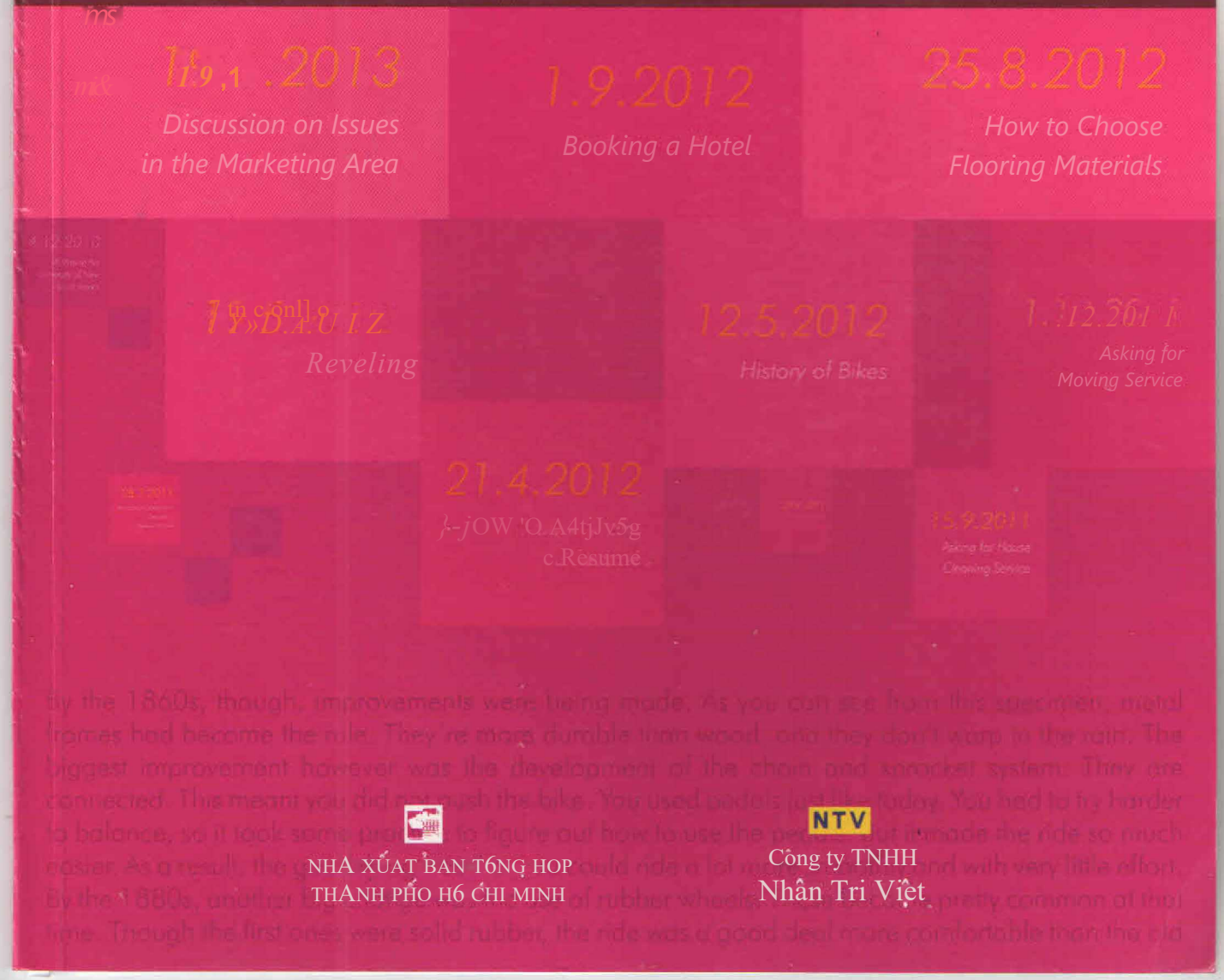
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15 November 2008 13 October 2007 16 August 2007

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Section 3 Introduction on Layout and Facilities of a Library

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Section 4 Desert Crocodile in Africa

25 August 2007 19 May 2007 9 December 2006

27 May 2006

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Test 1

Section 1 Qiiesiions J-10

Questions 1-6

Complete the form below.

Write NO MORE THAN TWO WORDS AND / O R A NUMBER for each answer.

Moving Company Service Report

Example	*Answer*
Full Name:	Jane Bond
Phone Number:	1 .....
USA Address:	509 2 ....., 1137 3 ..... in Seattle
Packing Day:	4 .....
Date:	11th March
Clean-up by:	5:00 p.m.
Day:	5 .....
About the Price:	Rather expensive
Storage Time:	6 .....

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Questions 7-10

Where does the speaker decide to put items in?

Write the correct letter, A, B, or C, next to questions 7-10.

A in emergency pack
B in personal package
C in storage with the furniture

Items

7 cutlery and dishes .....
8 kettle .....
9 alarm clock.....
10 CD player .....

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Section 2 *Questions 11-20*

Questions 11-16

Complete the table below.

Write NO MORE THAN THREE WORDS AND/OR A NUMBER for each answer.

ANNUAL WULLABALL00 CONFERENCE

TIME	CONTENT	LOCATION
9:00 a.m.	Title of the lecture: 11 ..... Lecturer: John Smith from the 12	Main Hall
10:30 a.m.	Presentation of papers	Garden Room on the ground floor
11:15 a.m.	Coffee break	Main Hall
1:00 p.m.	Lunch	Sea View Restaurant on the 13 ..... The lift on the 14 .....
2:00 p.m.	Presentation of further papers	Ballroom
15 ..... p.m.	Afternoon tea	Ballroom
5:00 p.m.	Conference will be finished	Main Hall
5:10-6:10 p.m.	Informal reception	16 .....

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Questions 17-20

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

17 Tickets are available

A only at the reception desk.
B tomorrow evening.
C at any time before the reception.

18 The delegates will be charged..... for lunch.

A $6.50
B $15.00
C $25.00

19 The restaurant is famous for

A steak.
B fish.
C barbecue.

20 The trip on Sunday costs

A $35 in total.
B $35 plus entrance fees.
C $35 plus lunch.

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Section 3 *Questions 21-30*

Questions 21-26

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

GENERAL COURSE DETAILS

21 What is the defining characteristic of a specialised course?

A Taking a proficiency exam
B Attending the class frequently
C Compulsory and regular

22 The Microbiology courses are available for

A full-time and flexible-time students.
B Microbiology students only.
C students on a flexible schedule.

23 The Biology courses are available for

A all students.
B full-time students only.
C freshmen only.

24 Who are interested in Microbiology courses?

A People who need work experience
B People from off-campus
C People who work at hospital

25 A Medical Science course will be opened next year because

A there are no experimental facilities.
B the lab equipment is too expensive.
C the building is damaged.

26 Which is the quickest increasing subject in enrolment?

A Medical Science
B Statistics
C Environmental Science

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Questions 27-29

Choose THREE letters, A-G, and write each next to questions 27-29.

Which THREE compulsory courses must be taken?

A Medical Science
B Computing
C Mathematics
D Laboratory Techniques
E Statistics
F Medicine
G Environmental Science

Question 30

Complete the sentence below.

Write NO MORE THAN TWO WORDS for the answer.

30 There are three full scholarships that cover tuition and provide $1,500 cash as a .....

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Section 4 *Questions 31-40*

Questions 31-37

Complete the notes below.

Write NO MORE THAN TWO WORDS for each answer.

How to Choose Flooring Materials

Source

31 There are some man-made materials like .....

32 Before being used, material undergoes .....

33 Wood should be cut and..... .

34 Stone should be cut and ..... .

Selection

35 Aside from environmental factors, one should take ..... into account during construction.

36 Some properties of materials affect mood, such as....., texture, and colour.

37 Use a mathematical formula to choose the type of wood, because ..... are subjective, which are ambiguous in verbal description.

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Questions 38-40

Complete the table below.

Write NO MORE THAN TWO WORDS AND/OR A NUMBER for each answer.

MATERIAL	REFLECTANCE RATE
Polished silver	Almost 1.0
White-painted plastic	Approximately 38 .....
Quarry tile	Approximately 39 .....
40	Almost 0.0

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Test 2

Section 1 *Questions 1-10*

Questions 1-3

Complete the notes below.

Write ONE WORD ONLY for each answer.

Notes on Customer's Information

Example	*Answer*
Information Source:	found in the brochure

Included Services: 1 ..... and accommodation

Sydney Arrival Date: 15th of 2 .....

Accommodation Criteria: 3 .....

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Questions 4-6

Complete the form below.

Write NO MORE THAN THREE WORDS AND/OR A NUMBER for each answer.

BOOKING INFORMATION		
Room	type:	4 .....
Credit	card holder:	5 .....
Total cost for one night: 6		.....

Questions 7-10

Complete the sentences below.

Write NO MORE THAN TWO WORDS for each answer.

7 The ..... is within walking distance of the accommodation.

8 The customer books a..... .

9 The aboriginal stone carvings are in the.....

10 The Dreamtime can be experienced beneath the..... .

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Section 2 *Questions 11-20*

Questions 11-15

Complete the notes below.

Write NO MORE THAN TWO WORDS AND / OR A NUMBER for each answer.

Public Service Broadcast

Volunteer workers must be at least 11..... years old.

Job applicants should not have 12 .....

Job applicants are asked to submit 13 ..... and 14 .....

The employer will pay the expenses of 15..... and phone calls.

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Questions 16-18

Complete the table below.

Write NO MORE THAN TWO WORDS for each answer.

TYPE OF PEOPLE	DUTIES	SERVICE TIME
Wheelchair users	Drive them in volunteers' 16 to view ..... nature	Tuesday afternoons
The blind	Read books to them	17 .....
Disabled children	Take care of them on holiday	for one week in 18 .....

Questions 19 and 20

Complete the notes below.

Write NO MORE THAN THREE WORDS AND I OR A NUMBER for each answer.

If you are willing to become a volunteer, here is some information to help:

Contact Person: Mary Smith

Post Office Box: 19 .....

E-mail Address: 20 .....

