

GENERAL MOCK TEST 4

LISTENING

Part 1: Questions 1-10

Complete the notes below. Write **ONE WORD AND/ OR A NUMBER** for each answer.

Holiday rental

Owners' names: Jack Fitzgerald and Shirley Fitzgerald

Granary Cottage

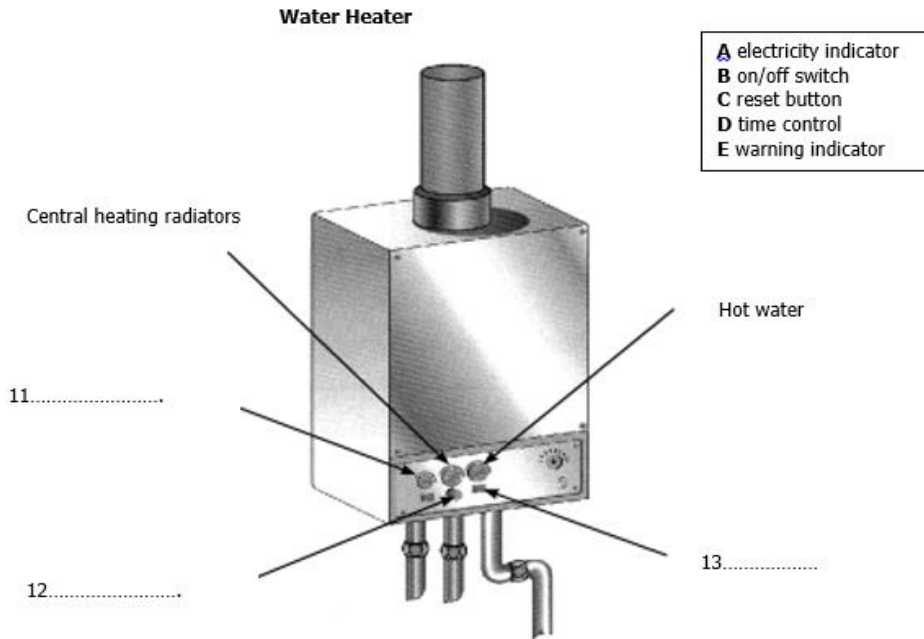
- available for week beginning (1) May
- cost for the week: (2) £
- (3) Cottage
- cost for the week: £480
- building was originally a (4)
- walk through doors from living room into a (5)
- several (6) spaces at the front
- bathroom has a shower
- central heating and stove that burns (7)
- views of old (8) from living room
- view of hilltop (9) from the bedroom

Payment

- deposit: £144
- deadline for final payment: end of (10)

Part 2: Questions 11-13

Label the diagram below. Choose THREE answers from the box and write the correct letters A-E.



- 11.
- 12.
- 13.

Questions 14-18

Where can each of the following items be found?

Choose **FIVE** answers from the options and write the correct letter A-G.

Locations

A in box on washing machine

- B** in cupboard on landing
- C** in chest of drawers
- D** next to window in living room
- E** on shelf of back door
- F** on top of television
- G** under kitchen sink

14. Pillows

15. Washing powder

16. Key

17. Light bulbs

18. Map

Questions 19 and 20

Complete the notes below. Write **ONE WORD OR A NUMBER**.

The best place to park in town – next to station

Phone number for takeaway pizzas – **(19)**

Railway museum closed on **(20)**

Part 3: Questions 21-25

Choose the correct letter A, B or C.

Scandinavian Studies

21. James chose to take Scandinavian Studies because when he was a child

- A. he was often taken to Denmark
- B. his mother spoke to him in Danish
- C. a number of Danish people visited his family

22. When he graduates James would like to

- A. take a postgraduate course
- B. work in the media
- C. become a translator

23. Which course will end this term?

- A. Swedish cinema
- B. Danish television programmes
- C. Scandinavian literature

24. They agree that James' literature paper this term will be on

- A. 19th century playwrights
- B. the Icelandic sagas
- C. modern Scandinavian novels

25. Beth recommends that James' paper should be

- A. a historical overview of the genre
- B. an in-depth analysis of a single write
- C. a study of the social background to the literature

21.

24.

22.

25.

23.

Questions 26-30

Complete the flow chart below.

Choose **FIVE** answers from options given below and write correct letter A-G next to questions 26-30

A bullet points

B film

C notes

D structure

E student paper

F textbook

G documentary

How James will write his paper on the Vikings

- He'll read a (26) and choose his topic
- He'll borrow a (27) from Beth
- He'll plan the (28) of the paper
- He'll read some material and write (29)
- He'll write paper using (30)

Part 4: Questions 31-40

Complete the notes below using **NO MORE THAN TWO WORDS** for each answer.

