore. He is also exploring the use of phoneme training as an aid to adults learning a foreign language.

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**Questions 28 - 40**

*The text has nine paragraphs, A - I.*

*Choose the correct heading for each paragraph from the list of headings below.*

- i The sound system
- ii A fairly widespread problem
- iii Help for all
- iv Similarities to physical training
- v The basic challenge
- vi Marked improvements
- vii Business opportunities
- viii The perfect after school activity
- ix A remarkable time saving
- x A need for caution

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Choose the correct letter, A, B or C.

37 In the game of Phonomena children are required to choose between

- A vowel sounds that have similar pronunciation
- B thousands of different sounds
- C complicated sounds which are not common in real words

38 During the most recent tests, the researchers noticed

- A a dramatic improvements in the language ability of children aged between 8 and 10
- B a modest improvement in children with learning difficulties
- C an increase of about 2.4 years in the listening age of children with learning difficulties.

39 Tedd Wragg says that the recent test results

- A will lead to more interesting results in the future
- B should be viewed with a degree of scepticism
- C are a credit to the hard work of teachers and therapists

40 Moore thinks that computer games

- A are mainly useful in improving children's visual skills
- B could play a bigger role in children's homework in the future
- C will force children to spend more time in front computers

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# **Answers**

1 <i>F</i>	14 <i>Thursday 5 August</i>	27 <i>T</i>
2 <i>NG</i>	15 <i>B</i>	28 <i>ix</i>
3 <i>F</i>	16 <i>C</i>	29 <i>iii</i>
4 <i>T</i>	17 <i>B</i>	30 <i>ii</i>
5 <i>T</i>	18 <i>C</i>	31 <i>v</i>
6 <i>F</i>	19 <i>A</i>	32 <i>vi</i>
7 <i>F</i>	20 <i>C</i>	33 <i>x</i>
8 <i>human rights</i>	21 <i>B</i>	34 <i>viii</i>
9 <i>prepared</i>	22 <i>F</i>	35 <i>iv</i>
10 <i>internet-based TOEFL</i>	23 <i>NG</i>	36 <i>vii</i>
11 <i>examinations</i>	24 <i>T</i>	37 <i>A</i>
12 <i>accredited</i>	25 <i>NG</i>	38 <i>A</i>
13 <i>in advance</i>	26 <i>F</i>	39 <i>B</i>
		40 <i>B</i>

**IELTS PRACTICE TESTS**  
**READING**

**TEST 13**

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# Reading General Training

## Test 13

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**SECTION 1      Questions 1 - 14*****Read the text and answer Questions 1 - 7*****Using Wind-up Cell Phone Chargers**

So what do you do when your battery on your cell phone runs out and you're forced to use some muscle with your wind-up charger? Fortunately, most chargers are very small and lightweight, even smaller than most cell phones, so they're easy to carry with you and could easily store in a car's glove compartment, a purse or backpack. They typically weigh no more than a couple of ounces.

When your phone needs some extra juice, simply connect the wind-up charger to your cell phone's input. To give the phone's battery its power, you'll need to turn the crank vigorously. Most wind-up charger instructions say to crank at a rate of two revolutions per second, although turning the crank slower or faster is fine and will still provide power to the battery. Depending on the model, you can get 25-30 minutes of extra standby power to a cell phone after just a few minutes of solid cranking. You should only be able to get about 6 minutes of call time from the same amount of exercise, however, since it requires more power to send out signals.

If you have a hands free set like a Bluetooth earpiece, you can even hold the charger and talk at the same time, since charging is a two-handed operation. As long as you keep turning the handle, the power you provide to charge the phone should be greater than the power needed to keep the phone on. This allows you to talk and provide a charge continuously.

What about the different types of inputs on cell phones? Often one of the more frustrating things about losing battery power on your cell phone is when someone else actually has a charger available, but the parts don't fit. Fortunately, many wind-up cell phone chargers come with adapters that fit most phones so you should be able to find the right charge input.

And if the potential to create battery power without the use of an outlet wasn't enough, some models, such as the Sidewinder, even have a built-in LED light that will work after a few seconds of cranking. This feature could be helpful in the event you've lost your phone and there's no other available illumination.

**Questions 1 - 7**

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

**TRUE** - *if the statement agrees with the information*

**FALSE** - *if the statement contradicts the information*

**NOT GIVEN** - *if there is no information on this*

- 1 The wind-up cell phone chargers are smaller enough to fit inside a glove.
- 2 To charge the phone's battery the wind-up charger needs to be rotated gently.
- 3 Charging your phone with the wind-up charger should give you 25-30 minutes more call time.
- 4 You can charge your phone with the wind-up charger while having a conversation on your phone.
- 5 Adapters for most cell phones can be purchased for the wind-up charger.
- 6 The Sidewinder could help you in the even of you losing your phone.
- 7 The light on the Sidewinder can be difficult to illuminate.

## **Read the text and answer Questions 8 - 14**

### **One Laptop per Child - Frequently Asked Questions**

#### A What is the XO?

The XO laptop is Linux-based, with a dual-mode display-both a full-color, transmissive mode, and a second display option that is black and white, reflective, and sunlight-readable at three times the resolution. The XO-1.5 has a 1GHz processor and 1GB of memory, with 4 GB of /Flash disk; it does not have a hard disk, but it does have three USB ports and an SD-card slot for expansion. The laptops have wireless broadband that, among other things, allows them to work as a mesh network; each laptop is able to talk to its nearest neighbors, creating an ad hoc, local area network. The laptops are designed to be extremely power efficient, enabling the use of innovative power systems (such as solar, human power, generators, wind or water power).

#### B Why do children in developing nations need laptops?

Laptops are both a window and a tool: a window out to the world and a tool with which to think. They are a wonderful way for all children to learn learning through independent interaction and exploration.

#### C Why not a desktop computer, or-even better-a recycled desktop machine?

Desktops are cheaper, but mobility is important, especially with regard to taking the computer home at night. Kids in the developing world need the newest technology, especially really rugged hardware and innovative software. Recent work with schools in Maine has shown the huge value of using a laptop across all of one's studies, as well as for play. Bringing the laptop home engages the family. In one Cambodian village where we have been working, there is no electricity, thus the laptop is, among other things, the brightest light source in the home. Regarding recycled machines: if we estimate 100 million available used desktops, and each one requires only one hour of human attention to refurbish, reload, and handle, that is tens of thousands of work years. Thus, while we definitely encourage the recycling of used computers, it is not the solution for One Laptop per Child.

#### D How is it possible to get the cost so low?

First, by dramatically lowering the cost of the display. The first-generation machine will have a novel, dual-mode display that represents improvements to the LCD displays commonly found in inexpensive DVD players. These displays can be used in high-resolution black and white in bright sunlight-all at a cost of approximately \$35.

Second, we take the fat out of the systems. Today's laptops have become obese. Two-thirds of their software is used to manage the other third, which mostly does the same functions nine different ways.

Third, we market the laptops in very large numbers, directly to ministries of education, which can distribute them like textbooks.

#### E Why is it important for each child to have a computer?

One does not think of community pencils-kids have their own. They are tools to think with, sufficiently inexpensive to be used for work and play, drawing, writing, and mathematics. A computer can be the same, but far more powerful. Furthermore, there are many reasons it is important for a child to own something-like a football, doll, or book-not the least of which being that these belongings will be well-maintained through love and care.

F What can a \$2000 laptop do that the \$200 version cannot?

The XO laptop is built for learning and designed specifically with children in mind. Because of this, the features deemed most valuable for its purposes are as good (and in many cases, better) than comparable features on a \$2000 laptop. For instance, the XO's screen can be viewed as clearly as a newspaper in broad daylight, and the wireless range of the XO is several times longer than your average laptop. It's also more rugged, resilient and power efficient than most other laptops on the market. While other features, such as power and speed, do not compare to more expensive machines, they meet the necessary requirements for learning.

G How will these be distributed?

In the general case, the laptops will be sold to governments and issued to children by schools on a basis of one laptop per child; using this model, we began deployments around the world at the end of 2007. An additional allocation of machines has been used to seed the developer community, to enable a broader community of participation.

H Who is the original design manufacturer (ODM) of the XO?

Quanta Computer Inc. of Taiwan has been chosen as the original design manufacturer (ODM) for the XO project. The decision was made after the board reviewed bids from several possible manufacturing companies.

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**Questions 8 - 14**

*The text contains eight sections, A - H.*

*Which section contains the following information?*

- 8 When the first XO's were sent out.
- 9 The comparative speed of the XO laptop.
- 10 The ability of the XO laptops to form a local network.
- 11 The merits of children owning something.
- 12 How the XO helps children to learn.
- 13 The problem with traditional laptops.
- 14 How the Xo can help families.

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**SECTION 2      Questions 15 - 27*****Read the text and answer Questions 15 – 21*****How to Choose Charities**

You should pick the charities and give money before being asked. Not only are you more likely to find groups whose missions matter to you, but your money will go further. When donors give money in response to a fund-raising appeal, only a portion of the gift goes for the charity's mission, according to the American Institute of Philanthropy. The rest will be spent on the cost of the appeal.

Here are some other tips to help make sure your money is well spent.

**1. Give to groups you know**

It's not always possible, of course, but experts say it's the best thing to do. "Be very reluctant to give to strangers," says Dan Moore, vice president of public affairs for Guide Star, an online source of financial information on charities. "If you know the organization and you know their work, you will know with some degree of confidence that your gift will be put to good use."