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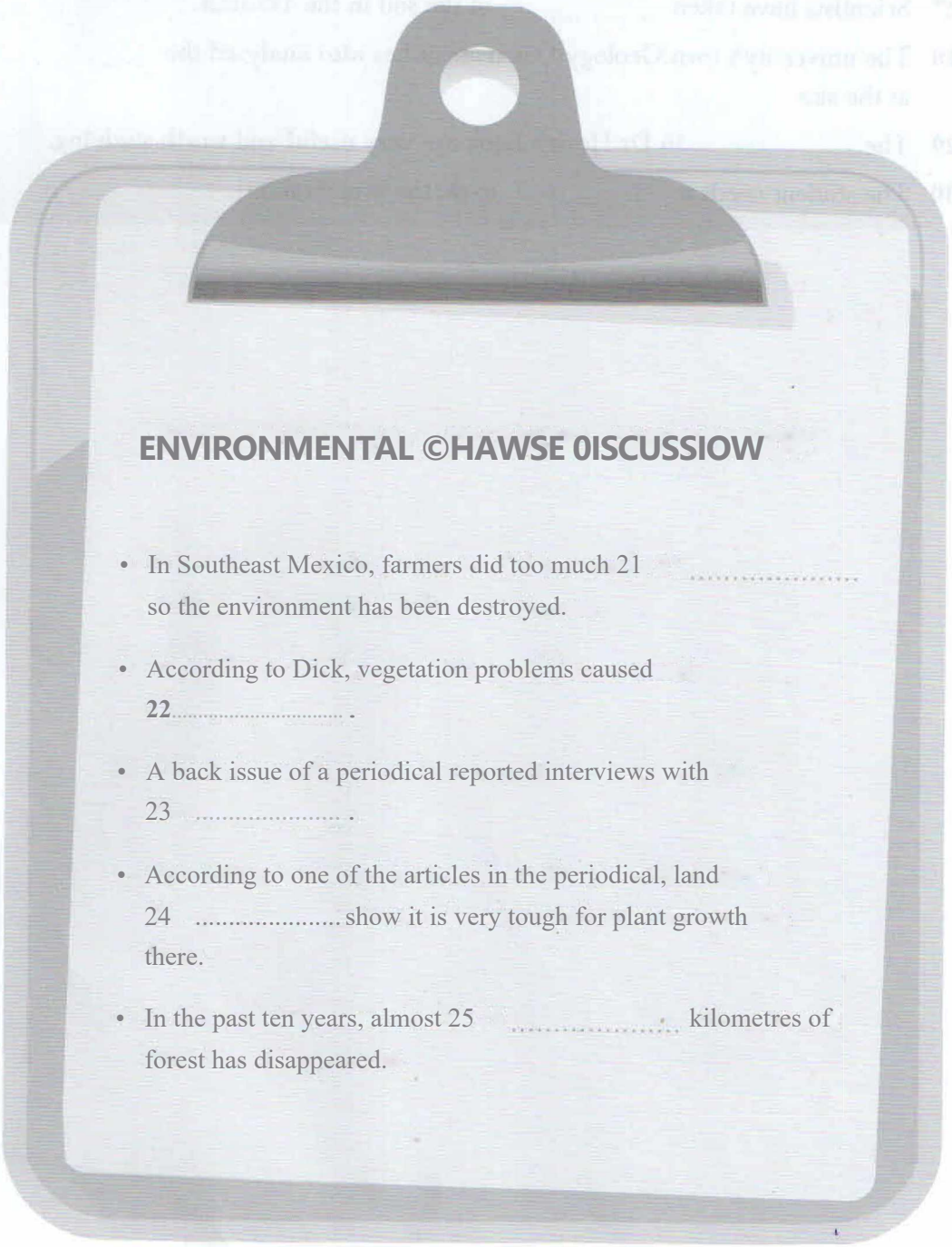
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Section 3 *Questions 21-30*

Questions 21-25

Complete the notes below.

Write NO MORE THAN TWO WORDS AND / O R A NUMBER for each answer.



ENVIRONMENTAL ©HAWSE 0ISCUSSIOW

- In Southeast Mexico, farmers did too much 21 ..... so the environment has been destroyed.
- According to Dick, vegetation problems caused **22**..... .
- A back issue of a periodical reported interviews with 23 ..... .
- According to one of the articles in the periodical, land 24 ..... show it is very tough for plant growth there.
- In the past ten years, almost 25 ..... kilometres of forest has disappeared.

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Questions 26-30

Complete the sentences below.

Write ONE WORD AND/OR A NUMBER for each answer.

26 ''Growing Area" is about_____ _____ kilometres.

27 Scientists have taken ..... of the soil in the Yucatan.

28 The university's own Geology Department has also analysed the..... at the site.

29 The.....in Dr Horst's book are very useful and worth studying.

30 The student needs a..... to do the presentation.

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Section 4 *Questions 31-40*

Questions 31 and 32

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

31 Bees that help with pollination benefit flowers and

A female plants only.
B pollen.
C fruit trees.

32 Bees produce wax that can be made into candles and

A honey.
B polish.
C pollen.

Questions 33-35

Complete the sentences below.

Write NO MORE THAN TWO WORDS for each answer.

33 Dragonflies eat ..... .

34 Insects in summer can be harmful because they can carry such deadly diseases as malaria, yellow fever, and.....

35 Harmful insects may destroy crops, clothes, furniture, and even the .....

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Questions 36-40

Complete the notes below.

Write NO MORE THAN TWO WORDS for each answer.

How to kill bad insects

- Chemical methods
  These solutions to insect problems are often not worthwhile because:

  a) They are effective on a 36 ..... .

  b) They can bring harm to 37..... .

  c) Insects become 38 ..... to the chemicals quickly.

- Biological methods
  These methods are 39.....than chemical methods of eliminating harmful insects.

- Breeding control method
  In order to control the breeding of insects, one needs to understand the insects' 40 ..... .

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Test 3

Section 1 *Questions 1-10*

Questions 1-4

Complete the form below.

Write NO MORE THAN TWO WORDS AND / OR A NUMBER for each answer.

Product Incident Report

Example Product:	*Answer* rice cooker
Model Number:	1 .....
Price of the Product:	2 £ .....
Name of the Branch:	3 .....
Problem:	4 .....

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Questions 5-10

Complete the form below.

Write NO MORE THAN THREE WORDS AND / OR A NUMBER for each answer.

CUSTOMER'S INFORMATION DETAILS

Name:	5 .....
Address:	6 .....
Postcode:	7 .....
Card's Expiry Date:	8 .....
Method of Compensation:	9 .....
Shopping Frequency:	10 .....

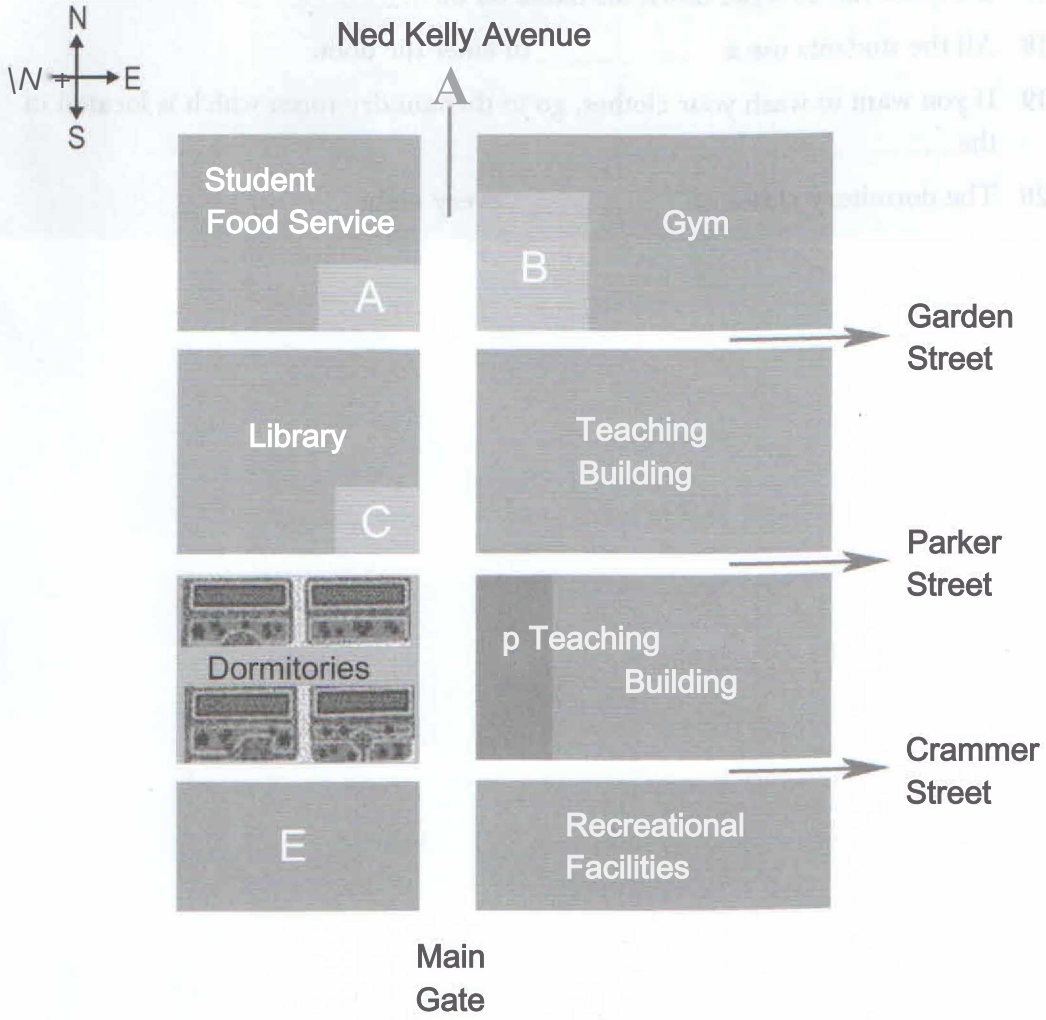
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Section 2 *Questions 11-20*

Questions 11-15

Listen to the directions and match the places in questions 11-15 to the appropriate place among A-E on the map.



11	Student Centre	.....
12	Health Centre	.....
13	Internet Unit	.....
14	Complaint Office	.....
15	Cafe	.....

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Questions 16-20

Complete the sentences below.

Write NO MORE THAN TWO WORDS AND / OR A NUMBER for each answer.

16 Students in a room don't need to share a..... with ones in other rooms.

17 Everyone has to write down his name on the.....

18 All the students use a..... to enter the door.

19 If you want to wash your clothes, go to the laundry room which is located in the.....

20 The dormitory closes at.....every night.

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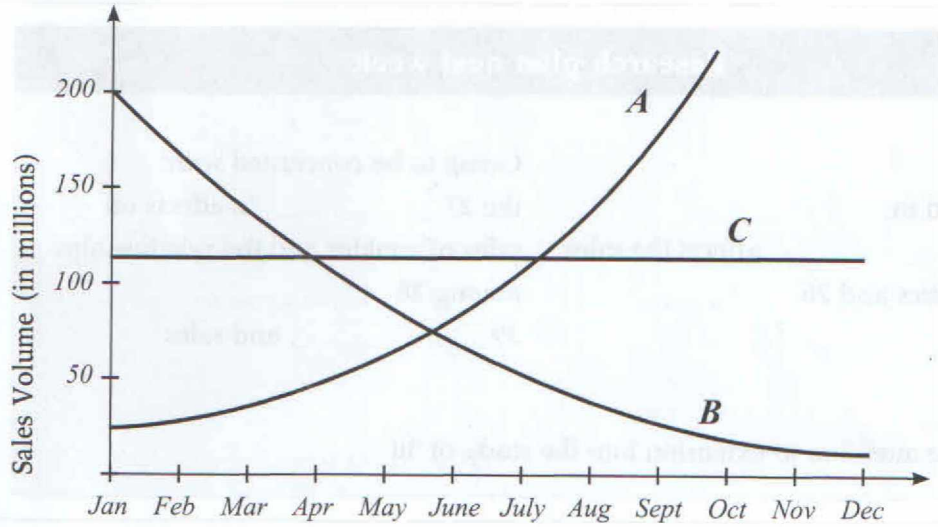
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Section 3 *Questions 21-30*

Questions 21 and 22

Choose the correct letters, A-C, and write each next to questions 21 and 22.