THE URBAN LANDSCAPE

Two areas of focus:

- the effect of vegetation on the urban climate

- ways of planning our **(31)** better

Large-scale impact of trees:

- they can make cities more or less **(32)**
- in summer they can make cities cooler
- they can make inland cities more **(33)**

Local impact of trees:

- they can make local areas
 - more **(34)**
 - cooler
 - more humid
 - less windy
 - less **(35)**

Comparing trees and buildings

Temperature regulation:

- trees evaporate water through their **(36)**
- building surfaces may reach high temperatures

Wind force:

- tall buildings cause more wind at **(37)** level
- trees **(38)** the wind force

Noise:

- trees have a small effect on traffic noise
- **(39)** frequency noise passes through trees

Important points to consider:

- trees require a lot of sunlight, water and **(40)** to grow

READING

SECTION 1: Questions 1-14

Read the text below and answer Questions 1-8.

The best travel wallets

Keep all your bank cards, documents, passports and ID in one of these convenient carriers, which have been selected by Becca Meier.

A Kipling Travel Doc Travel Document Holder

This zip-around wallet comes in five different patterns and is made of nylon. It also has a space where users can put a pen, pockets for cards, an ID window and a pocket for change.

B Lifeventure Mini Travel Document Wallet

This is a waterproof wallet, which uses anti-RFID (radio frequency identification) material so your financial details will be safe. It is black with smart sky-blue finishing touches and has a small internal compartment, a smartphone pocket and an external pocket. It can fit two passports.

C Cath Kidston Breton Stripe

A wallet so slim it could easily pass for a small notebook. The inside compartment labels identifying each separate section all have silver lettering on them. The wallet has a special coating which makes it easy to wipe anything like sand off.

D Ted Baker Voyager's Travel Wallet

This wallet comes in smooth black leather, and is no bigger than a passport, but roomy enough for any insurance documents or flight tickets. A small navy-blue pen is supplied inside.

E Radley Abbey Travel Wallet

This plain travel wallet opens up to reveal pockets in various colours labelled 'cards', 'passport' and 'tickets', as well as others left blank for extras. It comes in a handy drawstring bag.

F Gotravel Organiser

The black wallet features seven slip-in card compartments, two small interior zip pockets and a load of other slip-in compartments, it can fit at least four passports.

G Gotravel Glo Travel Wallet

This is a simple, very reasonably priced wallet. It is made of PVC plastic and will suit those who like a wallet that is easy to spot. It comes in a range of bright colours with a white holiday-related design on the front. It has five compartments that can fit a passport with other cards/tickets.

Questions 1-8

Look at the seven reviews of travel wallets, A-G.

For which travel wallet are the following statements true?

Write the correct letter, A-G, in boxes 1-8 on your answer sheet.

NB You may use any letter more than once.

1. This wallet will suit people who prefer natural materials.
2. Users of this wallet do not need to worry about taking it out in the rain.
3. Parts of the inside of this wallet have categories printed on them in one colour.
4. This wallet would suit someone who needs to keep several passports together.
5. Something is provided for writing.
6. This will suit people who want to be able to find their document wallet easily in their luggage.
7. Something to keep this wallet in is provided.
8. This wallet has been specially made to prevent people detecting the numbers on any bank cards, etc. inside it.

Read the text below and answer Questions 9-14.

UK rail services – how do I claim for my delayed train?

Generally, if you have been delayed on a train journey, you may be able to claim compensation, but train companies all have different rules, so it can be confusing to work out what you're entitled to. The type of delay you can claim for depends on whether the train company runs a Delay Repay scheme or a less generous, older-style scheme.

Delay Repay is a train operator scheme to compensate passengers when trains are late, and the train company will pay out even if it was not responsible for the delay. The scheme varies between companies, but up to 2016 most paid 50 percent of the single ticket cost for 30 minutes' delay and 100 percent for an hour. On the London Underground, you get a full refund for 15-minute delays.

Companies that do not use Delay Repay and still use the older scheme will not usually pay compensation if the problem is considered to be out of their control. But it is still worth asking them for compensation, as some may pay out. You are unlikely to get compensation for a delay if any of the following occur:

- Accidents involving people getting onto the line illegally

- Gas leaks or fires in buildings next to the line which were not caused by a train company
- Line closures at the request of the emergency services
- Exceptionally severe weather conditions
- Strike action

National Rail Conditions of Travel state that you are entitled to compensation in the same form that you paid for the ticket. Some train companies are still paying using rail vouchers, which they are allowed to do if you do not ask for a cash refund.