**2. Make sure the charity is the one you think it is**

That police association may be based in another state, and do nothing for your local officers. The group that says it grants wishes for sick children may have deliberately adopted a name similar to a well-respected organization. Don't assume you know the group or what it does.

**3. Ask if your gift is tax-deductible**

Some nonprofit organizations that solicit gifts are not charities, meaning that you can't deduct your donation at tax time.

**4. Make sure you understand the group's work**

Charities tackle problems in different ways. For example, groups that try to lower the rate of teenage pregnancy may do so by teaching sex education, by promoting sexual abstinence or by offering programs that aim to build self-esteem among teen girls. "There's no single right answer," says Guide Star's Moore. "You want to give a gift that's addressing a cause that tugs at your heartstrings, in a way that best addresses your needs."

**5. Make sure the charity is legitimate**

The Internal Revenue Service maintains a list of all organizations registered as charities. Also check with your state's attorney general or charities bureau, which is responsible for policing charities within the state and can provide a wealth of information about them. Don't know your state's charity regulator? Go to [www.nasconet.org](http://www.nasconet.org), a national association of state charity officers, to find yours.

**6. Don't be afraid to ask questions**

Charities are required to provide information about their programs and expenses. Start with these questions: How will my gift be spent? How many people did you help last year? In what way? If you don't get adequate answers, don't give anything.

**7. Find out about expenses**

Even if the charity is a good one, you might feel cheated if you later find out that most of your gift went to

pay the people who called you up and asked for money, or to pay the salaries of the group's top officers. In general, efficient groups will spend at least 65 percent of their funds on the causes they support, says Laurie Styron, an analyst with the Chicago-based American Institute of Philanthropy, which rates charities for donors. The percentage may be lower for groups that support controversial causes such as abortion rights, since those groups have more trouble raising money. You can ask the charity for this information, which it is required to provide, or search the Web. The New York attorney general's office, for example, has for years published an annual report, "Pennies for Charity," that details how much money specific charities receive from various telephone appeals.

#### 8. Think twice before giving to a university or hospital

While worthy, these institutions are also the heavyweights of the fundraising world, bringing in hundreds of millions of dollars a year. For example, Harvard University's endowment, the amount of money it has tucked away in savings, now stands at more than \$25 billion. Meanwhile, soup kitchens, homeless shelters and other groups often struggle to raise enough to keep going. Many arts organizations also have trouble balancing their budgets. Such groups may not have the resources to solicit funds from you, but that doesn't mean they won't appreciate your gift and make good use of it.

#### 9. Protect yourself

Don't give out credit card or personal information in response to phone, e-mail or door-to-door appeals: They may be fraudulent. If giving online, locate the charity's Web site yourself rather than linking through an e-mail. Above all, don't give cash. Your best bet is to mail a check to the organization.

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**Questions 15 - 21**

Complete the sentences below.

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

- 15 Only a percentage of the money from \_\_\_\_\_ goes to a charity's mission.
- 16 Dan Moore believes you will have more \_\_\_\_\_ in charities you know.
- 17 Be careful because not all non-profit organisations are registered \_\_\_\_\_ .
- 18 Make sure you receive \_\_\_\_\_ to your questions before giving gifts.
- 19 Organisations which help \_\_\_\_\_ may spend less than 65% on the mission itself.
- 20 Some less well-known organisations who \_\_\_\_\_ may well be worthy causes.
- 21 Some email appeals are unfortunately \_\_\_\_\_ .

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**Read the text and answer Questions 22 - 27****Ethical volunteering overseas**

In recent years, concern has grown that some organisations are failing to meet the expectations of overseas volunteers and that volunteers themselves have not thought through what their placement will involve. 'Volunteers frequently feel let down by the experiences that they have in their host environments,' says the charity Tourism Concern. 'Many of those who volunteer do not necessarily understand that they will be involved in development work or what the implications of that are for themselves and the host communities.'

So, before you sign a contract or hand over any money, spend time working out what you want from your overseas volunteering assignment and be realistic about how to achieve this.

Questions to ask yourself

For many people, volunteering overseas is a life-changing experience, but a successful placement can only come from matching what you want and can offer with what actually needs to be done. Ethical volunteering is about ensuring the contribution you make is meaningful to the host community and has a lasting, positive impact.

So, start by asking yourself the basics. Why do you want to volunteer overseas? What existing skills and experience do you have to offer already? Consider the practicalities - do you really want to spend months away from your family and friends? Are you prepared to spend time in a country which might not have the infrastructure and amenities you're used to? And are you able to cope with the cost? See our article on finding an opportunity overseas for more information.

Once you have worked out what you have to offer, you are better placed to judge whether your contribution overseas will be meaningful and worthwhile.

It's also worth asking yourself whether you have fully considered the options available closer to home. There are many ways to make a difference that don't first require a 12-hour flight and sometimes it can be better to volunteer at home and be a tourist overseas.

Choosing an ethical organisation

It's easy to assume that if you are volunteering then you're bound to be doing good, but that isn't necessarily the case. For example, by offering to work for free, you might even be taking away a job from a local person. A good organisation will ensure that it works in partnership with local communities to ensure volunteers only provide a service a community genuinely needs.

Ethical Volunteering has put together a list of seven questions to help you pick an ethical overseas volunteering placement:

1. Exactly what work will you be doing? Can the organisation provide you with a brief job description?
2. Does the organisation work with any local partner organisations?
3. Does the organisation make any financial contribution to its volunteer programmes? If so exactly how much, minus any payments for food and accommodation for volunteers, is this contribution?

4. Does the organisation have any policies on eco and ethical tourism practices, and if so what are these and how are they implemented?
5. What time frame is the volunteer programme run on? How long has the programme been running and what are the plans for the future?
6. Can the organisation give you precise contact details for your chosen programme?
7. What support and training will you receive?

Further detail about these questions is available in an Ethical Volunteering leaflet.

Travelling far from home, especially to a developing country, may spark other questions. For example, if the country has an oppressive government, what is the organisation's attitude towards it and relationship with it? Carbon emissions from flying contribute to global warming - what is the attitude of the organisation towards this? These are tough questions with no easy answers. A good organisation should welcome questions and be ready with some options.

#### Know before you go

If possible, meet a representative of an organisation face-to-face before signing up to a placement. You should also ask them if you can be put in touch with other volunteers - either those still overseas or some who have recently returned. You can meet people yourself through Facebook, Twitter and new volunteering network i-volunteer. Some organisations, like VSO, have their own online communities where you can ask questions and seek advice.

Of course, everyone will have different experiences and one person, is unlikely to persuade you either way. But other volunteers can at least give you a feel for what the placement is like and suggest some further questions you might want to ask the organisation.

The web is also your friend when it comes to digging for information on your chosen organisation - check out review sites like [www.gapyearreview.co.uk](http://www.gapyearreview.co.uk).

Time spent researching before you make a decision about whether or where to go is definitely worthwhile, and reputable organisations should welcome your enquiries. Volunteering overseas frequently requires significant cost and commitment. And it can go wrong, so never be shy of asking what might seem difficult or obvious questions.

**Questions 22 - 27**

Choose the correct letter, A, B or C.

22 Many volunteers feel

- A they could have contributed more by the end of their placement
- B disappointed with the experience
- C certain about what their involvement will be

23 A successful placement will mainly depend on

- A the questions a volunteer asks themselves
- B how much experience the volunteer has
- C how useful the volunteers skills are for the tasks ahead

24 People who offer to work for no pay

- A are always welcome
- B may be doing more harm than good
- C can often approach the local community directly

25 When choosing an ethical organisation, you should ask

- A about the period of time the volunteer scheme has been operating
- B what contribution the local partner makes to the scheme
- C about their views on the local tourist industry

26 A representative of the organisation should be able

- A to direct you to their Facebook page
- B to meet with you in person
- C to introduce you to other volunteers

27 Other volunteers

- A will be able to answer most of your questions
- B share views on some reputable websites
- C can give you a feel for the cost and commitment required

**SECTION 3      Questions 28 - 40**

*Read the text and answer Questions 28 - 40*

**Fighting poverty in emerging markets**

A At the recent food summit in Rome, former President Luiz Inácio Lula da Silva donned a pair of bright-red boxing gloves labelled “Hunger Free” and waved to the cameras. They were his prize-if that is the right term-for Brazil’s success in topping a league table drawn up by ActionAid, a British charity, of countries that have done most to reduce hunger. The occasion was a stunt, of course, but had a serious purpose: to show that even the poorest places can mitigate poverty and hunger. Brazil is not in that category, but Ghana, Vietnam and Malawi, which came third, fourth and fifth, are.

B ActionAid’s list was inevitably influenced by the sort of things that NGOs love: social-protection programmes, constitutional and legal guarantees against poverty, the rejection of free markets. But now comes a more rigorous assessment of poverty-reduction in Brazil, China and India by Martin Ravallion, the director of the World Bank’s Development Research Group. It also suggests that hunger is not simply something that growth will take care of. Mr Ravallion shows that the performance of the giants varies a lot more than their growth. And he too regards Brazil’s performance as exceptional.

C Between them, Brazil, China and India account for half the world’s poorest people and an even bigger share of those who have escaped poverty. In 1981, 84% of China’s population was below the poverty line of \$1.25 a day (in 2005 prices); in 2005 the share was just 16%. This amounted to a 6.6% proportionate annual rate of poverty reduction-the difference between the growth rates of the number of poor and the total population.