According to Betty, what can be said about the sales of both cheese and oil in New Zealand and Colombia?



Questions 23 and 24

Write the correct letters, A-E, next to questions 23 and 24.

Which TWO of the following are sales strategies for chocolate in Italy and Germany?

A Change the location of the product on shelves
B Make Schmutzig the second cheapest brand
C Make it the cheapest brand
D Give a free gift
E Locate near a children's school

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Questions 25-30

Complete the table below.

Write NO MORE THAN TWO WORDS for each answer.

Product Sales Report

Research plan next week	
Interested in: how 25 ..... affects the sales of cosmetics and 26	Going to be concerned with: the 27 .....'s effects on sales of cookies and the relationships among 28 ....., 29 ....., and sales
Pay more attention to extension into the study of 30	

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Section 4 *Questions 31-40*

Questions 31-37

Complete the table below.

Write NO MORE THAN TWO WORDS AND/OR A NUMBER for each answer.

Talking about the history of bikes

Years/Time	Feature	Advantage	Disadvantage
1830s	wooden wheels covered with metal	need 31 ..... than walking	quite 32 .....
33	Chain and sprocket are 34	easier and 35 ..... ride	harder to balance
1880s	use 36	more comfortable	The faster you go, the more you feel every bump.
1890s	equal-sized wheels	37	dangerous before brakes appeared

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Questions 38-40

Choose THREE letters, A-F, and Write them next to questions 38-40.

The invention of different gears on a bicycle affected which THREE of the following?

A Wheel size
B Balance
C Rate of speed
D The back wheel
E Safety
F Downhill travel

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Test 4

Section 1 *Questions 1-10*

Questions 1-5

Complete the form below.

Write NO MORE THAN THREE WORDS AND / OR A NUMBER for each answer.

Example	*Answer*
Aim:	protecting environment through recycling

Type of group:	non-profit
Frequency of newspaper collection:	1 .....
Name:	2 .....
Address:	3 .....
E-mail:	4 .....
Postcode:	5 .....

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Questions 6-10

Complete the form below.

Write NO MORE THAN TWO WORDS for each answer.

Recycling	
Ways of recycling	Newspaper: in a 6 box.....
Nearest rubbish collection centre	On the East Side of 7 .....
Rubbish that can be recycled	Blue box: 8 ..... Green box: glass and plastics Yellow box: paper
Rubbish that cannot be recycled	9.....
Name of a booklet	10.....

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Section 2 *Questions 11-20*

Questions 11-17

Complete the notes below.

Write NO MORE THAN THREE WORDS for each answer.

'CV and Interview Skills' Seminar

- The speaker suggests that the students use the 11 ..... when they begin writing resumés.
- The students should be sure not to keep the CV 12.....
- A 13.....cover letter is useful when applying for a job and should be included.
- The speaker believes the CV should have a beautiful 14 ..... .
- The CV should not have any spelling and grammar 15 ..... .
- The words in a CV can describe your 16..... .
- Don't forget to put down a 17..... ..... on the CV.

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Questions *18-20*

Choose THREE letters, A G, and write them next to questions 18-20.

What THREE details should job applicants know in the interview?

A Working hours
B Promotion prospect
C Salary range
D Pension contribution bonus
E Training
F Holidays
G Location

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Section 3 *Questions 21-30*

Questions 21-30

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

A Consultation with the Returning Students Advisor

21 What does the man want to have?

A A break
B A talk
C A class

22 What does the man think of children nowadays?

A Confident
B Intelligent
C Mature

23 What type of people does the man want to teach?

A Children
B Students
C Adults

24 What did the man do when he encountered former students?

A Had a conversation
B Ran away
C Taught them

25 What is the man's greatest weakness?

A Being old-fashioned
B Lack of confidence
C Being introverted

26 When did Doctor Lindsey go to college?

A 18 years ago
B Before starting a family
C When she was 35 years old

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27 How did the woman feel when she was a freshman?

A Hopeless
B Unsuccessful
C Stressed

28 How does the man feel about his career?

A Unique
B Boring
C Impressive

29 What does the man finally decide to study?

A Languages
B Business
C Liberal Arts

30 Which change in students' life is NOT important to Frank?

A Classroom technology
B Student housing
C University facilities

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Section 4 *Questions 31-40*

Questions 31-34

Complete the sentences below.

Write NO MORE THAN THREE WORDS for each answer.

31 The university uses..... as their teaching method.

32 Research skills include writing and..... .

33 Books of Economics are kept in the.....

34 Maths books are kept in the..... Building.

Questions 35 and 36

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

33 Which is NOT provided for students in most of the large buildings?

A Printing
B Photocopying
C Typing

36 Which of the following can be used when you want to print?

A Computer printers
B Prepaid cards
C Laser printers

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Questions 37-40

Choose FOUR answers from the box and write the correct letter, A-G, next to questions 37-40.

A Student Union Building
B Nursery
C Media Centre
D Medical Services Centre
E Maths Department Building
F new library
G old library

37 If you go straight out those doors, the.....is directly opposite this building.

38 If you make a right turn outside the door and go to the second building, that's the..... .

39 You can see the.....if you look out of that window.

40 The Media Centre is in front of the ..... .

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Test 5

Section 1 *Questions 1-10*

Questions 1-10

Complete the table below.

Write NO MORE THAN THREE WORDS A N D / O R A NUMBER for each answer.

Address	Rooms	Facilities	Providing	Price	Problem
Beatle Road	3 bedrooms, a bathroom, and a living room	*Example:* **restaurant**	Internet & utilities	$1	Garden: too big to clean up
Oakington Avenue (on-campus)	3 bedrooms, a 2 ....., and a living room	Shared living room, bathroom, kitchen, and 3	Living room furniture	$400/$340	Due to some shared facilities, it seems 4 .....
Mead Street	2 bedrooms, a living room, and a study	5	6	$600	Sometimes a little bit 7 .....
Devon Close (on-campus)	a bedroom, a living room, a study, and a dining hall	8	9	$500	Without 10 .....

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Section 2 *Questions 11-20*

Questions 11-20

Complete the form below.

Write ONE WORD AND / O R A NUMBER for each answer.

Waste sorting, collection, and disposal	
Necessary characteristics of dustbins: Solid and 11	
Waste sorting	**Three kinds:** Recyclable garbage (blue or green bin) Unrecyclable garbage (yellow bin) Toxic waste (red bin)
Waste collection	**Commercial waste collection:** It mainly refers to 12 ..... waste. Warning signs state not to 13 ..... blue/green bins. Those 14 ..... metals will cause environmental pollution.
	Household waste collection: All kitchen garbage should be put into a 15 ..... bag.
Waste disposal	The garbage disposal plant is situated in an 16 ..... space or field. The waste is disposed of at least once every 17 ..... The dustbin should be cleared at night because of 18 ..... The waste is mainly produced by 19 ....., industry, retail, and offices. Please do not dispose of 20 ..... in any of the bins.

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Section 3 Questions *21-30*

Questions 21-24

Complete the sentences below.

Write NO MORE THAN THREE WORDS for each answer.

21 The research topic should come from one of the headings in the .....

22 At least one reference needs to be from..... .

23 The data Julie found on past experiments is in..... .

24 Ricky has pointed out that aside from journals, he can also use ..... about scientific experiments.

Questions 25-30

Complete the table below.

Write NO MORE THAN TWO WORDS A N D / O R A NUMBER for each answer.

The format of papers	
The paper should be written in:	25..... ....
The title should be in:	26 .....
The report has to be:	27..... .....
Number the page on the:	28 ..... corner
The margin should be:	29 ..... pixels wide
Students should write down their:	30 .....

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Section 4 *Questions 31-40*

Questions 31-38

Complete the sentences below.

Write NO MORE THAN THREE WORDS for each answer.

31 This paper pertains to one major concern about water for people everywhere - that is a.....source of water.

32 Australia is a dry continent and thus water is very.....

33 We utilise the most water for..... .

34 We discover the purest water in rivers, creeks,..... .

35 Rainfall is a useful source of water unless there is significant..... .

36 People in the West wish the water to be..... .

37 Water is highly prone to..... ..... .

38 In the home, one of the most important uses of water is for..... .

Questions 39 and 40

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

39 The mechanisms for water management are

A inadequate.
B nearly adequate.
C admirable.

40 The government's 1989 White Paper

A caused a concern.
B is unreliable.
C is inconclusive.

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Test 6

Section 1 *Questions 1-10*

Questions 1-4

Complete the form below.

Write ONE WORD ONL Y for each answer.

HOUSE SERVICE INFORMATION

Example	*Answer*
Name:	Barbara Hill

Location: 1..... London

Postcode: SW105

Rooms: two 2..... bedrooms

The other room used as: an 3.....

Downstairs: kitchen-diner,conservatory, and 4 .....

Pets: 2 dogs and 3 cats

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Questions 5-7

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

5 Which of these extra services does the agent agree to do?

A Change the bed linen
B Do some gardening work
C Clean the glass

6 What does the customer want cleaned every three months?

A Curtains
B Carpets
C Mats

7 What does the customer want done with clothes?

A Wash and iron the clothes
B Iron the clothes
C Clean and dry the clothes

Questions 8-10

Complete the sentences below.

Write ONE WORD AND /OR A NUMBER for each answer.

8 The agent's address is 12.....Road.

9 Her house will get cleaned next.....

10 The maximum time of cleaning service is.....

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Section 2 *Questions 11-20*

Questions 11-17

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

11 The main purpose of the service is to

A educate people.
B persuade people to fly.
C provide people with comfort.

12 The number of people working at Sydney Airport is

A 200.
B 360.
C 440.

13 Dogs are chosen according to

A their ability to stay calm.
B their friendliness.
C their skill at locating narcotics.

14 The number of postal items processed last year amounted to

A 4,400.
B 52,000.
C 72,000.

15 People carrying items that are not allowed

A will get arrested.
B will be refused on board.
C will be given a warning.

16 Which of the following is NOT allowed to be taken on the flight?

A Carry-on items
B Plant seeds
C Parcels

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17 What is the proper security protocol for a pocket knife found in a carry-on suitcase?

A It is returned to the passenger after examination.

B It is thrown away in a safe receptacle.

C It is passed on to higher-level authorities.

Questions 18-20

Complete the sentences below.

Write NO MORE THAN THREE WORDS for each answer.