Since 2016, rail passengers have acquired further rights for compensation through the Consumer Rights Act. This means that passengers could now be eligible for compensation due to: a severely overcrowded train with too few carriages available; a consistently late running service; and a service that is delayed for less than the time limit that applied under existing compensation schemes.

However, in order to exercise their rights beyond the existing compensation schemes, for instance Delay Repay, and where the train operating company refuses to compensate despite letters threatening court action, passengers may need to bring their claims to a court of law.

Questions 9-14

Do the following statements agree with the information given in the text?
In boxes 9-14 on your answer sheet, write

TRUE if the statement agrees with the information

FALSE if the statement contradicts the information

NOT GIVEN if there is no information on this

9. The system for claiming compensation varies from one company to another.

10. Under Delay Repay, a train company will only provide compensation if it caused the delay.

11. Under Delay Repay, underground and other train companies give exactly the same amounts of money in compensation.

12. An increasing number of train companies are willing to pay compensation for problems they are not responsible for.

13. It is doubtful whether companies using the older scheme will provide compensation if a delay is caused by a strike.

14. Passengers may receive compensation in the form of a train voucher if they forget to request cash.

SECTION 2

QUESTION 15-27

Read the text below and answer questions 15-27

THE LAW ON MINIMUM PAY

Who is entitled to minimum pay?

Nearly all workers aged 16 years and over, including part-time workers, are entitled to the National Minimum Wage. Amongst those to whom it does not apply are those engaged in unpaid work and family members employed by the family business.

What is the minimum wage that I am entitled to?

The National Wage Act specifies the minimum rates of pay applicable nationwide. Since 1 October 2007, the adult rate for workers aged 22 and over has been £5.25 per hour. The development rate for 18-21 year olds and for workers getting training in the first 6 months of a job is £4.60 per hour. The rate for 16-17 year olds starts at £3.40 an hour. There are special provisions for some workers, for example those whose job includes accommodation. Pay means gross pay and includes any items paid through the payroll such as overtime, bonus payments, commission and tips and gratuities.

I believe I'm being paid below the National Minimum Wage Rate. How can I complain?

If you are being paid less than this, there are various steps you can take:

- If you feel able, you should talk directly with your employer. This is a clear legal right, and employers can be fined for not paying NMW.
- If you are a trade union member, you should call in the union.
- If neither of these is appropriate then you can email via the Revenue and Customs website or call their helpline for advice.

You have the legal right to inspect your employer's pay records if you believe, on reasonable grounds, that you are being paid less than the NMW. Your employer is required to produce the records within 14 days, and must make them available at your place of work or at some other reasonable place. If your employer fails to produce the records, you may take the matter to an employment tribunal. You must make your complaint within three months of the ending of the 14-day notice period.

Question 15-21

Complete the sentences below.

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

15. The law on minimum pay doesn't cover you if you are working in your.....or if you are a volunteer.

16. You may be paid under £5 an hour if you are receivingat the start of a job.

17. There are different rules for people who are provided withwith their jobs.

18. If you earn extra money, for example for working longer hours or in tips, this counts as part of your wage when you receive it via

19. Anyone being paid below the National Minimum Wage should speak to their if they can.

20. According to the law, you can ask to look at your boss's

21. You have a period of to complain if your boss does not co-operate within the specified period of time.

15.

16.

17.

18.

19.

20.

21.

DEALING WITH YOUR OFFICE EMAILS

Email has completely changed the way we work today. It offers many benefits and, if used well, can be an excellent tool for improving your own efficiency. Managed badly, though, email can be a waste of valuable time. Statistics indicate that office workers need to wade through an average of more than 30 emails a day. Despite your best efforts, unsolicited email or spam can clutter up the most organised inbox and infect your computer system with viruses. Here we give you guidance on protecting yourself.

Prioritising incoming messages

If you are regularly faced with a large volume of incoming messages, you need to prioritise your inbox to identify which emails are really important. If it is obvious spam, it can be deleted without reading. Then follow these steps for each email:

- Check who the email is from. Were you expecting or hoping to hear from the sender? How quickly do they expect you to respond?
- Check what the email is about. Is the subject urgent? Is it about an issue that falls within your sphere of responsibility, or should it just be forwarded to someone else?
- Has the email been in your inbox for long? Check the message time.

An initial scan like this can help you identify the emails that require your prompt attention. The others can be kept for reading at a more convenient time.