D Nobody did as well as China. Brazil’s share of those in poverty fell by half from 17% to 8%, an annual reduction of 3.2%. India did least well, cutting the share below the poverty line from 60% to 42% between 1981 and 2005. This implies an annual reduction of 1.5% a year, though there are problems with Indian statistics; using different consumption figures yields an annual reduction of 3%, comparable to Brazil’s.

E As Mr Ravallion points out, these figures do not mirror growth rates. Brazil cut poverty by more than India despite much lower growth, just over 1% a year in 1993-2005, compared with India’s 5%. If you calculate the rate of poverty reduction for each unit of GDP growth per person, Brazil did even better than China: the ratio is 4.3 for Brazil, 0.8 for China and 0.4 for India (0.8 if you use the adjusted consumption figures). Per unit of growth, Brazil reduced its proportional poverty rate five times more than China or India did.

F How did it do so well? The main explanation has to do with inequality. This, as measured by the Gini index, has fallen sharply in Brazil since 1993, while it has soared in China and risen in India. Greater inequality dampens the poverty-reducing effect of growth. Government policy played a big role in reducing inequality. Brazil’s main cash-transfer programme, called Bolsa Familia, provides help to 11m families, or 60% of all those in the poorest tenth. In contrast, social security in China is still provided largely through the enterprise system (i.e. companies), so it tends to bypass those not in work. And government interventions in India are extraordinarily perverse. People in the poorest fifth are the least likely to have any kind of ration card, the key to public handouts, whereas the richest fifth are the most likely to.

G Mr Ravallion concludes with some useful lessons. In all three countries, economic stability made a big difference for the better. China cut poverty the most, but did best early on, when agriculture was growing fastest. As growth shifted towards the cities and manufacturing, inequality rose. It might have done even better with Brazilian-style “progressive” policies. India had both growth and social policies, yet did worst because its policies in fact did rather little to help the poor. With its caste system, and bad state schools, India may be a more unequal society than the numbers alone suggest. Both Asian countries could learn some lessons from Brazil. But Brazil, in turn, will not be able to match China’s record in reducing the number of poor people without higher growth.

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**Questions 28 - 40**

*The text has seven paragraphs, A - G.*

*Choose the correct heading for each paragraph from the list of headings below.*

- i The impact of a stable economy
- ii Similarities between China And India
- iii The role of equality
- iv The top three
- v China leads
- vi Relationship between growth and poverty
- vii A symbol of success
- viii A more stringent test

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*Complete the summary below.*

*Choose **NO MORE THAN ONE WORD** from the text for each answer.*

One of the reasons why (35 \_\_\_\_\_) did so well in its fight against (36 \_\_\_\_\_) is because it was able to reduce the levels of (37 \_\_\_\_\_) in the country. In doing so (38 \_\_\_\_\_) was higher than it would otherwise have been. It managed to achieve this partly due to the initiative Bolsa Familia which aims to (39 \_\_\_\_\_) some of the country's (40 \_\_\_\_\_) people.

**Answers**

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1 NG	14 C	27 B
2 F	15 <i>donors</i>	28 <i>vii</i>
3 F	16 <i>confidence</i>	29 <i>viii</i>
4 T	17 <i>charities</i>	30 <i>iv</i>
5 NG	18 <i>adequate answers</i>	31 <i>v</i>
6 T	19 <i>controversial causes</i>	32 <i>vi</i>
7 F	20 <i>solicit funds</i>	33 <i>iii</i>
8 G	21 <i>fraudulent</i>	34 <i>i</i>
9 F	22 B	35 <i>Brazil</i>
10 A	23 C	36 <i>poverty</i>
11 E	24 B	37 <i>inequality</i>
12 B	25 A	38 <i>growth</i>
13 D	26 B	39 <i>help</i>
		40 <i>poorest</i>



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**TEST 14**

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# Reading General Training

## Test 14

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**SECTION 1      Questions 1 - 14*****Read the text and answer Questions 1 - 7*****Science Museum**

A guided tour of the Challenge of Materials gallery.

Starts: 14:00

Challenge of Materials - gallery tour

Discover the history of Flight in this free tour. From mankind's earliest dreams of flight, through the Wright brothers to the jumbo jet.

Starts: 13:00

Flight Gallery Tour

A guided tour of our Making the Modern World gallery.

Starts: 15:00

Making the Modern World - gallery tour

**Events for Schools**

A fast-moving and entertaining demonstration that explores forces and motion.

Starts: 11:00, 12:15, 13:30

Feel the Force

Our popular Launchpad gallery is reserved for different age groups on different days. Find out when you can request places for your Key Stage 2 group.

Starts: 10:30

Launchpad open for Key Stage 2

IMAX Films

Dive into this magical 3D adventure and swim with some of the planet's most colourful creatures.

Starts: 13:05

Deep Blue 3D

Journey through distant galaxies on this mission to service the Hubble Telescope.

Starts: 14:20

Hubble 3D

Special Exhibitions

Explore how astronomy has changed the way we see our universe - and ourselves - through this object-rich exhibition. How astronomy has shaped our world.

Until Friday 30 December 11

Cosmos and Culture

An exciting new exhibition exploring the role played by technology in creating post-war Britain.

Until Thursday 31 March 11

Hi-tech Britain

Explore the workings of the unconscious mind through a range of modern and historical objects and contemporary artworks.

Until Saturday 02 April 11

Mind Matter

**Questions 1 - 7**

*The text describes different tours, films and exhibitions.*

*Which of these would probably be of most interest to the following people?*

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

- 1 someone interested in sea life
- 2 someone interested in films about outer space
- 3 someone interested in the human brain
- 4 someone interested in airplanes
- 5 someone interested in how a country developed since the war
- 6 someone interested in the way we live
- 7 someone interested in movement and energy

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**Read the text and answer Questions 8 - 14**

**General Safety Rules**

- 1.No laboratory work shall be performed by a student without the direct supervision of the teacher. Under no circumstances is a student allowed to work in the laboratory alone.
- 2.You will be instructed at the beginning of each laboratory period, as to the potential dangers that may be encountered and the proper precautions that are required to eliminate or reduce such hazards.
- 3.You will become familiar with the instructions of laboratory procedure prior to the initiation of any related activity. Read all directions for the experiment at least two times. Ask questions if you don't understand any part of the directions. No changes from the instructions will be allowed without permission from the teacher or instructor.
- 4.Never perform any activity that is not authorized or supervised by the teacher or instructor.
- 5.Do not operate equipment without operating instructions or specific permission from the teacher or instructor (i.e. Bunsen burner or centrifuge).
- 6.No eating, drinking or applications of cosmetics is allowed in the laboratory.
- 7.Always wash hands after handling chemicals, plants, animals, or dissection tools.
- 8.Careless behavior in a laboratory can cause accidents. Horseplay, teasing, loud talking or tossing objects are not allowed in a laboratory.
- 9.All personal possessions such as books, coats, and papers, that are not related to the laboratory procedure should not be brought into the laboratory work area.
- 10.Each laboratory student will be made aware of the use and location of all safety equipment (i.e. goggles, gloves, apron, fume hood, eyewash, etc.)
- 11.Never reach over a Bunsen burner, chemical reagents or other laboratory equipment.
- 12.At the completion of the laboratory period or when an experiment is complete, return all equipment to proper storage and clean the work area.

**Questions 8 - 14**

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

**TRUE** - *if the statement agrees with the information*

**FALSE** - *if the statement contradicts the information*

**NOT GIVEN** - *if there is no information on this*

8 Safety instructions are given at the start of each lab session.

9 It is not necessary to get a teacher's permission for all experiments.

10 Ladies are not allowed to wear high heels in the laboratory.

11 You are not allowed to throw anything to another person in the laboratory.

12 All books should be left outside the laboratory work area.

13 You must never stretch across an experiment.

14 At the end of your session, you must clean all the equipment you have used.



**SECTION 2      Questions 15 - 27*****Read the text and answer Questions 15 – 21***

Crime dramas such as CSI and Waking the Dead may have helped fuel a rise of nearly a third in the number of students taking degree courses in forensic and archaeological science.

The explosion in fictional and documentary screen portrayals of scientific analysis of crime scenes and cold case reviews has coincided with a 32.4% increase in undergraduates, figures from the Higher Education Statistics Agency revealed yesterday.

Nearly 5,750 students were following such courses last year, and though this was lower than the 11,045 following chemistry or 9,348 doing physics, the growth dwarfed the 2% and 0.9% rise in these more traditional subjects. Overall numbers of undergraduates in the UK went up 3.3%, with only computer science and astronomy showing big drops.

"We don't know the definite cause," said Brian Emsley, of the Royal Society of Chemistry. "But there is a rise in programmes like Waking the Dead and CSI and there is a sort of glamour involved.

"We don't want to knock it because chemistry is part of it. But it would be useful to know how many jobs there are in forensic science. We point to the number of jobs there are out there for [people on] chemistry courses, not only in science.

Because they have a command of numeracy, mass data handling and analytic skills, they also go into banking, insurance and the City."

But other figures suggest the television gloss of fingerprinting, blood analysis and weapons analysis is wearing off. Applications for forensic courses fell this year by just over 4%, while those for physics and chemistry went up by 12.2% and 11.3%.

**Questions 15 - 21**

Complete the summary below.

Choose **NO MORE THAN ONE WORD** from the box below for each answer.

analysed, both, sectors, job, resulting, portrayed, compared, entirely, popularity,  
selection, respectively, partly, opting, alternatively, illustrated, frequently

It seems that certain television series may be (15 \_\_\_\_\_) responsible for an increase in the number of students (16 \_\_\_\_\_) for forensic and archaeological university courses.