18 The acceptable material for packing goods in Australia is.....

19 The belongings most of time are refused due to problems with the .....

20 The customs must be given notice of the goods from.....days before it arrives in Australia.

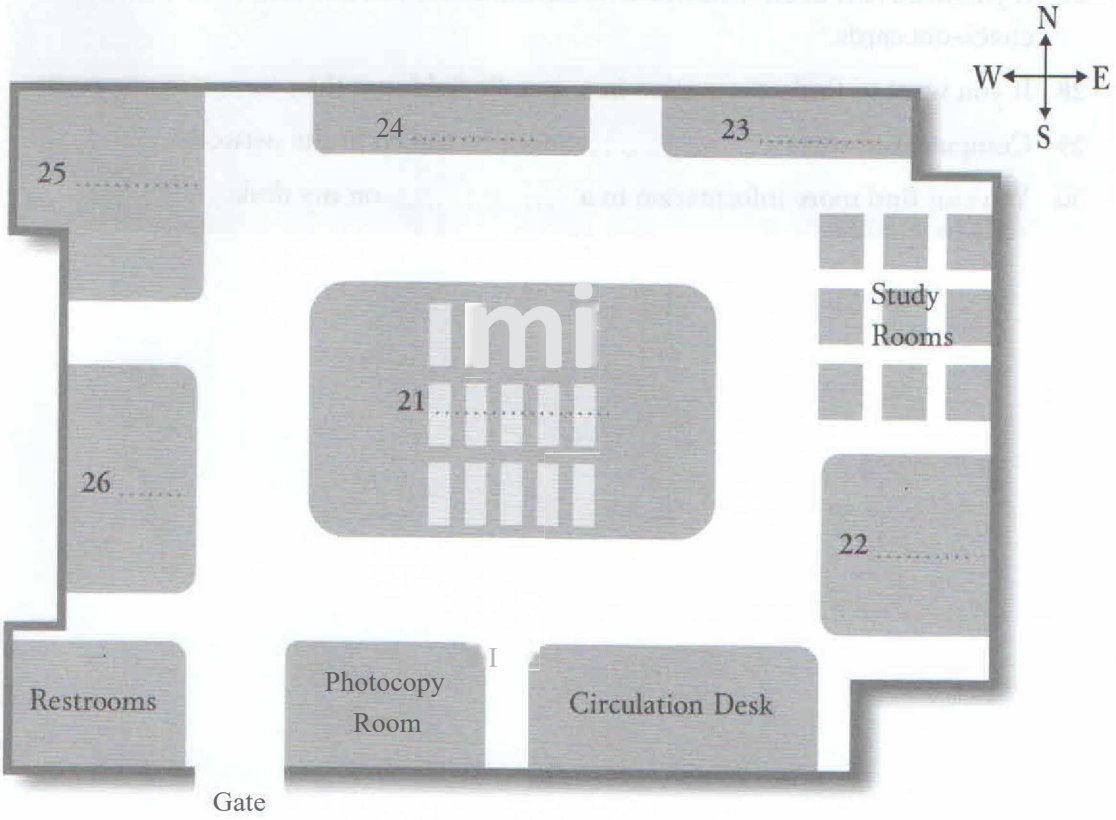
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Section 3 *Questions 21-30*

Questions 21-26

Write the correct letter, A-F, next to questions 21-26.



A Video Resource Centre
B Reading Room
C Food Service Centre
D Periodicals Section
E Enquiiy Desk
F Satellite TV Station

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Questions 27-30

Complete the sentences below.

Write NO MORE THAN THREE WORDS for each answer.

IT If you need to find information on a certain book, you can use..... check-out cards.

28 If you want to find information in a specific field, use the..... guides.

29 Computers in some..... cannot be linked to the network.

30 You can find more information in a.....on my desk.

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Section 4 *Questions 31-40*

Questions 31-35

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

31 The student thought there were no crocodiles in Northern Africa because

A North Africa contains very little wildlife for the crocodile to prey on.
B she found no mention in the literature of their existence there.
C there is very little water in North Africa.

32 Crocodiles live in groups of about

A 20.
B 38.
C 46.

33 African crocodiles usually live in areas with

A hot, dry climates.
B hot, wet rainforests.
C warm, wet climates.

34 Crocodiles in dry areas live in caves located

A underground.
B in mountainsides.
C underwater.

35 What change caused changes in crocodile populations in North Africa?

A They were driven away by a fierce predator.
B Crocodiles evolved from desert creatures to wetland creatures.
C North Africa used to be wetland but slowly turned to desert over time.

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Questions 36-40

Complete the sentences below.

Write NO MORE THAN TWO WORDS AND / OR A NUMBER for each answer.

36 Desert crocodiles sometimes live in places with dry periods that last up to _____ months.

37 A hole dug by a female crocodile in which to lay eggs can have a..... of up to 60cm.

38 Local people do not..... crocodiles.

39 Crocodiles.....out of fear when humans populate their habitat.

40 Researchers want to study more about population size,....., and relations to other populations of crocodiles.

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Tapescripts

TEST 1

Section 1

CLERK: Good morning, ma'am, and welcome to "Australia's Moving Experience"! How can I help you?

WOMAN: Well, I... I hope you can help me. I'm so up in the air right now... I...

CLERK: Just calm down, now. Let me guess: you're moving and it has you a little confused.

WOMAN. That's it exactly. You see, I'm relocating to the United States next month and I'm having a hard time getting organised.

CLERK: Here, fill out your name and address, and let me ask you a few questions. Oh, what should I call you?

WOMAN: My name is Jane, Jane Bond. *Example*

CLERK: OK, Jane, first of all, what's your work phone number? In case I have any questions about things.

WOMAN: My work phone is 94635550. But please try not to call me too often there. My boss hates personal calls. *Q1*

CLERK: So does mine, ma'am, so does mine. And what address should we ship your things to?

WOMAN: My new company is letting me stay temporarily at 509 Clark House, that's C-L-A-R-K, 1137 University Drive in Seattle. *Q2* *Q3*

CLERK: Seattle? Beautiful city, I hear. Mountains right beside the ocean, almost. Cooler than Australia, too. OK, and when should we come pack your things?

WOMAN: I guess that would be on Monday, March 11th. *Q4*

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CLERK: Do you want any help with an after-packing clean-up? We do that for a small additional charge.

WOMAN: Yes, that would be helpful. I promised the landlord I'd give her the keys back by 5:00 p.m. on Thursday, the 14th. *Q 5*

CLERK: Great, we'll just schedule the clean-up for that day. That way, the place will smell clean and there'll be no dust.

WOMAN: Well, you do think of everything! Oh, how much is this going to cost?

CLERK: Here is a list of our basic prices.

WOMAN: Oh dear, this seems rather expensive!

CLERK: Yes ma'am, but you're paying for the best. We're careful and we're fast. Like we say, the only thing we break are speed records getting you moved.

WOMAN: Well... maybe that's so... Oh, I nearly forgot to tell you. I don't want my furniture shipped with me. I won't be looking for an apartment till after I arrive in America. Would it be possible to put my furniture in storage here for a month, then have it sent along later? *Q f>*

CLERK: Of course, we do that all the time. A couple of other things. Here at *"A* Moving Experience", we try to pack your things logically. We don't just throw stuff in boxes.

CLERK: Do you have any special requests? You know, things you want packed in some special place, so you know where to find them?

WOMAN: Like what?

CLERK: Oh, I don't know... Things like dishes maybe. Not to be rude, but you look like a lady who likes to eat.

WOMAN: Ahhh! Yes, I need my dishes and things where I can find them quickly.

CLERK: Great. We'll put those dishes and^ cutlery in what we call the emergency pack. Can you think of anything else? *Q 7*

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WOMAN: Ummm, I do have an antique tea kettle my great-grandmother gave my mother. I wouldn't want to lose that. So I guess you'd better put that in storage with the furniture. *Q 8*

CLERK: Grandma's tea kettle with the furniture, got it! Say, how about things like your alarm clock? You don't want to miss your plane on the big day, right?

WOMAN: Well, you certainly think of everything! Yes, that's right. I'll also need my alarm clock where 1 can find it.

CLERK: Fine, we'll put that in your personal package. And of course, *Q 9* we'll give you a list of where we pack everything. So, all you'll have to do on Thursday, the 14th is grab your luggage on your way out the door. Um, I couldn't help noticing the new CD player you're carrying. Is that a Samsung?

WOMAN: Why? Yes, it is. One of their best. Cost me nearly a hundred dollars, it did!

CLERK: Do you want to take special care of it? I mean it's brand new.

WOMAN: Take care of it, but nothing special. You can just put it in storage with the furniture. *Q 10*

CLERK: That looks like everything we need here. I guess you're all set.

WOMAN: That was certainly quick. Thank you, young man. This has been a most moving experience!

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Section 2

Good morning everyone, and welcome to the 2nd Annual Wullaballoo Conference on Mastering Computer Languages. I hope you all had a good trip. Before we get underway with today's programme, let me fill you in as to what's on tap for tomorrow, Sunday, February 19th.

At 9:00 a.m. right here in the Main Hall, we'll be hearing a lecture from Dr John Smith about "Computer as Teacher". Professor Smith, from the University of Melbourne, is a world-class expert in the field of computer-assisted education, and his talk promises to be both stimulating and informative. *Q1i* *Q12*

Immediately afterwards, at 10:30, there will be a presentation of papers by various delegates. That, however, will take place in the Garden Room on the ground floor. If you don't yet know, the Garden Room is also called the Ballroom, and we'll be gathering at the west end, the slightly raised area called Level 2. Just look for the crowd. If you get lost, there are signs in the foyer.

After all that thinking, talking, and listening, I expect everyone will be a bit weary. So at 11:15, there will be a break for coffee, cookies, and other light refreshments. These will be available at the aptly named Refreshment Stand, placed by the door back here in the Main Hall. Also, if you choose to skip the formal lunch, you can buy a packed lunch at the stand for a reasonable price.

I strongly urge you, however, to join us at the formal lunch. That won't be till one o'clock sharp, so you have time to stroll about town a bit. We'll be eating at the Sea View Restaurant. The restaurant is located right here in the hotel, on the top floor. It's a good dozen flights of stairs, so I suggest you take the lift on the ground floor, eh? If you're not fond of fish, there is an all-you-can-eat barbecue available as well. They even offer wallaby meat! *Q13* *Q14*

After lunch, we'll troop back downstairs to Level 2 in the Ballroom for the presentation of further papers, which will begin at 2:00 p.m. Please try to be on time. I know you'll be a bit tired after lunch, but the Ballroom echoes so with people coming in late. Thank you in advance.

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Once we've heard the papers, we'll break for afternoon tea at 3:10 p.m. No need to walk. The manager of the refreshment stand has graciously agreed to have tea served in the Ballroom. He's even promised us some special scones, baked from a recipe of his dear old Scottish grandmother. *Q15*

Then, tea being drunk and scones munched, we'll retire here to the Main Hall for some closing remarks and questions. So, by 5:00 we should have the conference wrapped up. But the fun isn't over! This is Australia mates! We'll be flocking to the hotel's own Palm Lounge on the east side of the foyer for an informal reception. You can relax, mingle with the other delegates, and let your hair down a bit. This will run from 5:10 to 6:10, though you're free to stay as long as you like. The lounge manager has informed me that, for the duration of the actual reception, you can have all-you-can-drink beer for $20.00 with purchase of an advance ticket. *Q16*

And, yes, tickets can be purchased from any conference organiser or at the front desk anytime between now and the start of the reception. *Q17*
I suggest you come by tomorrow evening to pick up the tickets since the conference hall only holds 800 people. That way, you can also get your journey planned ahead of time and be sure not to miss this truly memorable conference. If you want cocktails, however, I'm sorry. You'll have to pay for those at the regular price.