Replying in stages

Having prioritised your emails, you can answer them in stages, first with a brief acknowledgement and then a more detailed follow-up. This is particularly advisable when dealing with complicated matters where you don't want to give a rushed answer. If you decide to do this, tell the recipient a definite date when you'll be able to get back to him or her and try to keep to this wherever possible.

Some emails are uncomplicated and only require a brief, one line answer, so it's a good idea to reply to these immediately. For example, if all you need to say is, 'Yes, I can make the 10.00 meeting', or 'Thanks, that's just the information I needed', do it. If you are unable to reply there

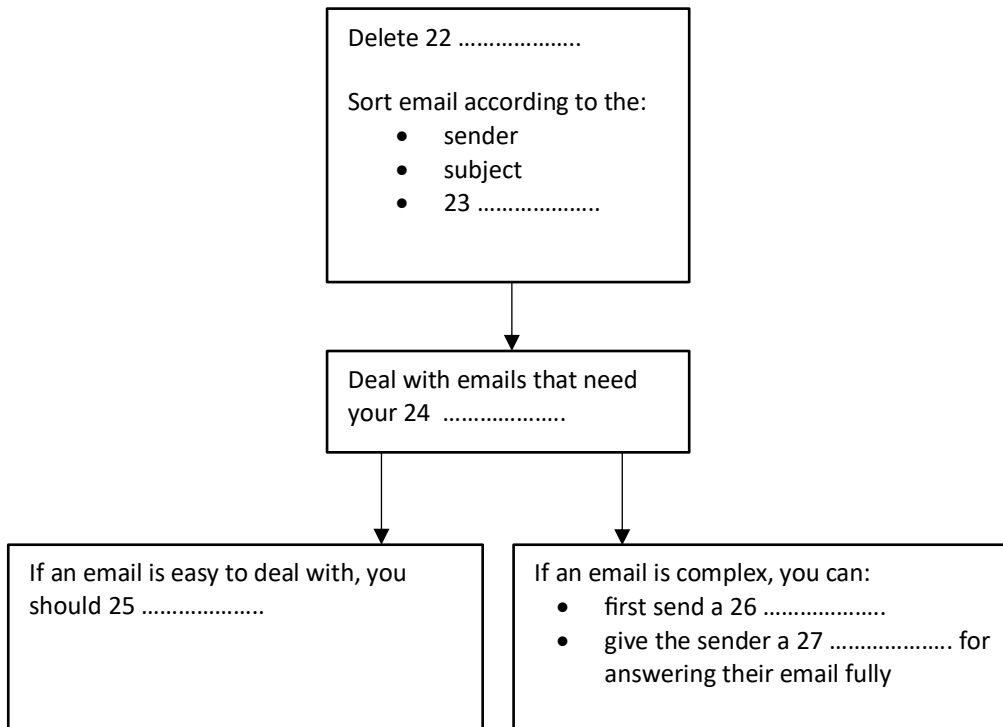
and then or choose not to, let the sender know that you've received the message and will be in touch as soon as possible.

Question 22-27

Complete the flow chart below.

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

DEALING WITH EMAILS



22

23

24

25

26

SECTION 3

The Lack Of Sleep

Section A

It is estimated that the average man or woman needs between seven-and-a-half and eight hours' sleep a night. Some can manage on a lot less. Baroness Thatcher, for example, was reported to be able to get by on four hours' sleep a night when she was Prime Minister of Britain. Dr Jill Wilkinson, senior lecturer in psychology at Surrey University and co-author of 'Psychology in Counselling and Therapeutic Practice', states that healthy individuals sleeping less than five hours or even as little as two hours in every 24 hours are rare, but represent a sizeable minority.

Section B

The latest beliefs are that the main purposes of sleep are to enable the body to rest and replenish, allowing time for repairs to take place and for tissue to be regenerated. One supporting piece of evidence for this rest-and-repair theory is that production of the growth hormone somatotropin, which helps tissue to regenerate, peaks while we are asleep. Lack of sleep, however, can compromise the immune system, muddle thinking, cause depression, promote anxiety and encourage irritability.

Section C

Researchers in San Diego deprived a group of men of sleep between 3am and 1am on just one night, and found that levels of their bodies' natural defences against viral infections had fallen significantly when measured the following morning. 'Sleep is essential for our physical and emotional well-being and there are few aspects of daily living that are not disrupted by the lack of it', says Professor William Regelson of Virginia University, a specialist in insomnia. 'Because it can seriously undermine the functioning of the immune system, sufferers are vulnerable to infection.'