The increase in the (17 \_\_\_\_\_) of these programs seems to have happened at the same time as demand for the courses has risen by around 32%. This was a huge increase particularly when (18 \_\_\_\_\_) to increases in other science subjects such as chemistry and physics which both rose over the same period by 2% and 0.9%, (19 \_\_\_\_\_). Emsley believes that the trend may be due a certain glamour of the jobs (20 \_\_\_\_\_) on the TV. He also feels that there be insufficient demand out there but that there are still opportunities in other (21 \_\_\_\_\_) for people with the kind of skills acquired on forensic and archaeological courses.

**Read the text and answer Questions 22 - 27**

Program meals to be ready when you arrive home. TMIO brings you the Internet, cell phone, and telephone controlled IO professional series intelligent oven. TMIO creates unprecedented mobility for your household, and revolutionizes your lifestyle and cooking experience with the 30-inch dual oven, refrigerated, internet-controlled, connect io. A true dream appliance for those with busy lifestyles; dinner is ready when you are. This stainless-steel beauty lets you refrigerate your meal before you leave for work. You can then set cooking times with your cellphone, PDA or computer.

**Features:**

- 30 inch Double Wall Oven fits standard kitchen cabinetry.
- Premium Quality 304 Brushed Stainless Steel finish provides an elegant complement to your kitchen.
- Largest Usable Capacity Oven you'll never run out of room with our generously-sized oven cavities; 4.25 cubic feet, the largest available on any 30 inch double wall oven in its class.
- Larger Viewing Area on Oven Windows gives you a beautifully clear view and greater control. Glass stays comfortably and safely cool to the touch.
- Six Convenient Oven Racks, three ergonomically-designed racks per oven, with custom flared handles for easy handling even while wearing thick oven mitts.
- 3M ClearTek™ Glass Touch Screen Control Panel is a TMIO™ exclusive, an industry first, and based on advanced NASA space technology.
- Dual-Oven Advanced Refrigeration System for accurate and precision refrigeration control in both upper and lower ovens.
- Refrigerates Prior to Cooking Cycle or after cooking completed to keep food fresh.
- 10-Pass 3300W Broil / 2000W Bake Hidden (Concealed) Elements far superior to the 8-pass system found in most high-end professional ovens, TMIO's professional 10-pass method covers much more of the oven's entire usable area, and is able to cook larger sized dishes evenly, thoroughly, and precisely to your taste. A perfect solution for larger meats, fish, and poultry. 3300W Power delivered for fast preheat for beautifully broiled meats. Concealed elements present a smooth and even surface for effortless cleaning.
- True European Third-Element Convection with Two-Speed Convection Fans in both ovens for beautiful results in either baking or roasting modes. Solid perforated metal convection fan cover standard for your safety.
- Full-Rack Broiler Pan allows you to take true advantage of the full usable width of the oven for large entrees. Only TMIO offers this exclusive full-rack broiler pan feature.
- Superior Insulation ensures minimum loss of heat and highest cooking efficiency through NASA advanced thermal ceramic space technology.
- Full Probe Dual Oven Cooking top or bottom ovens for precision cooking temperature and event control.
- Proofing, Defrosting, Dehydrating, Refrigeration modes in addition to standard bake, broil, roast, convection.

**Questions 22 - 27**

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

**TRUE** - *if the statement agrees with the information*

**FALSE** - *if the statement contradicts the information*

**NOT GIVEN** - *if there is no information on this*

22 The TMIO can be controlled from your mobile.

23 The oven has a metallic outer surface.

24 The glass oven window can sometimes get hot.

25 The TMOI has a lower 'pass' system than most high quality ovens.

26 An extra full-width broiler pan is provided free with all TMIO ovens.

27 The amount of heat loss is reduced by using space technology.

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**SECTION 3      Questions 28 - 40**

*Read the text and answer Questions 28 - 40*

**Thin-film solar power**

The modernist box that won this year's Solar Decathlon, a contest for solar-powered houses sponsored by America's Department of Energy, had solar panels of the conventional, crystalline sort on its roof. But the walls were covered in solar cells made with thin coatings of silicon and other materials in the place of expensive slices of crystal. Thin film, as this technology is known, is still less popular than crystalline cells and its move to the mainstream has been a year or two away for a decade. But its time may have come at last.

There are many exotic ideas involving thin film, from the solar shingles recently unveiled by Dow, a big chemical company, a roof's worth costs \$27,000, to experimental prototypes of power-generating clothes, roads and cars. However, most thin film comes in the form of panels that resemble crystalline ones. They are roughly half as efficient, meaning that a panel must be twice as big to generate the same amount of power, but a third cheaper, watt for watt. So in places where there is no shortage of space, they are the natural option.

Thin-film cells are also more versatile, since they can be mounted on a variety of materials including flexible plastics and fabrics. Like all solar cells, they are becoming more efficient: the decathletes of Team Germany, who designed the winning house, bragged that its north façade was covered in panels that could convert even indirect sunlight into electricity.

Over the past year or so, thanks to a crash in demand tied to the recession and falling subsidies in big markets, the price of crystalline panels has fallen by 30-40%, undermining thin film's relative advantage. Nonetheless, thin film's share of the market has continued to rise: it is now almost half, compared with just 10% in 2004.

The biggest force in the industry is a firm called First Solar, based in Arizona, a sunny American state. Like that of virtually all alternative-energy firms, its share price has suffered in the recession. But it has nonetheless performed considerably better than Standard & Poor's clean-energy index over the past three years. Its gross margins in the first half of the year were over 50%, on sales of \$944m. This month the firm was added to the S&P 500 stockmarket index of America's biggest firms.

First Solar looks likely to continue to grow. Last month it signed a memorandum of understanding with China to install two gigawatts' worth of panels in Inner Mongolia—a place with plenty of space. That is enough to power 3 million homes. Installation is due to begin next year and finish in 2019. That and other projects should consume all its output for several years to come.

First Solar's rivals are much smaller. But technological advances may yet catapult one to the fore, says Steve Milunovich, an analyst at Bank of America Merrill Lynch. First Solar makes its cells from a chemical called cadmium telluride. But firms such as Nanosolar, which is building factories in California and Germany, believe that a combination of copper, indium, gallium and selenium known as CIGS will prove cheaper to produce on a mass scale. Researchers at the University of California, meanwhile, hold out great hopes for cells made of organic chemicals.

For the moment, however, the cheapest form of solar power is none of these, but the less glamorous solar-thermal power, which involves heating water with sunlight to make steam. Utilities are also keen to use lenses to increase the amount of sunlight hitting solar panels—a technique known as concentrating solar power. They still need subsidies or a high price on carbon emissions to make investments in any sort of solar power profitable. But the gap between solar and conventional power sources is becoming, well, thinner.

**Questions 28 - 40**

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

**TRUE** - if the statement agrees with the information

**FALSE** - if the statement contradicts the information

**NOT GIVEN** - if there is no information on this

28 At this year's Solar Decathlon, 'thin film' covered the roof of the modernist box.

29 When space is not a problem, it's probably better to use crystalline films.

30 Team Germany's house won because of its ability to turn indirect sunlight into electricity.

31 The price reduction of crystalline films has prevented thin films from gaining market share.

32 In the last three years, First Solar's share price has increased more than Standard & Poor's clean-energy index.

33 First Solar is not yet listed on the S&P 500.

Complete the summary below.

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

Based on its contract with China, it seems probable that First Solar will (34 \_\_\_\_\_) further. However, it does face competition from several sources. First, there are a number of (35 \_\_\_\_\_) using the potentially (36 \_\_\_\_\_) CIGS production process. In addition, (37 \_\_\_\_\_) power, though perhaps not as (38 \_\_\_\_\_) as the alternatives is still the cheapest. And despite a narrowing (39 \_\_\_\_\_), solar's biggest competitor is still (40 \_\_\_\_\_).

# Answers

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1 <i>Deep Blue 3D</i>	14 <i>F</i>	27 <i>T</i>
2 <i>Hubble 3D</i>	15 <i>partly</i>	28 <i>F</i>
3 <i>Mind Matter</i>	16 <i>opting</i>	29 <i>F</i>
4 <i>Flight Gallery Tour</i>	17 <i>popularity</i>	30 <i>NG</i>
5 <i>Hi-tech Britain</i>	18 <i>compared</i>	31 <i>F</i>
6 <i>Cosmos and Culture</i>	19 <i>respectively</i>	32 <i>T</i>
7 <i>Feel the Force</i>	20 <i>portayed</i>	33 <i>F</i>
8 <i>T</i>	21 <i>sectors</i>	34 <i>grow</i>
9 <i>F</i>	22 <i>T</i>	35 <i>rivals</i>
10 <i>NG</i>	23 <i>T</i>	36 <i>cheaper</i>
11 <i>T</i>	24 <i>F</i>	37 <i>solar-thermal</i>
12 <i>F</i>	25 <i>F</i>	38 <i>glamorous</i>
13 <i>T</i>	26 <i>NG</i>	39 <i>gap</i>
		40 <i>conventional power</i>



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**TEST 15**

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# Reading

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**SECTION 1      Questions 1 - 14**

*Read the text and answer Questions 1 - 7*

**DVDs**

The first DVD player hit the market in March 1997.

A DVD is very similar to a CD, but it has a much larger data capacity. A standard DVD holds about seven times more data than a CD does. This huge capacity means that a DVD has enough room to store a full-length, MPEG-2 encoded movie, as well as a lot of other information.