Oh my goodness! Speaking of paying, I see I forgot to tell you a couple of things. The first is about lunch. The charge for the lunch will be $15.00 for all you delegates. *Q18* If you have guests with you, the cost is $25.00 for the general public, and $6.50 for children under the age of 10. That's fifteen dollars each, not total for everyone! Another item is about the lunch menu. I very much urge you to try the fish. I mean, look at the restaurant's name: Sea View. As the name suggests, it is a famous seafood restaurant. *Q19* The chef is a Basque from Spain, and he really gets quite put out when people ignore his fish specialties for burgers or barbecue. If fish isn't your thing though, try the steak - he makes an exquisite Filet mignon topped with bleu cheese and mushrooms.

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Finally, if you'd like to buy a ticket, you can have both lunch and the unlimited beer for $35.00.1 should have mentioned that earlier, but I am a bit forgetful. Maybe I should avoid the beer after the conference, eh? *Q 20*

Well, I've said my bit. Are there any questions?

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Section 3

STUDF.NT: Hello... are you Professor Van Diezen?

PROFESSOR Yes, I am. And who might you be?

STUDENT: Oh! Sorry, my name is Tina. I'm a freshman here. They told me I should ask you for advice in choosing courses.

PROFESSOR: Well, that's part of what I'm here for. Please come in and sit down. Now, what are your questions?

STUDENT: I, I almost don't know! Everything is so confusing! Like what is a "specialised course"?

PROFESSOR: Oh, easy. A specialised course is one that is compulsory, meaning it's a requirement for your major and regular, so you can't place out by taking a proficiency exam. *Q 21*

STUDENT: That sounds pretty strict. Then what are all these general courses? I seem to have to take so many.

PROFESSOR: Nothing to be alarmed over. These are courses open to all students and not directly related to your major. The university offers these general courses to choose so that you can become more well-rounded individuals. For example, I see you're a Microbiology major. So it might be a good idea to take some literature or history courses so that you can know something besides all science.

STUDENT: You mean these courses are, like, for fun?

PROFESSOR: That might be one way to look at it, but don't tell the literature professor such a thing. Think of a general course as the opposite of a specified course. A specified course is one that pertains directly to your major.

STUDENT: So can I take any Microbiology course I want?

PROFESSOR: Let's see. Oh, those courses used to be open to Microbiology students only. The good thing is, now it's open *Q 22* to students on a flexible schedule, so it's not only for full-time students. So the answer is yes, if you have the instructor's permission. May I ask you why you chose Microbiology?

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STUDENT: Well, I also like plain old Biology, too. You know, full-sized animals. I might even become a veterinarian. Could I take some Biology classes?

PROFESSOR: Well, they are open to full-time students only, which I be- *Q23*
lieve is what you are. I don't know how a freshman would get along with Microbiology, though. I mean, most of the *Q24*
students presently looking into it are from off-campus.

STUDENT: Off-campus?

PROFESSOR: Yes, you know, people who use it in their work at hospitals, laboratories, even a police detective. Why did you choose Microbiology, if I may ask? I don't think you quite answered that.

STUDENT: Well, eventually I want to be a doctor. At least my dad tells me so.

PROFESSOR: If I may say so, young lady, you seem a little uncertain. Still, I think that might be a good idea for a career. Of course, if you're thinking about being either a doctor or a vet, you should take some Medical Science classes before you even think of applying to med school.

STUDENT: Great! What should I take?

PROFESSOR: There is one small problem. The new Medical Sciences *Q25*
building is under construction, so there are no experimental facilities available until next year. I'm afraid you'll have to wait. But don't forget to take those courses at the first opportunity!

STUDENT: Oh, bummer. Is there any other course you'd recommend for someone like me?

PROFESSOR: Well, since you seem to like animals, have you ever thought about looking into Environmental Science?

STUDENT: No, I never really thought about it before. Is it worthwhile?

PROFESSOR: Quite! In fact, it's the fastest growing subject on this campus. *Q26*

PROFESSOR: I'm sorry, I couldn't help noticing the long list of classes you've written out there. May I have a look?

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STUDENT: Oh, sure.

PROFESSOR: Medical Science, Statistics, Laboratory Techniques, Medicine, Mathematics, Computing. My, my, a bit of everything here.

STUDENT: Is it too much?

PROFESSOR: For your first semester, yes. What I suggest is starting out by taking the compulsory courses. Like we said before, the Medical Science can wait. Consider taking that in your sophomore year. I think I'd put off Computing, too. I recommend to all freshmen that I talk to to get the *Q27* compulsory Mathematics out of the way as early as possible, so take that one. It'll be one less difficult course you have to focus on when the science lab opens next year, and you have to catch up on classes like Laboratory Techniques. Your major also requires Statistics so you *Q28* *Q29* have to balance two Maths classes, and no doubt you should take that. Otherwise, get your required Medicine course out of the way by taking something theory-based. Oh, of course and your Environmental Science class if you're interested. The others can wait, though I think Computing is definitely a good idea, even though it's not required. I see too, on your paper there, you seem to have had high marks on the entrance exam.

STUDENT: Uhhh, yeah. I guess so.

PROFESSOR: Don't be shy! Have you thought about applying for a scholarship?

STUDENT: Do they have any? I mean, my dad is always complaining about how much money it costs him.

PROFESSOR: In your department, there are actually three full scholarships available. They cover tuition and provide $1,500 cash.

STUDENT: $1,500 cash?! Party!

PROFESSOR: Please, Miss. The money is intended more as a textbook *Q30* allowance, not party money. If you promise to behave, I'll show you how to apply.

STUDENT: Great, and thanks!

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Section 4

We've been talking about choosing building materials in the last week. Now, a great many factors influence the choice of building materials. You can't make a house of cards, right? And "people who live in glass houses..." and all that... Anyhow, today I'd like to say a few words about flooring.

Some artificial materials can be used, like plastic for instance, which *Q 31* offer mixed blessings when used as a flooring surface. On the one hand, plastic is cheaper than nearly any other alternative, short of bare ground. Plastic also does not warp like wood. On the other hand, the best that can be said about plastic is that it "looks like" wood or stone. However, it cannot replace the real materials. As I have mentioned, I'm fixing up a new house. The decorator my wife hired told me, "Plastic does a great job of looking exactly like plastic." Besides, it scratches easily, fades or discolours, and starts cracking within a year or two. So, if you're fitting out a sleazy hotel or plan to live in a trailer park, go with the plastic. Really, though, for all intents and purposes, this leaves us with wood or stone as choices for flooring.

Stone and wood are alike in at least one respect: both go through *Q32* processing before they can be put to use. Since few of us cut our own lumber or quarry our own stone, this is not perhaps a pressing concern. Still, do-it-yourselfers would do well to remember to buy only *Q33* properly seasoned wood. Unseasoned wood warps and a warped floor quickly becomes firewood (and its owner quickly becomes poorer). Likewise, except for dull-hued materials like slate or sandstone, most *Q34* stone floors are polished before installation. The choice goes well beyond just wood or stone - each type requires many further considerations. A few special remarks are called for when considering wood, for example. As always, aesthetics, personal taste, and layout all play *Q35* roles as well as the type of house or room. Oh, and certainly don't forget the cost. When it comes to cost, a rule of thumb is that the softer and less exotic the wood, the lower the cost. In the US, for instance, pine is both ubiquitous and cheap. Mahogany is imported and exorbitantly expensive. If you're on any kind of budget when remodeling, it's really helpful to remember to go for the softer woods.

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Aside from cost, there are still lots of different factors that are important in choosing the best flooring for the job. Continuing with the example of wood, one must consider the effects of each type of wood on the mood of the room. When selecting the best wood to use, particular attention needs to be paid to its grain patterns, texture, and colour. In rooms where relaxation or deep thought is the aim - say bedrooms or the study - dark, strong grained woods are the rule. Q36

Here the grain ought to match the furniture for a feeling of homogeneity. In rooms where activity and motion are typical - the dining room or living room - lighter, finer-grained lumber is more suitable.

In such a setting, the wood grain might be useful in offering a contrast to the furniture. This leads to a feel of subconscious excitement, in keeping with the room's function.

In either case, though, consult a decorator. It is a decorator's job to know what materials to use to fit the function of the room. Though some things about putting together a room are subjective and based on one's individual taste, materials appropriate to a room's function are much more straightforward. A decorator takes the needs of the customer and uses a mathematical formula, rather than subjective words. Since feelings vary from person to person, verbal descriptions of wood types tend to be ambiguous. Q37 You want the wood you select, not something approximate! And if you do decide to do it yourself, remember that all wood must be treated with preservatives to enhance its appearance and preserve its natural beauty.

In the case of stone, or "quarry tile" as flat-cut flooring stone is properly called, a new set of considerations must be weighed up. Simple colour aside, the degree of reflection must be kept in mind. This is called the "reflectance rate", which is expressed in a number between 0.0 and 1.0, depending on the amount of light it reflects.

At one end of the scale is polished silver. At a rating of 1.0, this shiny surface reflects nearly all of the light directed at it. Numbers closer to zero describe materials that absorb more light. Moving down the scale a bit, we see the plastic that has been painted white has a rate of 0.8, which makes sense. We know that the colour white reflects all Q 3#

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other colours while black absorbs all colours, and plastic itself is a relatively reflective material.

Materials that are denser and darker have reflectance rates much closer to zero. The quarry tile I mentioned a while ago has a rate of 0.1, Q39 As you may know, quarry tile is generally dark brown and made from clay so it is quite dense. Of course, there is considerable variation among types of quarry tile because of the hue or treatment of the clay during its creation.

Does anyone have any guesses as to what materials may have a rate of almost 0.0? We can guess most of these materials are black in colour, but plastic, wood, and even stone reflect some light. One material with a rate of almost 0.0 is black velvet. Q40 The texture produces almost no shine at all.

Carrara marble, despite its white hue, is actually lower in reflectivity than black onyx! In any case, the fact that tiles vary somewhat should not be forgotten. A highly reflective floor would not be suitable in a library; it would be indispensable in a ballroom (should your home be large enough to feature one). Again, a rule of thumb is that "light means lively". Since form and material follow function, one should only use the more reflective materials in rooms where the cultivation and expression of energy is important. Bear in mind too that most types of stone cost more than all but the rarest of woods.

Of course, there is no reason why some rooms of a house should not feature wood floors or other stone tiles. You can even mix the two. A room with wood panels on the walls can have a beautiful stone floor.
My bedroom has white birch walls and a light blue slate floor. The place looks like a Russian hunting lodge. Remember, though, go with what feels right for you. Good taste and the "laws" of interior design are the homeowner's servants, not his master. It's only beautiful when you decide it is. I mean, you're the one who lives there, not the decorator, right? OK, are there any questions?

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TEST 2

Section 1

CUSTOMER: Good morning. I've been looking at your holidays to Australia in your brochure. I'm thinking of going during the second half of next month. *Example*

AGENT: Good morning. As you can see from our brochure, we offer a wide variety of packages to various destinations in Australia. Is there anything in particular that interests you?

CUSTOMER; Yes, my husband and I are very interested in the holidays in the Outback.

AGENT; These holidays are becoming increasingly popular. Would you like to arrange flights and accommodation with us, or just accommodation?

CUSTOMER: Can you arrange flights from Sydney?

AGENT: Certainly.

CUSTOMER: OK, flights and accommodation then. *Q i*

AGENT: Right. You said that you wanted to travel next month. Which date would you prefer? I should point out that there are no daily flights available, so if you have a flexible itinerary, that's better.