Section D

For many people, lack of sleep is rarely a matter of choice. Some have problems getting to sleep, others with staying asleep until the morning. Despite popular belief that sleep is one long event, research shows that, in an average night, there are five stages of sleep and four cycles, during which the sequence of stages is repeated. In the first light phase, the heart rate and blood pressure go down and the muscles relax. In the next two stages, sleep gets progressively deeper. In stage four, usually reached after an hour, the slumber is so deep that, if awoken, the sleeper would be confused and disorientated. It is in this phase that sleep-walking can occur, with an average episode lasting no more than 15 minutes.

In the fifth stage, the rapid eye movement (REM) stage, the heartbeat quickly gets back to normal levels, brain activity accelerates to daytime heights and above and the eyes move constantly beneath closed lids as if the sleeper is looking at something. During this stage, the body is almost paralysed. This REM phase is also the time when we dream.

Section E

Sleeping patterns change with age, which is why many people over 60 develop insomnia. In America, that age group consumes almost half the sleep medication on the market. One theory for the age-related change is that it is due to hormonal changes. The temperature General Training: Reading and Writing rise occurs at daybreak in the young, but at three or four in the morning in the elderly. Age aside, it is estimated that roughly one in three people suffer some kind of sleep disturbance. Causes can be anything from pregnancy and stress to alcohol and heart disease. Smoking is a known handicap to sleep, with one survey showing that ex-smokers got to sleep in 18 minutes rather than their earlier average of 52 minutes.

Section F

Apart from self-help therapy such as regular exercise, there are psychological treatments, including relaxation training and therapy aimed at getting rid of pre-sleep worries and anxieties. There is also sleep reduction therapy, where the aim is to improve sleep quality by strictly regulating the time people go to bed and when they get up. Medication is regarded by many as a last resort and often takes the form of sleeping pills, normally benzodiazepines, which are minor tranquilizers.

Section G

Professor Regelson advocates the use of melatonin for treating sleep disorders. Melatonin is a naturally secreted hormone, located in the pineal gland deep inside the brain. The main function of the hormone is to control the body's biological clock, so we know when to sleep and when to wake. The gland detects light reaching it through the eye; when there is no light, it secretes the melatonin into the bloodstream, lowering the body temperature and helping to induce sleep. Melatonin pills contain a synthetic version of the hormone and are commonly used for jet lag as well as for sleep disturbance. John Nicholls, sales manager of one of America's largest health food shops, claims that sales of the pill have increased dramatically. He explains that it is sold in capsules, tablets, lozenges and mixed with herbs. It is not effective for all insomniacs, but many users have weaned themselves off sleeping tablets as a result of its application.

Questions 28-40

The passage has seven sections labelled A-G.

Which section contains the following information?

Write the correct letter A-G in boxes 28-35 on your answer sheet.

NB You may use any letter more than once.

28 the different amounts of sleep that people require

29 an investigation into the results of sleep deprivation

- 30 some reasons why people may suffer from sleep disorders
- 31 lifestyle changes which can help overcome sleep-related problems
- 32 a process by which sleep helps us to remain mentally and physically healthy
- 33 claims about a commercialised man-made product for sleeplessness
- 34 the role of physical changes in sleeping habits
- 35 the processes involved during sleep

Questions 36-40

Do the following statements agree with the information given in the passage? In boxes 36-40 on your answer sheet, write:

- TRUE** if the statement agrees with the information
- FALSE** if the statement contradicts the information
- NOT GIVEN** if there is no information on this

36. Sleep can cure some illnesses.
37. The various stages of sleep occur more than once a night.
38. Dreaming and sleep-walking occur at similar stages of sleep.
39. Sleepers move around a lot during the REM stage of sleep.
40. The body temperature rises relatively early in elderly people.

WRITING

Task 1

You should spend 20 minutes on this task.

You have just read an article in a national newspaper which claims that town centres in your country all look very similar to each other. You don't fully agree with this opinion.

Write a letter to the editor of the newspaper. In your letter,

- *say which points in the article you agree with*
- *explain ways in which your town centre is different from most other town centres*
- *offer to give a guided tour of your own town to the writer of the article*

Write at least 150 words.

You do **NOT** need to write any addresses.

Begin your letter as follows:

Dear,

Task 2

You should spend about 40 minutes on this task.

Write about the following topic:

Some people think that the government should pay for health care and education, but others believe it is not the government's responsibility.

Discuss both these views and give your own opinion.

Give reasons for your answer and include any relevant examples from your own knowledge or experience.

Write at least 250 words.