Here are the typical contents of a DVD movie:

- Up to 133 minutes of high-resolution video, in letterbox or pan-and-scan format, with 720 dots of horizontal resolution (The video compression ratio is typically 40:1 using MPEG-2 compression.)
- Soundtrack presented in up to eight languages using 5.1 channel Dolby digital surround sound
- Subtitles in up to 32 languages

DVD can also be used to store almost eight hours of CD-quality music per side.

The format offers many advantages over VHS tapes:

- DVD picture quality is better, and many DVDs have Dolby Digital or DTS sound, which is much closer to the sound you experience in a movie theater.
- Many DVD movies have an on-screen index, where the creator of the DVD has labeled many of the significant parts of the movie, sometimes with a picture. With your remote, if you select the part of the movie you want to view, the DVD player will take you right to that part, with no need to rewind or fast-forward.
- DVD players are compatible with audio CDs
- Some DVD movies have both the letterbox format, which fits wide-screen TVs, and the standard TV size format, so you can choose which way you want to watch the movie.
- DVD movies may have several soundtracks on them, and they may provide subtitles in different languages. Foreign movies may give you the choice between the version dubbed into your language, or the original soundtrack with subtitles in your language.

**Questions 1 - 7**

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

**TRUE** - *if the statement agrees with the information*

**FALSE** - *if the statement contradicts the information*

**NOT GIVEN** - *if there is no information on this*

1 An MPEG-2 encoded movie just fits on to a DVD.

2 Up to 133 minutes of video can be compressed onto a DVD.

3 There are five main advantages of DVDs over VHS.

4 The quality of a DVD picture is nearly the same as the quality in a cinema.

5 With most DVDs you can jump to any part, from the index, without having to rewind or fast-forward.

6 Some movies on DVD have more than one mode of display.

7 Most DVD movies have subtitles for foreign films.

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**Read the text and answer Questions 8 - 14**

**Broadband Providers**

A Dodo Australia has provided Australian consumers with fantastic Internet and Telephony solutions for over five years. Dodo's range of residential products includes Mobile, Home Phone, ADSL Broadband and Dial-up Internet. Dodo is proudly Australian owned and now is one of Australia's most recognised brands for providing a reliable service at a cheap price. Dodo's provides nation-wide access across the country and their technical support operates at 24 hours a day 7 days per week. Dodo is committed to providing telecommunication services at low prices, so give 'em the bird and join Dodo today.

B Think Mobile is a subsidiary of Pivotal Group, one of Australia's five licensed mobile telecommunications carriers. Pivotal Group is an Australian-owned private company based on the Gold Coast in Queensland, with local telecommunications infrastructure assets worth over \$70m. Pivotal Group companies offer Satellite and Cellular handsets that can provide service throughout Australia and its territorial waters, GSM mobile phones and services, bulk messaging capabilities through its own text messaging infrastructure, and 'white labeled' call centre services. Customers include various State and Federal government departments, major corporates, small to medium enterprise, and consumers.

Think Mobile was launched in 2005 as a differentiated GSM mobile service provider. The focus is on winning over customers with their exceptional value, service and easy to understand call charges. Rates are a low 12 cents per 30 sec on the Think Simple 12 Plans. Since their launch, Think Mobile have been awarded 6 medals from the prestigious Money Magazine Best of the Best awards. Including two Gold medals in 2008 and 2009 for the Think Simple 12 Plans.

In addition to the Simple 12 Plans, Think Mobile offers competitive Cap Plans and offers a Data plan.

C EFTel Limited is one of Australia's largest Internet Service Providers (ISPs). EFTel offers a range of services including: DSL, satellite and dial-up Internet access, web hosting and telephony services to the retail and wholesale telecommunications markets.

EFTel's services are delivered through a nationwide network of Points of Presence in all capital cities, as well as regional areas around Australia. The network architecture and technology allows for the supply of voice, data or video services simultaneously, giving the capability to supply local and long distance calls, high-speed data, Internet and video conferencing services to its customers.

D iPrimus, a leading provider of broadband and telephone services, has been delivering great value to Australians for over 12 years.

Since entering the market in Australia in 1997, Primus has been a frontrunner in ensuring the benefits of competition are passed to customers through lower prices and improved services. With one of the largest and fastest broadband networks in Australia, we'll give you the speed you need!

E gotalk group of companies have revenues of over \$160 Million and employs over 400 people throughout Australia and New Zealand. Operational since mid 2002 and 100% Australian owned, gotalk has experienced exceptional growth in predominately the residential market but also the SME business market. gotalk's operational centre is located on the Gold Coast with Corporate offices in Sydney, Melbourne and

Auckland. Their growth has been supported by both organic sales and also a large number of Acquisitions. Through sister Company CardCall they support over 25,000 retailer partners delivering a range of gotalk prepaid services.

gotalk offers home and business users a full range of telecommunications services on a single invoice. Services include fixed line (home phone or business lines), GSM Mobile, Internet (Dial Up and Broadband), phonecards and most recently Broadband Voice (VoIP).

F Virgin Mobile Australia launched on 31 October 2000 and employs over 300 people. They have over 600,000 customers, their products are sold in heaps of retails outlets throughout Australia, and provide mobile coverage to over 96% of the Australian population using the Optus network.

Like all Virgin companies, they strive to be the 'customer champion', which in the mobile business means providing an easy-to-understand service that is great value for money. You can even call 13 33 23 to speak to a real human being (!), or visit [www.virginmobile.com.au](http://www.virginmobile.com.au) 24 hours a day, 365 days a year - either way, if you want to buy, delivery is FREE in Oz!

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**Questions 8 - 14**

*The text has six broadband services, A - F.*

*Which service offers the following? You may need to use one letter more than once.*

8 a service which was established prior to the year 2000

9 a service which includes manned telephone support

10 a service which has received two gold medals

11 a service which includes all the customer's products on just one bill

12 a service which already has more than half a million customers

13 a service which is supplied to government bodies

14 a service which claims to be well-known

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**SECTION 2      Questions 15 - 27*****Read the text and answer Questions 15 – 21*****Your Future Mobile Phone**

It is 2025. Your mobile is now much more than just a communication device - more like a remote control for your life. You still call it a "mobile" from habit, but it is an organiser, entertainment device, payment device and security centre, all developed and manufactured by engineers.

On a typical day it will start work even before you wake. Because it knows your travel schedule it can check for problems on the roads or with the trains and adjust the time it wakes you up accordingly, giving you the best route into work. It can control your home, re-programming the central heating if you need to get up earlier and providing a remote alert if the home security system is triggered. It is your payment system - just by placing the phone near a sensor on a barrier, like the Oyster card readers in use on London transport, you can pay for tickets for journeys or buy items in shops. With an understanding of location, the mobile can also provide directions, or even alert the user to friends or family in the vicinity.

It is your entertainment centre when away from home. As well as holding all your music files, as some phones today are able to do, it will work with your home entertainment system while you sleep to find programmes that will interest you and download them as a podcast to watch on the train or in other spare moments.

It will intelligently work out what to do with incoming phone calls and messages. Because it knows your diary it will also know, for example, to direct voice calls to voicemail when you are in a meeting, perhaps providing a discrete text summary of the caller and the nature of their call.

With its understanding of almost all aspects of your life, many new services become possible. For example, a "Good Food" meal planning service could send daily suggestions for your evening meal based on learned preferences, previous selections made and the likely contents of your refrigerator. The latter might work by uploading the bill from the weekly grocery shop and then removing those items it deduces have been used for meals earlier in the week.

Leaving home without your mobile, bad enough already, will become rather like leaving home without your wallet, keys, music player and mobile all at once - quite unthinkable. And in the nicest, most helpful ways, your mobile will guide you through life.

So what will this apparently massive change in our relationships with our mobiles require in the way of new technology or extra expenditure? Actually, surprisingly little. Now that we have widespread cellular coverage, with high-speed data networks in many homes, offices and points of congregation such as coffee shops, we have all we need to get signal to the mobile.

What we do need is better mobiles and more intelligence. Mobiles will continue to get steadily better, with higher resolution touch-screens, speech recognition that really works and much greater memory and storage capabilities. Increasingly intelligent software will be running on these mobiles, and also on home and wide-area networks, able to learn behaviour, predict needs and integrate with a growing number of databases, such as transport updates from major providers. So, instead of the train company just sending you a text to tell you of delays, your mobile will analyse it in conjunction with your travel plans and modify

those plans if needs be.

This evolution will be a slow but steady one as every few years mobiles get slightly better, intelligent software evolves and the various providers of all the necessary input data - such as transport organisations and shops - gradually make the data available in formats that become increasingly useful.

Ten years ago the mobile was purely a device for making voice calls. Now it is a camera, MP3 player, organiser and texting device. This is only the start of an evolution that will turn it into our trusted and indispensable companion in life.

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**Questions 15 - 21**

Complete the sentences below.

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

15 If there is a problem with the security of your accommodation, your mobile will be able to send you \_\_\_\_\_ .

16 With location tracking your mobile will be able to tell you when people you know are in your \_\_\_\_\_ .

17 \_\_\_\_\_ will be able to send you messages about calls you received.

18 Your mobile will know what is probably inside \_\_\_\_\_ .

19 Mobile networks are now available in most areas of \_\_\_\_\_ .

20 One requirement of future software is that it will be able to successfully connect to more \_\_\_\_\_ .

21 Our mobile phone will, for sure, become a \_\_\_\_\_ we can truly rely on.

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**Read the text and answer Questions 22 - 27****Dawn of the age of the robot**

The robots are coming. The second decade of the 21st century will see the rise of a mechanised army that will revolutionise private and public life just as radically as the internet and social media have shaken up the past 10 years. Or so says Marina Gorbis, futurologist and head of Californian thinktank The Institute for the Future.