CUSTOMER: Well, we arrive in Sydney on the 15th of April and we were thinking of travelling to the Outback on the 18th of August, er... I mean April. *Q 2*

AGENT: OK. There's only one flight from Sydney to Alice Springs on the 18th, so I'll book you on that. It leaves at 10 in the morning, which is quite convenient. Shall I book two seats for you?

CUSTOMER: Yes, please.

AGENT: As for your stay in the Outback, you can see from the brochure that we offer three packages - budget, standard, and luxury. The budget package is about 500 Australian dollars. The standard package is about 700 and the luxury

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one is approximately 1,000, though it does depend on exactly what you would like regarding extras. Which one would you prefer?

CUSTOMER: Well, we can't decide between the budget and standard options.

AGENT: Ah, well, actually, just looking at my computer here, on the date that you want to fly into Alice Springs, there is no standard accommodation available. It's fully booked, I'm afraid.

CUSTOMER: That's OK. We think that the cheapest one should be *Q 3* fine for us. We don't mind roughing it for a few days and we don't expect to be spending much time at the accommodation. We prefer the outdoors.

AGENT: Right. Let's look at the room options.

AGENT: First of all, would you prefer a non-smoking room? *Q 4*

CUSTOMER: Yes. Neither of us smokes.

AGENT: OK.

CUSTOMER: Oh, before I forget, could you book everything in my husband's name, please?

AGENT: Yes, of course. Are you paying by credit card?

CUSTOMER Yes.

AGENT: In that case, I'll need your husband's name exactly as it appears on the card.

CUSTOMER: Of course. It's John A. Smyth. That's Smyth with a "Y". *Q 5*

AGENT John ... middle initial "A"... surname Smyth, S-M-Y-T-H. Is that correct?

CUSTOMER: Correct.

AGENT: Thank you. I'll just check the price. The room wfill cost 100 dollars a night plus 10 dollars tax, so 110 dollars per *Q 6* night in total. Is that OK?

CUSTOMER: Yes, that's fine. Book us for three nights, please.

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AGENT: Most of the guests like to participate in some special activities and trips while they are staying in the Outback. Is there anything that interests you and your husband?

CUSTOMER: Yes, there are several things we'd like to see and do. We'd definitely like to visit the Cultural Centre. Q 7

AGENT: Yes, that's very popular. It's within walking distance of the accommodation and it's free. It's also a great place to pick up souvenirs of your trip.

CUSTOMER: We were thinking about visiting one of the nearby farms.

AGENT: There are two farms nearby - a sheep farm and a kangaroo farm. There is also an opportunity to ride camels in the desert. Have you ridden a camel before?

CUSTOMER: No, but it sounds like fun. Could you give me some more details about the kangaroo farm and the camel ride?

AGENT: Certainly. The kangaroo farm includes information on how the animals are raised whilst the camel ride provides information on desert flora and fauna. Which would you prefer? You can arrange to see the kangaroos in the wild if you like, rather than on a farm.

CUSTOMER: That sounds perfect. OK, we'll go on the camel ride and see the kangaroos in their natural habitat. Q 8

AGENT: OK. I'll arrange that for you. I forgot to mention that the journey also includes a stop at a place of aboriginal artwork. It's a place well-known for its stone carvings of animals and mythical creatures.

CUSTOMER: That sounds great! Are the carvings in the desert? Q 9

AGENT: Yes.

CUSTOMER: Wonderful!

AGENT: Well, that's perfect then. I'm sure you'll have a lovely trip, but remember that you need take care in the sun.

CUSTOMER: Yes. We're really looking forward to our trip. We really want to try to experience the Dreamtime under the stars. Q 10

AGENT: Of course. That's what a trip to the Outback is really all about.

CUSTOMER: Yes. Now, how about the cost...

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Section 2

Continuing our broadcast of public service announcements, Worldwide Helpers announces upcoming vacancies for a number of volunteer worker positions. All applicants must meet the following requirements.

First of all, applicants must be over 18 years of age. The company apologises, but there can be no exceptions to this rule. Second, persons interested in these positions may not have police records. Minor traffic offences like a parking ticket are, of course, no problem. But, and I quote, "past and present drug users and sex offenders" need not apply. The employer will, of course, check with the police to verify your clean record.

Q11

Q12

In addition, applicants must supply references from past or present employers or teachers along with their recent CV. These references must testify as to the applicant's work habits and/or character. Remember, these are references from employers or teachers. A note from your dear old Mum won't do. Worldwide Helpers assures me that they will contact these references to confirm they are genuine.

Q13

Q14

Although all positions are volunteer, the employer will reimburse some of your expenses. For example, they will pay for transportation to and from the job site. Aside from that, the cost of phone calls is covered.

Q15

As for the positions themselves, there are three types. The first involves assisting persons confined to wheelchairs. For this position, volunteers must be physically fit and in excellent health. They must be able to lift at least 150 pounds. They should also have a current First Aid certificate from the Red Cross. But the most important requirement is that the volunteer must have his own car. On Tuesday afternoons, the volunteers take their clients to various scenic spots around the city to experience and enjoy nature.

Q16

If you don't drive, but you'd still like to get involved, the centre has a number of openings for people to read to the blind. Readers must, of

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course, read English clearly. Persons with no foreign accent are preferred. For these positions, you must be available on Monday mornings. Q 17 Oh, wait, I see a note here. There is one opening for someone who can read Urdu. Apparently, there is a Pakistani blind person who'd like to hear his or her native language. But the other positions are all in English,

And finally, there are a limited number of volunteers needed to care for disabled children. I'm sorry, but the information I've been given does not say how many children or what disabilities they have. In any case, you are needed to care for the children for one week in August. Q 18 Apparently, this will be at the close of the summer holiday. 1 would guess this involves helping them with the routine chores of daily life. Again, volunteers for this position must know basic First Aid, be in good health, and be able to lift up to 75 pounds.

All applications for this position have to be submitted no later than Monday, August 8rh. Applications may be made either by regular postal service - the "snail mail" - or by e-mail. The mailing address is Worldwide Helpers, Post Office Box 651, East Surrey BY8 99C. Q 19 Please write "ATTENTION: Mary Smith" on the envelope. Or you can send e-mail to acrawfor@worldwidehelpers.org. Q 20 That's A-C-R-A-W-F-O-R at W-O-R-L-D-W-I-D-E-H-E-L-P-E-R-S dot org. So get out there and do something good!

OK, our next announcement is looking for someone to "facilitate" tiger breeding at the London Zoo. And, get this, it's a "strictly volunteer" position. That means you don't get paid! Oh my God... I'm sorry ladies and gentlemen, but I just have to laugh...

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Section 3

DAVE: Are you just leaving the library now? I saw you get there at 8:00 a.m.!

PETE: Yeah, I've been there all day.

DAVE; What for? They hired a cute new librarian or something?

PETE: I wish. No, it's the presentation that I will give in Environmental Science the day after tomorrow.

DAVE. What's it about? I heard you were really excited about the class. And Dr Schnee also calls you for the "arcane" questions, as he calls them.

PETE It's about environmental damage in the Yucatan.

DAVE: Excuse me, what? Or is that where?

PETE: Yucatan. It's a state in Southeast Mexico.

DAVE: So what's happening there?

PETE Agriculture is having a really adverse impact on the environment. There are too many farmers doing too much farming. _____ *Q21*
It's really destroying the forests and ruining the soil. Deforestation is a major problem there now.

DAVE: Bow did you learn about this? I don't recall Dr Schnee saying anything about it in lecture.

PETE :Yes, but my brother went there last month, you know, to look at the old cities the Maya Indians built. That's what first got me interested.

DAVE: Your brother Tom?

PETE: No, Dick, Harry's twin. Anyway, he told me how few trees there were now and how much empty ground that grows almost nothing. He said the place looked more like the desert than jungle in some parts. It brought environmental damage. _____ *Q22*
So I started looking for materials in the library. Here, look at this magazine.

DAVE: What's in it?

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PETE It's an old issue of "National Geographic". It includes interviews with tourists who've been there in the past few years. It's pretty bad. See the photos? **Q23**

DAVE: I see the photos, but one or two photos don't prove anything.

PETE Then read what the article says. Right there. The first thing it points out is how soil samples show it is hard for anything to grow there. It says how an area of 21,000 square kilometres has lost most of its forest in the past ten years. See, there are graphs. As the number of farmers increases, the acres of forest have decreased. It's an inverse relation. **Q24** **Q25**

DAVE: So how big is that state? I'm sorry, but I've never really learned the metric system.

PETE It's bigger than the state of Massachusetts!

DAVE: That's shocking! Anything else?

PETE. There's lots of else. Scientists say there's a "growing area" of about 10.5 square kilometres where nothing can grow at all. It's like the beginning of a desert. *Q26*

DAVE: Oh yes. What Dr Schnee called "desertification". But, why can't anything grow there? I've never really studied soil chemistry.

PETE : I'm just starting to look into that subject, but my sister Marie is a geologist and she says the problem is that the soil has too much saline, with no plants helping to adjust the chemistry. Apparently, that's a common problem with soil types throughout areas with rainforest. Once you lose the plant cover, it's difficult to bring it back. Reforestation is almost impossible, even if the land is not being used for other purposes.

DAVE: Wait a minute. What is "saline"?

PETE Saline is salt dissolved in water. Scientists who've gone there have taken measurements. They do this by gathering a sampie of the soil and running a simple test that shows the ionisation of the solution. The Geology Department in our own university has reviewed the soil at the site, too. They're right. £?2? **Q28**

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It looks pretty bad. The level of salinity is going up. But the plants that would solve that problem can't be planted in soil like that. There is a narrow spectrum of salinity in which the plants will grow.

DAVE: And once you pass the threshold, there is no way to put the problem right?

PETE: Exactly. It's possible that no one can do anything to stop the trend now. All because of human greed! I...

DAVE: Wait a second. How do you know these "scientists" can be trusted? What kind of reputation do they have? Are they reliable?

PETE. Oh they're definitely reliable. They include four members of the faculty from the Geology Department right here at MIT. Here, study these photographs and check the damage yourself. That's what Dr Horst who wrote this book here did. He's newly appointed, but Dr Schnee says he's brilliant. *Q29*

DAM So, where are you going now?

PETE I'm headed over to the Geography Department to borrow a map for my presentation. You know, this whole problem could have been avoided! The farmers there in the Yucatan... *Q30*

DAVE: Uh, Pete??

PETE: What?

DAVE: Go take a break! Leave some studying for the rest of us.

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Section 4

Good afternoon, and welcome to Insect Biology 101. I'd like to begin this course with a few remarks about good insects and bad ones. Bugs are all around us and that's both a benefit and an annoyance - sometimes maybe even serious harm. First, let's talk about the good things that insects do for us.

Probably the most important insect for humans, and maybe for all other life, is the bee. Bees help plants in the process of pollination, *Q 31*
and thus are necessary to most flowers and fruit-producing trees. That is, they carry pollen from "male" flowers to "female". If it weren't for bees, we'd have very few food plants and no fruit either. In fact, there would be no "we". No less a thinker than Albert Einstein pointed out that, without bees, humanity would be dead within a year or less. We'd starve. It's that simple. That should maybe make us just a little humble.

A little less dramatic is the fact that bees also make the honey we eat. Moreover, they produce beeswax, which is useful in candles and it's *Q 32*
also used as a first-rate furniture polish. Sure, these may not be vital to our lives, but they can serve as reminders of how important bees are. That's a point I keep coming back to in this course. Though, in all fairness, I should point out that butterflies aid in pollination as well as bees.

Now, here in Michigan, what's the worst part of summer? Yep, that's right - mosquitoes. But I'm talking about helpful insects, right? So let's look at the dragonfly first. If there were no dragonflies, there would be even more mosquitoes! Dragonflies mainly eat mosquitoes and also a few other insects. Yes, that's right. They don't just fly around, and they also help to eliminate harmful insects. So, the next *Q 33*
time you see a dragonfly, don't you dare kill it!

Now let's talk a little about those harmful insects. Take the mosquitoes I just mentioned as an example. Not so many years ago, mosquitoes here in America weren't just annoying. Some were even deadly. They carried malaria and yellow fever. My own ancestor, the Confederate General John Bell Hood, lived through the worst battles of Civil War only to die at age thirty-eight from yellow fever. A pest, not a bullet!

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Well, besides the mosquitoes, in summer there is also a kind of insect that never seems tired. Right, that is the fly. Before I go on talking, I must mention an African fly called the Tsetse fly, which feeds on blood and can cause serious diseases in the people and animals that it bites. Besides, it is still a bearer of sleeping sickness, which affects around 300,000 people every year in Africa and can be treated only with toxic drugs that are hard to administer. Worse still, the drugs sometimes don't work. Q34

Other insects, of course, destroy food crops. In China, for instance, locusts continue to be a danger to the harvest in some areas. Less important, but still annoying, moths eat people's clothes and dust mites slowly destroy carpets. Worse, but still in the home, termites or "white ants" eat wood - the wood of your house. If they are not stopped, they can eventually destroy the whole building. Usually they seriously damage a building before anyone even notices them. So, as we all know, insects can be a real trouble. Q35

For some decades in the West, to kill insects with chemicals seemed a good remedy. Unfortunately, chemicals can only be used in a limited area for a limited time. It's a small-scale solution. The insects come back. Worse still, some of the poisons used like DDT were found harmful to the environment. Many kinds of wildlife, like hawks, were harmed. And people in chemical-using rural areas have one of the highest rates of liver cancer in the world. It's no secret that the chemicals remain harmful to humans. Q36 Q37

Like all species, insects adapt to their changing environments at an amazing rate. When a new chemical is introduced to their habitat, the insects that survive are generally the ones with some way of resisting the harmful effects. They then breed with the other survivors, and just like that insects become resistant to most poison in a few generations. An insect generation, remember, is a couple of months at most! Q38

So, again we have to ask: what to do? Well, there are biological solutions. Some of these are pretty simple. One is destroying the insects' habitat. You take away their home or food. Cleaning your kitchen is

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the best way to prevent roaches. No garbage: no food. Getting rid of marshes and swamps eliminates mosquitoes. Other solutions might include bringing in dragonflies or bats in areas where mosquitoes are many. This is a cheaper alternative to chemicals. Biological methods like this also bring no extra pollution to the environment. But you have to be careful. If you change the environment too much, you might be hurting other forms of life accidentally. *Q 39*

One recent method of controlling insect populations involves interrupting their breeding cycle. What does that mean? It means "birth control for bugs". Insects are provided with food that makes them unable to reproduce. Since they can't have babies, the population disappears, or nearly so. And since no young are born, resistance is not a problem with no young insects developing increased resistance. Interrupt the life cycle, eliminate the bug! It's clear that we must have an understanding of the life cycle of the insect. At least, that's the plan. We'll go into more details as this course goes along. Now I will stop here to see whether you have any questions or not. *Q 40*

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TEST 3

Section 1

CUSTOMER SERVICE REP: Hello, and welcome to "Under Pressure Enterprises", Customer Service Department. This is Kelly. How may I help you?

MR. HEWITT: Yes, I'm calling about one of your rice cookers I just purchased. *Example*

CR: What seems to be the problem, sir?

H: Seems? There's no seeming about it! The blasted thing shoots hot steam all over the place, that's what! It nearly scalded my hand when I went to open it. Why it could have killed the cat or something. It could have exploded and killed my wife and me!

CR: Sir, sir, please calm down. As long as the steam escapes the cooker, it won't explode.

H: So you're telling me there's no problem! Are you calling me a liar?

CR: Sir, no one is calling you a liar.

H: Yes! So I demand a full refund!

CR: Under Pressure will be happy to refund your money, sir. Now I just need some basic information.

H: OK, OK. Sorry. I do tend to get a little hot under the collar. My wife tells me to slow down... So, what do you need to know?

CR: Sir, don't worry. I just need to ask you the model number of the cooker.

H: Hmmm... where are my glasses? Ah, here! Let's see... ah. It's R242. *Q i*

CR: R242. OK, and how much did you pay for the product?

H: 89.99 pounds. It was on sale, I guess I should tell you. *Q 2*

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CR: Thank you, that's honest of you. Now, where did you buy the cooker? Which store and which branch?

H: At that big Electric Life appliance store downtown.

CR: The City Centre Branch? *Q 3*

H: That's the one.

CR: And you say the problem is that the steam escapes?

H: Yes, it does!

CR: No problem, sir. If there's steam escaping, clearly the cooker is broken or defective. So we have an R242 cooker with an escaping steam problem. It was bought from Electric Life's City Centre Branch for 89.99. Is that correct? *Q 4*

H: Yes, that is correct.

CR: Oh, I nearly forget. When did you buy the cooker?

H: Just as soon as my wife got the crazy idea she'll live longer if she stops eating good English food: roast beef and mash. No, all she says she wants is rice and vegetables and sauces you'd not soak your feet in!

CR: Sir, sir! When did you buy it?

H: Oh, there I go again. Let's see... we bought it just six months ago! We hardly used it either. But six months? Is that too long? I mean for the warranty?

CR: Very well, that's well within the warranty period. Now, what's your name and address?

H: Name and address! What for?

CR: Sir, it is company policy. If you want your money, you must inform me.

H: Money you say? Oh, my name is Herbert Hewitt and my address is 84 Park Road. *Q 5 Q 6*

CR: Is that here in Coventry?

H: Yes. The postal code is B0241DJ. But I don't think sending things in the mail is very secure or very efficient. I mean... *Q 7*

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CR: Don't worry, Mr. Hewitt, don't worry. We can credit the money to your credit card. You do have one, don't you?

H: Yes, that's how we paid for the cooker.

CR: Oh, yes. We still have the number on computer. I only need to ask your card's expiry date,

H: I'm afraid I never give that sort of information out. I mean, once you have that, anyone could go charging things and...

CR Sir! I said your expiry date, not your card's password.

H: Oh, er, yes. Foolish me. Of course, you didn't say "password". Let's see. That will be April 2008. *Q 8*

CR: April 2008. Very well, your card still has nearly two months left to go. We'll get that refund right to you, probably by five o'clock this evening. **Q 9**

H: You had better! If I don't get my money... wait, wait. Yes, I know I'm losing my temper again. I really am sorry. I haven't had my medicine today.

CR: And sir, just one more question for our record. How often do you go shopping at the City Centre Branch?

H: Oh, well it's hard to say, I suppose maybe once a month. But I can tell you this, if I don't get my refund, I'll never shop there again! (He hangs up the phone.) *Q JO*

CR: (sigh) I think it's time to start looking for another job!

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Section 2

Hello everyone, and welcome to the University of New South Wales.
The first thing I'd like to do at today's Orientation Session is get you all oriented! That means tell you the location of some useful facilities and services. So, first of all, take out the maps we gave you all as you came in the door. The map is the big yellow sheet of paper.

As you can see on the map, North is at the top, South at the bottom, et cetera. Which way is North? Well, look through that window on my left, your right. See the rising sun? That would have to be East. So North must be directly behind me.

Now, we are at the campus's Main Gate. The Recreational Facilities *Q 11*
are on my right hand and its opposite is the Student Centre. No questions? Good. Pretty easy, right?

OK, did everyone eat breakfast at the Student Food Service this morning? Was the food good? Yes, yes. I am joking. I've eaten there, too.
So after a meal like that, you must be eager to go to a doctor. Right?
Well, I have good news for you: the Student Health Centre is located *Q 12*
about half a kilometre straight north of here. Look on your maps. You see the street on the east side of this building? Ned Kelly Avenue?
Just follow that about 500 metres, and the Health Centre will be on your left at the third cross street.

Now, I know you all just got here. So you must be wondering how to tell your folks you've arrived safely, how much you miss the dog, and how you already need more money. If you don't have an Iphone, you probably are wondering where to find a computer. Well, I have good news. If you go straight out of its door and walk down the Garden *Q 13*
Street, you'll see the Internet Unit on your left side, just next to the Gym. The hours are posted on the door, and the computers are free, but you must bring your student ID card with you. Like I tell everyone, if you need help with anything, you can probably find it right here in the Student Centre.

Do you see the four buildings there between the Student Centre and the library? Those are the dormitories. The men's dorms are the two on the south; the women's the two on the north.

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OK, I'm sorry to have to tell you, but the university has been doing a lot of repairs and remodelling, and it's not all done yet. So there may be some small problems with your dorm rooms. Maybe the window doesn't open. Maybe an air conditioner is missing or does not work. If there are any problems, you can go to the Complaint Office, which is right beside the Teaching Building between the Parker Street and the Crammer Street. Just tell them your problem and they should have it fixed by the time you graduate in four years. I'm joking, but please be patient. There are a lot of little things they need to take care of. Q14

Tired of the school food? No? Give it a week. Or maybe you just need a place to get coffee in the wee hours of the night during one of those marathon study sessions. Either way, you definitely have to check out the little Cafe just past the women's dormitories. Q15 They've got free Wi-Fi, so a lot of students saddle up with coffee and a bagel for hours on end to get work done.

As for the dorm rooms, I have some bad news and some good news. The bad news is the rooms are small and you'll probably be sharing space with at least three other students. The good news is that each room has its own bathroom. Q16 What's good about sharing a bathroom with three strangers? Hmmm... good question. OK, call it bad news and worse news.

Hey, maybe try this for good news: each dorm has a kitchen. If you want to make snacks or meals, you can do it there. You can buy food containers at any campus convenience store, so you can store your food in the kitchen. But a word of warning: you should definitely write your name on your food containers. Q17 Sad to say, there are food thieves among your fellow students. Speaking of thieves, a word about security. I mean this is Australia and we do get drunken bush-rangers wandering onto campus. Each of you will be given a key for your dorm room. Don't lose it. You have to pay for any replacement and fill out a bunch of papers, too. Red tape, huh? Your key does not work for the front door of your dorm, however. To the right of each door, there is a keypad with numbers. When you move in, they will tell you the code you use to enter the door. Q18 Please do not tell the code to people who do not live in the dorm.

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Let's see. Have I forgotten anything? Oh, yes. Most of you are not rich, correct? So when your clothes get dirty, you can't just throw them away and buy new ones. That means you have to learn to do laundry. Or, men, that means you have to hurry up and get married.