The IFTF is one of the world's most venerable thinktanks and has been plotting the course of the future for corporate and government clients since it was spun off from the RAND Corporation in 1968.

Gorbis says robots will increasingly dominate everything from the way we fight wars to our work lives and even how we organise our kitchens.

Robots are likely to prompt a political storm to equal the row over immigration as they increasingly replace workers, says Gorbis. But it's not all bad news. "When IBM's Deep Blue became the first computer to beat chess grand master Gary Kasparov people said that's it, computers are smarter than people," she says. "But it didn't mean that at all. It means they are processing things faster not that they are thinking better." Working together she believes robots and humans will be able to create a world of new possibilities impossible before our new industrial revolution.

Gorbis says the robots are already here. The US military is backing the development of a four legged mechanical pack-carrying robot, called the BigDogs. Guided by its own sensors BigDog can navigate treacherous terrain carrying 150kg on its back. In the air robot drones are stalking targets in Afghanistan, remote controlled helicopters are ferrying supplies.

Military technology from the Roman road to the internet has a habit of hitting the mainstream, and robots are already spreading their influence. Robots may soon do building work. The University of Southern California has developed a system called Contour Crafting that allows machines to construct buildings in layers guided by computers. The system can reduce construction times and costs by 75%, according to USC.

In South Korea robots assist teachers in language classes, repeating words and phrases over and over and assessing how well they are parroted back. Google is working on cars that drive themselves. "What is that other than a robot," says Gorbis. Amazon and shoe retailer Zappos' huge warehouses are organised by an army of squat orange robots designed by Kiva Systems.

Inevitably the rise of the robots will put people out of work. Gorbis believes that this and other trends will mean unemployment will remain around 10% in many parts of the developed world over the coming years.

"We are in transition. It is similar to when we mechanised agriculture. After that we went through a period of high unemployment as people transitioned to new kinds of jobs. People learned to do other things," she says.

There is potential for a huge backlash. "But once a technology is invented, it is very rare that it disappears. You can delay the introduction but it is going to be used. If someone can produce something cheaper and faster, you are competing in that environment."

Robots get a bad press. With a few cute exceptions the robot has been an evil character in movies going back to Fritz Lang's Metropolis in 1927. In Japan and Korea, where many of the great robot innovators are likely to come from, attitudes are more positive.

Gorbis says there had been some speculation that the Japanese were more attuned to robots because they would rather mechanise than import foreign labour. "I'm not sure that's true. Whatever the case, there is a fascination with technology. And more political support. In a small aging population perhaps of necessity you think of machines as your labour force," she says.

We too are likely to take on more robotic features, she believes. "We have been modifying ourselves with technology forever, with eyeglasses, cochlear implants. We are going to see more of that. Sensors are going to be on our bodies, in our bodies letting us and others know what we are doing, what is going on with our health. All kinds of applications we haven't even thought of yet."

Gorbis says she is often asked if the future is arriving faster than ever. "I'm not sure that it is," she says. "We know more, we have access to more information but if you lived during the period of electrification or the building of railroads, I'm sure you really felt the pace of change too. It's all relative."

With all this information being bombarded at us it so no wonder that people worry, she said. "I feel schizophrenic myself. Half the time I feel really depressed when I look at say climate change or the potential to misuse technology. But then I get really excited about how we are reinventing ourselves through technology."

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**Questions 22 - 27**

Choose the correct letter, A, B or C.

**22 The IFTF**

A has been a member of RAND since 1968

B is a client of Marina Gorbis

C is a well respected organisation

**23 Gorbis believes that Deep Blue**

A showed that computers can be smarter than people

B showed that computers can handle information quicker than people

C showed that computers can think quicker than people

**24 BigDogs**

A are being used in Afghanistan at the moment

B are able to travel across difficult surfaces

C can travel with loads in excess of 150kg

**25 Gorbis believes that the introduction of new technology**

A is often abandoned

B does not always result in something cheaper and faster

C can be postponed

**26 Gorbis believes that**

A humans will become more robotic

B the elderly will welcome robotic developments

C most of the labour force will be robots

**27 Gorbis says that**

A things are changing more rapidly now than in the past

B the introduction of railways was quicker than any we see today

C she has mixed feelings about technology

**SECTION 3      Questions 28 - 40****Read the text and answer Questions 28 - 40****Only humans allowed**

A On the internet, goes the old joke, nobody knows you're a dog. This is untrue, of course. There are many situations where internet users are required to prove that they are human-not because they might be dogs, but because they might be nefarious pieces of software trying to gain access to things. That is why, when you try to post a message on a blog, sign up with a new website or make a purchase online, you will often be asked to examine an image of mangled text and type the letters into a box. Because humans are much better at pattern recognition than software, these online puzzles-called CAPTCHAs-can help prevent spammers from using software to automate the creation of large numbers of bogus e-mail accounts, for example.

B Unlike a user login, which proves a specific identity, CAPTCHAs merely show that "there's really a human on the other end", says Luis von Ahn, a computer scientist at Carnegie Mellon University and one of the people responsible for the ubiquity of these puzzles. Together with Manuel Blum, Nicholas J. Hopper and John Langford, Dr von Ahn coined the term CAPTCHA (which stands for "completely automated public Turing test to tell computers and humans apart") in a paper published in 2000.

C But how secure are CAPTCHAs? Spammers stepped up their efforts to automate the solving of CAPTCHAs last year, and in recent months a series of cracks have prompted both Microsoft and Google to tweak the CAPTCHA systems that protect their web-based mail services. "We modify our CAPTCHAs when we detect new abuse trends," says Macduff Hughes, engineering director at Google. Jeff Yan, a computer scientist at Newcastle University, is one of many researchers interested in cracking CAPTCHAs. Since the bad guys are already doing it, he told a spam-fighting conference in Amsterdam in June, the good guys should do it too, in order to develop more secure designs.

D That CAPTCHAs work at all illuminates a failing in artificial-intelligence research, says Henry Baird, a computer scientist at Lehigh University in Pennsylvania and an expert in the design of text-recognition systems. Reading mangled text is an everyday skill for most people, yet machines still find it difficult.

E The human ability to recognise text as it becomes more and more distorted is remarkably resilient, says Gordon Legge at the University of Minnesota. He is a researcher in the field of psychophysics-the study of the perception of stimuli. But there is a limit. Just try reading small text in poor light, or flicking through an early issue of *Wired*. "You hit a point quite close to your acuity limit and suddenly your performance crashes," says Dr Legge. This means designers of CAPTCHAs cannot simply increase the amount of distortion to foil attackers. Instead they must mangle text in new ways when attackers figure out how to cope with existing distortions.

F Mr Hughes, along with many others in the field, thinks the lifespan of text-based CAPTCHAs is limited. Dr von Ahn thinks it will be possible for software to break text CAPTCHAs most of the time within five years. A new way to verify that internet users are indeed human will then be needed. But if CAPTCHAs are broken it might not be a bad thing, because it would signal a breakthrough in machine vision that would, for example, make automated book-scanners far more accurate.

G Looking at things the other way around, a CAPTCHA system based on words that machines cannot read ought to be uncrackable. And that does indeed seem to be the case for ReCAPTCHA, a system



launched by Dr von Ahn and his colleagues two years ago. It derives its source materials from the scanning in of old books and newspapers, many of them from the 19th century. The scanners regularly encounter difficult words (those for which two different character-recognition algorithms produce different transliterations). Such words are used to generate a CAPTCHA by combining them with a known word, skewing the image and adding extra lines to make the words harder to read. The image is then presented as a CAPTCHA in the usual way.

H If the known word is entered correctly, the unknown word is also assumed to have been typed in correctly, and access is granted. Each unknown word is presented as a CAPTCHA several times, to different users, to ensure that it has been read correctly. As a result, people solving CAPTCHA puzzles help with the digitisation of books and newspapers.

I Even better, the system has proved to be far better at resisting attacks than other types of CAPTCHA. “ReCAPTCHA is virtually immune by design, since it selects words that have resisted the best text-recognition algorithms available,” says John Douceur, a member of a team at Microsoft that has built a CAPTCHA-like system called Asirra. The ReCAPTCHA team has a member whose sole job is to break the system, says Dr von Ahn, and so far he has been unsuccessful. Whenever the in-house attacker appears to be making progress, the team responds by adding new distortions to the puzzles.

J Even so, researchers are already looking beyond text-based CAPTCHAs. Dr von Ahn’s team has devised two image-based schemes, called SQUIGL-PIX and ESP-PIX, which rely on the human ability to recognise particular elements of images. Microsoft’s Asirra system presents users with images of several dogs and cats and asks them to identify just the dogs or cats. Google has a scheme in which the user must rotate an image of an object (a teapot, say) to make it the right way up. This is easy for a human, but not for a computer.

K The biggest flaw with all CAPTCHA systems is that they are, by definition, susceptible to attack by humans who are paid to solve them. Teams of people based in developing countries can be hired online for \$3 per 1,000 CAPTCHAs solved. Several forums exist both to offer such services and parcel out jobs. But not all attackers are willing to pay even this small sum; whether it is worth doing so depends on how much revenue their activities bring in. “If the benefit a spammer is getting from obtaining an e-mail account is less than \$3 per 1,000, then CAPTCHA is doing a perfect job,” says Dr von Ahn.

**Questions 28 - 40**

*The text has eleven paragraphs, A - K.*

*Which paragraph contains the following information?*

- 28 Why developers need to copy spammers
- 29 When the term 'CAPTCHA' first appeared
- 30 Reasons why CAPTCHAs are required
- 31 Why simply changing the text shape more doesn't work
- 32 An upside to CAPTCHAs failing

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

**TRUE** - if the statement agrees with the information

**FALSE** - if the statement contradicts the information

**NOT GIVEN** - if there is no information on this

- 33 Scanning old publications gave Dr von Ahn the idea for ReCAPTCHA.
- 34 ReCAPTCHA success is based on the failure of text-recognition systems.
- 35 Members of Dr von Ahn's team try to break their own product.
- 36 John Douceur was the driving force behind the image-based schemes.

*Complete the summary below.*

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

Google's (37 \_\_\_\_\_) scheme relies on humans being able to actually (38 \_\_\_\_\_) the images on the screen. The need for this has come about mainly due to the rise in (39 \_\_\_\_\_) help which can be bought to solve CAPTCHAs. If a spammer gains less than \$3/1000, Dr von Ahn believes that CAPTCHA is still a (40 \_\_\_\_\_) system.

**Answers**

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1 <i>F</i>	14 <i>A</i>	27 <i>C</i>
2 <i>T</i>	15 <i>an alert</i>	28 <i>C</i>
3 <i>NG</i>	16 <i>vicinity</i>	29 <i>B</i>
4 <i>NG</i>	17 <i>Voicemail</i>	30 <i>A</i>
5 <i>F</i>	18 <i>your refrigerator</i>	31 <i>E</i>
6 <i>T</i>	19 <i>congregation</i>	32 <i>F</i>
7 <i>NG</i>	20 <i>databases</i>	33 <i>NG</i>
8 <i>D</i>	21 <i>companion</i>	34 <i>T</i>
9 <i>F</i>	22 <i>C</i>	35 <i>F</i>
10 <i>B</i>	23 <i>B</i>	36 <i>NG</i>
11 <i>E</i>	24 <i>B</i>	37 <i>image-based</i>
12 <i>F</i>	25 <i>C</i>	38 <i>rotate</i>
13 <i>B</i>	26 <i>A</i>	39 <i>hired</i>
		40 <i>perfect</i>

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**TEST 16**

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# Reading General Training Test 16

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**SECTION 1      Questions 1 - 14**

*Read the text and answer Questions 1 - 7*

**Housing Benefit**Who is eligible

You may get Housing Benefit if you pay rent and your income and capital (savings and investments) are below a certain level. You could qualify if you are out of work, or in work and earning a wage. Use the online benefits adviser to get an estimate of the benefits, including Housing Benefit, you may get.

Who isn't eligible

You can't usually get Housing Benefit if:

- you have savings of over £16,000, unless you are getting the 'guarantee credit' of Pension Credit
- you live in the home of a close relative
- you're a full-time student (unless you're disabled or have children)
- you're an asylum seeker or are sponsored to be in the UK

Other restrictions

If you live with a partner or civil partner only one of you can get Housing Benefit.

If you're single and aged under 25 you can only get Housing Benefit for bed-sit accommodation or one room in shared accommodation.

How to check eligibility

If you think you may be eligible for Housing Benefit, the link below will let you enter details of where you live and then take you to your local authority website where you can find out more.

Important changes for people receiving Child Benefit

Child Benefit is no longer counted as income when working out how much Housing Benefit or Council Tax Benefit you can get. This means that some people currently receiving Housing Benefit and Council Tax Benefit payments will receive more benefit with which to pay their rent and council tax. In addition, some low income families may now get Housing Benefit and Council Tax Benefit as a result of this change. If you think you may now be entitled, contact your local council.

How much do you get?

If you rent a property or room from a private landlord, your Housing Benefit will be calculated with the Local Housing Allowance rules.

If you live in council accommodation or other social housing, the most Housing Benefit you can get is the same as your 'eligible' rent.

What is 'eligible' rent?

Eligible rent includes:

- rent for the accommodation
- charges for some services, such as lifts, communal laundry facilities or play areas

Even if it's included in your rent, you won't get any Housing Benefit for:

- water charges
- charges for heating, hot water, lighting, or cooking
- payments for food or fuel in board and lodgings or hostels

#### How it's paid

If you are a council tenant, your council will pay any Housing Benefit straight into your rent account.

If you're not a council tenant, your Housing Benefit will be paid:

- to you by cheque
- by Direct Payment into your bank or building society account

Contact your council if you're worried about how Housing Benefit is paid.

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**Questions 1 - 7**

Complete the sentences below.

Choose **NO MORE THAN TWO WORDS and/or a NUMBER** from the text for each answer.

- 1 If your savings are more than £16,000, you \_\_\_\_\_ receive Housing Benefit.
- 2 You may get Housing Benefit if you are a full-time student with \_\_\_\_\_ .
- 3 When calculating Housing Benefit, Child Benefit is not \_\_\_\_\_ any more.
- 4 The change to Child Benefits means that some \_\_\_\_\_ families may get more benefits.
- 5 Children's \_\_\_\_\_ are included in 'eligible' rent.
- 6 Housing Benefit will be paid into your \_\_\_\_\_ if you are a council tenant.
- 7 If you are not a council tenant, payments can be made by Direct Payment or \_\_\_\_\_ .

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**Read the text and answer Questions 8 – 14****Travel for the Elderly**

Whether you're going abroad or staying in the UK, follow these simple tips so you can relax on your holiday. We spoke to Emma O'Boyle from TripAdvisor and Gill Williams, editorial head of greentravelguides.tv.

**Going abroad****A When to travel**

You can save money by booking a holiday out of season, or booking well in advance. Emma O'Boyle recommends, 'Taking a holiday during 'shoulder periods' can be a good way of saving money. Shoulder periods are the months either side of peak season. You can avoid the uncomfortably hot weather, crowds and high prices, yet still enjoy some beautiful temperatures.'

**B Guidebooks**

Buying a guide book on where you're going will give you loads of helpful information on what sights to see, the best and cheapest places to eat, local transport and much more. O'Boyle suggests 'Ask friends for recommendations or use the internet to find a hotel that matches your criteria. You can find honest reviews online from travelers in your age bracket, looking for the same type of holiday, meaning you're far less likely to end up at a hotel full of rowdy teenagers. Choosing a hotel is very personal and what one person likes another may hate so don't always rely on the hotel's own description.'

**C Research**

Using the internet to check what the weather's like before you leave means you can avoid taking things you don't need. 'Don't over pack. Go online before you travel to check local weather forecasts and conditions and pack appropriate clothing and footwear.' Gill Williams suggests.

**D Copy documents**

Photocopy your passport and other important documents in case the original gets lost or stolen and remember to take details of your travel insurance policy with you. You can find a travel insurance broker from the British Insurance Brokers' Association.

**E Inform family**

It's a good idea to give close family or friends a list of your travel plans and any contact details, in case of emergency.

**F Save space**

A great way to save space is to take two or three items and roll them up tightly. Try putting socks into shoes to save space and keep the shoes shape.

**G Luggage**

Check restrictions with the airport before travelling to see what you can and can't take in your hand luggage - now most liquids have to be packed in a clear container. Pack anything you'll need in your hand luggage like a book, travel game or medicine, 'If you are flying, always carry essential medication in your carry-on hand luggage rather than the hold - just in case the flight is delayed or the airline loses your suitcases.' Says Williams.

## H Long flights

Let the airline know if you have any specific needs like a vegetarian or kosher meal. You may want to ask for an aisle seat so you can get up easily when you want. 'Let your airline know well in advance if you need assistance at airports,' advises Williams. 'Corridors can be long - up to 20 minutes walk at many international airports.'

## I Be active

On longer flights it's important to have good circulation to reduce the risk of Deep Vein Thrombosis (DVT), which is caused when poor circulation results in blood clots.

How to improve circulation while flying:

- Walk up and down the aisle every hour
- Point and flex your toes while sitting down
- Rotate your ankles clockwise and anticlockwise
- Wear compression socks
- Keep hydrated by drinking plenty of water

'On a long flight, be sure to wear support anti-DVT socks. You'd be amazed how many airline pilots wear them secretly!'

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**Questions 8 - 14**

*The text contains nine sections, A - I.*

*Which section contains the following information?*

- 8 where to keep the medicine you need
- 9 how to avoid noisy people
- 10 how to keep your packing to a minimum
- 11 what to do if you need help at the airport
- 12 where to look for travel insurance
- 13 how to keep the main cost of your holiday down
- 14 how to save money when you're there

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**SECTION 2      Questions 15 - 27*****Read the text and answer Questions 15 - 21*****AIMS AND OBJECTIVES OF HOSPITALWATCH**

- To create security awareness
- To remove or reduce the risk of crime
- To prevent criminal injury or distress to staff and patients
- To protect property against theft or criminal damage
- To maintain the working relationship between the hospital and the police.

**SECURITY IN THE HOSPITAL**

- ASK strangers to identify themselves
- ALL visitors to wards or departments should identify themselves and state the nature of their business
- DON'T allow the removal of ANY equipment without proper authorisation
- KEEP offices, windows and storerooms locked outside normal working hours
- CHECK that there is no-one left in the office or department
- ENSURE that portable items are locked away when not in use. Make sure they cannot be seen from outside the window
- ENSURE that all equipment is security marked by the Estates Department
- REPORT vandals immediately
- DON'T remove NHS property from the hospital - this is theft
- DO report anything suspicious.

**REPORTING SECURITY INCIDENTS**

- All incidents/attempted incidents must be reported
- When an incident has occurred a Trust Incident Report form must be completed
- If you or a colleague are involved in a serious physical attack/threat and are requiring immediate assistance, use the 'panic attack' alarm where fitted or ring Switchboard on 2222
- In the case of theft or other serious crime it is the responsibility of the individual involved to report to the Police and then complete an Incident Report form
- Minor incidents should be reported on an Incident form
- In either case the Site Manager/Line Manager must be informed.

**PROTECT YOUR PROPERTY**

- DON'T leave your handbag where it invites theft. Lock it away
- DON'T leave your purse in a shopping basket, in an office or empty room. Lock it away
- DON'T leave money or other valuables in your coat or jacket pocket. If you take your jacket off, take your

wallet with you

- DO use clothes lockers in cloakrooms, where they are provided. Otherwise use a lockable drawer or cupboard.

#### PROTECT YOURSELF

- DO avoid ill-lit streets and car parks, wasteland and unoccupied compartments on trains
- DO consider keeping a personal attack alarm in your hand or pocket
- DON'T leave house or car keys in your handbag - put them in your pocket
- DO check your car - an unnecessary breakdown could put you at risk.

#### YOUR CAR

- DO make sure your car is locked, windows shut and valuables kept out of sight
- DO remove the ignition key
- DO display your permit/parking ticket in the windscreen
- DON'T leave valuables in the car. Lock them in the boot.

#### SECURITY IN STAFF RESIDENCES

- Watch out for prowlers
- Inform the police immediately
- Keep all ground floor windows closed or locked



**Questions 15 - 21**

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

**TRUE** - *if the statement agrees with the information*

**FALSE** - *if the statement contradicts the information*

**NOT GIVEN** - *if there is no information on this*

15 One aim of hospital watch is to avoid patients feeling anxious.

16 Visitors are expected to state why they are in the hospital.

17 If you see a security incident, you should contact the switchboard immediately.

18 It's advisable for women to keep an attack alarm in their handbags.

19 It's not a good idea to keep your keys on your person.

20 You shouldn't leave your parking ticket in the car.

21 There are policemen stationed in staff accommodation areas.

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**Read the text and answer Questions 22 - 27**

**Community Survey**

Most people are satisfied with their local area as a place to live, feel that they belong there, and believe that people in their community get on well with each other, survey results show.

The figures suggest that people feel a positive connection to their local area - a strong foundation on which the Big Society can develop. The gap between the number of people who feel able to influence local decisions and those who think it's important to be able to (37 per cent and 73 per cent respectively) provides a good indication of the appetite in people for greater participation.

Measures in the Localism Bill will devolve power to local communities and make it easier for people to get involved in civic participation and volunteering.

Communities Minister Andrew Stunell said:

"For the Big Society to work well, it's important that people get on with one another, feel some kind of attachment to the area in which they live and are involved in the decisions that affect them. The figures out today suggest that, while there is an appetite for getting involved, there are lots of people out there who want to do something but either don't know how or feel they can't. We want this to change. The measures in the Localism Bill and our drive to bust bureaucratic barriers will help to close this gap. Our actions will help create active, engaged communities, where the local people who know what's best for an area are trusted and equipped to get on with it and aren't held back by needless obstacles."

The Localism Bill contains a radical package of reforms that will devolve greater power and freedoms to neighbourhoods, establish powerful new rights for communities, revolutionise the planning system, and give communities control over housing decisions. These reforms will give individuals and community groups the freedom and tools to improve their local areas to build their vision of the Big Society.

Today's findings, based on interviews conducted between April and September last year, show that more people than in recent years believe their area is improving and fewer are worried about being a victim of crime.

**Questions 22 - 27**

Complete the summary below.

Choose **NO MORE THAN ONE WORD** from the text for each answer.

From a recent survey it seems that there is a healthy appetite.

A recent survey shows that the majority of residents are (22 \_\_\_\_\_) with life in their local community. In fact it seems that many people have a healthy (23 \_\_\_\_\_) for a higher level of participation in the running of the community. The new Localism Bill attempts to facilitate this desire by basically giving local people more (24 \_\_\_\_\_). Andrew Stunell, the Communities Minister, believes that the bill will remove the unnecessary (25 \_\_\_\_\_) which currently exist and which prevent local people from taking positive (26 \_\_\_\_\_). Some of the measures included in the bill include a complete change in the way (27 \_\_\_\_\_) is carried out, along with locals having more control over issues such as housing.

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**SECTION 3      Questions 28 - 40**  
**Read the text and answer Questions 28 - 40**

**Social housing**

A Over the past 20 years in Britain, the proportion of social homes in the total stock has fallen from 31% to 21% and their number has declined from 6.8m to 5.3m. Blame—or credit—Margaret Thatcher for this. Her government forced local authorities to sell homes cheaply to existing tenants and stopped them building new ones. New social homes were to be financed centrally and run by local housing associations.

B It now looks like the long squeeze is over. Next week, the government is expected to announce a near-doubling of the Housing Corporation's £1.2 billion annual budget and plans to extend eligibility for social housing. An extra £1 billion would build around 20,000 new homes each year at current rates. This could be stretched further by reducing the amount of subsidy per house.

C The government is hoping that this move will help solve its housing difficulties. Thanks to nimbyism, the supply of new houses in Britain falls well short of demand, by more than 50,000 a year according to the Joseph Rowntree Foundation, a social research charity. The result: surging housing costs which have priced modest earners out of the market, particularly in London and the south-east of England. Chief among the victims are public-sector workers, such as nurses and teachers.

D The government will try to fulfil its ambitions in part through a phenomenon known as planning gain. Councils are grabbing an increasing share of rising land prices by bumping up the amount of social housing developers must build as part of a new scheme and hand over to the local housing association. Even before the government's fresh money arrives, some local authorities in southern England are relying on planning gain to help meet demanding targets. In plush regency Cheltenham, the council wants 30% of new housing to be social; the figure is 40% in comfortable Poole in Dorset, while the Greater London Authority is targeting 50% in the capital over the next twenty years.

E Will this policy just create new ghettos? Maybe not. People have learnt from the mistakes of the post-war housing boom. Providers have got better at design and building. Everybody now knows that concrete blocks do not work in rainy countries. The stigma of social housing can often be eliminated by making it indistinguishable from neighbouring private housing. Social housing developments are even winning awards in competition with private sector developments—the Peabody Trust's Bedzed development in Surrey won the *Evening Standard* Lifestyle Home of the Year award—though it is worth remembering that some of the most notorious 1960s and 1970s council housing estates also won design awards.

F Housing associations are generally better at getting repairs done than are councils. They have also been more effective in tackling problems like drugs and prostitution through innovations such as estate offices and on-site caretakers. Above all, planners have learned not to think too big. “No one will ever build a big single tenure estate again,” says Richard McCarthy, Chief Executive of the Peabody Trust.

G What happens to the teacher who lives in social housing in one borough, and is offered a job in a borough that cannot offer her new cheap housing? What happens to a nurse in cheap housing who wants to move into a new profession? A government so keen on enterprise and initiative should not be recreating a system that makes it difficult for people to change their lives. If public-sector workers cannot afford to live in the south-east of England, then the government should be changing pay scales that currently discriminate in favour of public sector workers in cheap bits of the country and against those in expensive bits, rather than reintroducing something that once looked like a boon to the poor and turned out to be a shackle.

**Questions 28 - 40**

*The text has seven paragraphs, A - G.*

*Choose the correct heading for each paragraph from the list of headings below.*

- i Still difficult to move around
- ii Councils give way to housing associations
- iii Increased spending
- iv The cost of moving home
- v A shrinking supply
- vi Learning from the past
- vii Public-sector workers squeezed out
- viii New demands on developers

28

29

30

31

32

33

34

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

**TRUE** - if the statement agrees with the information

**FALSE** - if the statement contradicts the information

**NOT GIVEN** - if there is no information on this

35 During the Thatcher years, there was a block on building social homes.

36 The housing problem in London is worse than in the rest of south-east England.

37 Local authorities are starting to depend on the 'planning gain' scheme.

38 One way to make social housing more successful is to make it similar to private housing.

39 Local councils are unable to deal with crimes committed on social housing land.

40 It would not be helpful to modify public workers salary depending on where they lived.

**Answers**

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1 <i>can't / can not</i>	14 <i>B</i>	27 <i>planning</i>
2 <i>children</i>	15 <i>T</i>	28 <i>v</i>
3 <i>counted</i>	16 <i>T</i>	29 <i>iii</i>
4 <i>low income</i>	17 <i>F</i>	30 <i>vii</i>
5 <i>play areas</i>	18 <i>NG</i>	31 <i>viii</i>
6 <i>rent account</i>	19 <i>F</i>	32 <i>vi</i>
7 <i>(by) cheque</i>	20 <i>F</i>	33 <i>ii</i>
8 <i>G</i>	21 <i>NG</i>	34 <i>i</i>
9 <i>B</i>	22 <i>satisfied</i>	35 <i>F</i>
10 <i>C</i>	23 <i>appetite</i>	36 <i>NG</i>
11 <i>H</i>	24 <i>power</i>	37 <i>T</i>
12 <i>D</i>	25 <i>obstacles</i>	38 <i>T</i>
13 <i>A</i>	26 <i>actions</i>	39 <i>NG</i>
		40 <i>F</i>

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