If you decide to wash those clothes and not get married, there are laundries in each dorm. Where? Oh, I almost forgot to tell you. The laundry for each dorm is in the basement. Some real good news this time: if you are a student, it is free. You do have to buy your own soap, however. The laundry closes, by the by, at 11:30. *Q19*

And, now that I've mentioned 11:30, please remember the dorm doors^are locked at 11:30 p.rrn Your code will not work. If you want to get in, you'll have to call the night watchman. Don't worry, you can get that number at the Dorm Office. Yes, the Dorm Office and the Complaint Office are the same office. All right, then. Before we continue, are there any questions? *Q20*

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Section 3

(Knocking at the door)

PROFESSOR: Come in!

BETTY: Professor Dundee? We're ready to make our presentation.

PROFESSOR: Oh, yes. I did say one o'clock, didn't I? Please, sit down. So, who goes first? Bruce? Or you, Betty? C

BETTY: I guess I could. Bruce is always a little shy.

PROFESSOR: Not after he's had a lager for lunch, eh Bruce?

BRUCE: Heh, heh. No, Betty really should go first.

BETTY: OK. Well, I'm reporting on the effects of different marketing strategies on the cheese and oil markets. Different strategies obviously affect the sales volume differently. I looked at the sales in two countries, New Zealand and Colombia.

PROFESSOR: And what did you find, pray tell?

BETTY; Well, in New Zealand, the sales of both oil and cheese *Q 21* have declined pretty steadily. And in fact, the sales have decreased more quickly than the population. On the other hand, in Colombia, the volume of sales for both *Q 2 2* products has remained the same.

PROFESSOR. Wait, so you said sales in New Zealand have been going down?

BETTY: Correct. Suppliers have introduced two new upscale brands of each product, which are a bit expensive but very tasty. The big ad agencies are trying out a new series of ads that shift the focus from health to great taste. They think that will get sales moving up in New Zealand, where the population is less affluent and generally less health-conscious.

PROFESSOR: Brilliant. Thank you. And Bruce?

BRUCE: Uhhh... yeah. My report is about chocolate sales in Italy and Germany. The two countries' marketers have found

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out that you have to market chocolate differently in each country.

PROFESSOR: For example?

BRUCE: In Italy, "Kostig", the most expensive brand, pays shop owners to put the candy just about knee-high for an adult.

PROFESSOR: I don't see...

BRUCE: For little kids, that's about eye level! That bright red candy is the first one they see, so they buy it! Even better, they start telling their moms to buy it, too!

PROFESSOR: So, you mean...

BRUCE: Well, I mean, in Italy if you locate your product at the right location of shelves, sales do great. They say it doesn't matter much what brand of chocolate you're selling. As for Germany... *Q 23*

PROFESSOR: "Das Land der Schokolade".

BRUCE: Huh?

PROFESSOR: That's German. It means "The Land of Chocolate". Germans love the stuff, so people make a joke and call Germany that.

BRUCE: Oh... uh, right...

PROFESSOR: So, you were saying?

BRUCE: Well, like you pointed out, Germans love chocolate. But they're thrifty. For a long time, the biggest selling brand was "Schmutzig", mostly because it was the second cheapest, but didn't taste too bad. *Q 24*

PROFESSOR: Again brilliant! A pretty good job, both of you. Tell me, what do you plan to investigate next week?

BETTY: I'm especially interested in the effects of colour on sales of products, so I'll be looking at ads for cosmetics and cleaning products in the local market. You know, like *Q 25* *Q 26*

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the distinct orange colour of Mr. Muscle, lavatory cleaning products.

PROFESSOR: And you, Bruce?

BRUCE: I'm focusing on the effects of different containers on sales of cookies. So I'm going to look into packaging for cookies and how the materials they use will affect the image, and in turn sales. You know, most containers are paper, but some expensive cookies come in metal boxes. The shiny metal boxes catch people's attention and the image remains in the memory longer. Q27 Q28 Q29

PROFESSOR: Well, it sounds like you two are all set. But as always in this course, I urge you both to pay much more attention to the advertisement extensions. That's often the key. Alright, any questions for me before you go? Q30

BETH': No, I think I'm all set. Thanks!

BRUCE: Me too. Thanks, Professor Dundee. See ya later.

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Section 4

Good afternoon, ladies and gentlemen. I'd like to take this opportunity to welcome you to our exhibition, "Two Centuries of the Bike". Let's stroll around the exhibition, shall we?

Although there were a few early efforts back in the 1700s, you didn't really see many bikes till, say, the 1830s in England. Bikes were a response to the rapid growth of cities early in the 19th century. Cities like London were getting too big to walk across! The early bike let people travel with less effort than walking. Plus a bike was a lot cheaper than a horse! Q31

Think of it. No one invented a bike for, what, five thousand years of human history? Why did people do it then? Probably because this was the start of the Machine Age: people wanted machines to do all the work.

There were some drawbacks, however. For one thing, there were no pedals. You simply pushed yourself along using your feet. Kind of like today's skateboard. That meant you went fairly slowly. And uphill, you actually worked harder, pushing that two-wheeler. Plus, the wheels were made of wood covered with metal, as you can see from this model. So the downside was that the ride was quite uncomfortable on most roads. Only a few gadget lovers had or used them. Q32

By the 1860s, though, improvements were being made. As you can see from this specimen, metal frames had become the rule. They're more durable than wood, and they don't warp in the rain. The biggest improvement however was the development of the chain and sprocket system. They are connected. This meant you did not push the bike. You used pedals just like today. You had to try harder to balance, so it took some practice to figure out how to use the pedals. But it made the ride so much easier. As a result, the good thing was that you could ride a lot more smoothly and with very little effort. Q33 Q34 Q35

By the 1880s, another big change was the use of rubber wheels. These became pretty common at that time. Though the first ones were solid rubber, the ride was a good deal more comfortable than the old iron and wood system. This is a big consideration because the faster you Q36

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go, the more you feel every bump. Air-filled tyres - "pneumatic tyres" - didn't really come into use till around the year 1900, as you can see from this exhibition over here. That made the ride even more comfortable.

So, by 1890 or so, people were going a lot faster and a lot more smoothly. There was one problem when you were going quickly and comfortably: "OH NO! HOW DO I STOP?" Yes, we all laugh now. But for a long time, the only way to stop was drag your feet. That didn't work very well and it would be dangerous if you were going fast. In the crowded cities of those years - New York, Chicago, and so on, you would get killed if you couldn't stop for, say, a streetcar.

Plus look at this bike. The front wheel is nearly a metre and two thirds tall! They made them that way so you could see over people and wagons. But you couldn't drag your feet. This model is called a "velocipede" - a "speed pedal". Another characteristic of the bike in this period is that it has two equal-sized wheels, which signalled a big change in bikes.

For with the velocipede, brakes appeared. If you wanted to stop, you just pushed the pedal backwards. Doing that stopped the back wheel of the bike. This technique worked a lot better than dragging your feet or jumping off the high seat there! This meant that bikes became a great deal safer. It would have been safer if people wore helmets, *Q 37* but the first bicycle helmet wasn't invented until years later, and even then it was little more than a leather ballcap. It really wasn't until the 1970s that the bike helmet was modified to provide some real protection.

Before continuing on to look at developments since the 1890s, let's say a word more about safety. Everyone knows if you're going down-hill, you can get going dangerously fast. To go more than a hundred kilometres an hour isn't all that difficult! But even on level ground it's easy to go too quickly. On a city street, today's bicycles can be ridden at a speed of over forty miles an hour, over a short distance. That's about sixty-four kilometres an hour. Remember you're on a

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bike, not in a car. There's nothing to protect you. People are killed in single-bicycle accidents every day, just from hitting the road.

A good rule to remember is, if you're going faster than the cars, slow down. And please wear a helmet. Nearly one quarter of the epilepsy cases come from head injuries in accidents on bikes and motorcycles. I didn't mean to scare you, but safety is everyone's business.

What? Now that's a good question. Why are today's bikes so much faster? Well, it's not just that today's athletes are faster. The answer is partly mechanical. If you look closely here, at the back wheel you'll see a number of gears. Changing gears is what makes those Q 38 fast speeds possible. You can shift gears depending on the terrain and how hard you wish to pedal. So you can put it on a higher gear for Q 39 Q 40 downhill, and a lower gear for uphill travel to make it easier to climb that slope. You'll notice this gear-shifting mechanism is attached at the back wheel, and when the rider shifts on the handlebar gear shifter, the chain moves to the appropriate sprocket. And, speaking of changing gears, let's look over here at our "Tour de France" exhibit...

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TEST 4

Section 1

WOMAN: Hello, how may I help you?

MAN: Well, I've been seeing these yellow boxes in front of a lot of houses in my neighbourhood. I just wondered what they were for. I noticed your phone number on all of them, so I called. Could you tell me about your business?

WOMAN: We do do recycling, but we're not a business. Gaea's Guardians is a non-profit group. We encourage recycling as a way of protecting the environment. *Example*

MAN: I don't know. I mean it is a good idea. But I really don't read the newspaper every day or anything.

WOMAN: And we don't come collect newspaper every day! In fact, we only do pickups every other week. *Q i*

MAN: Oh, well then maybe I could help. I mean in my neighbourhood, there's too much rubbish lying around everywhere. I'd like to help out, I guess.

WOMAN: That's great, sir. You're doing the right thing. OK, I need to get your contact information. What is your name, please?

MAN: Peter Wisrough. *Q 2*

WOMAN: Peter... how do you spell your last name? W-I-S-R-O-W?

MAN: No, actually it's W-I-S-R-O-U-G-H.

WOMAN: Oh, I'm sorry. I'm a terrible speller.

MAN: You're a good speller. It's just that my family are terrible pronouncers!

WOMAN: You're quite a card, Peter! OK, now what's your address?

MAN: No. 168 Bridge Road, That's here in London. How about if I have any questions? *Q 3*

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WOMAN: I'm sending you a copy of our booklet, too. The booklet has our phone number and our e-mail address, helpline@black-cat.com, that's H-E-L-P-L-I-N-E at B-L-A-C-K-C-A-T dot com. But I nearly forgot to ask, what's your postcode? *Q 4*

MAN: BS97PU. *Q 5*

WOMAN: PS97BU?

MAN: No. That's B as in "boy"-S-9-7-P as in "Peter"-U.

MAN: So, I'm guessing those yellow boxes I saw are for recycled newspapers? *Q 6*

WOMAN: Yes, that is correct, and it's free of charge.

MAN: Wow, that's good news! Do you recycle anything besides newspaper?

WOMAN: Oh yes, we recycle most everything. Glass, plastic, paper...

MAN: Oh, so I can put like glass and plastic bottles in the box?

WOMAN: Sorry again. Things like that you have to bring to our collection centre.

MAN: And where is that?

WOMAN: Our main centre isn't that far from you. It's actually right on the East Side of Central Park. *Q 7*

MAN: That new blue building?

WOMAN: That's the one!

MAN: Cool. Hey, what's with all those different coloured boxes outside that place?

WOMAN: Oh, that's for the different materials we recycle. The blue is for metal, the green is for glass and plastics, and the yellow of course is for paper. *Q 8*

MAN: Hm, okay. I'll try and manage to keep all that straight.

WOMAN: Oh, no need, they're each labelled.

MAN: Great. So which one would I put magazines in?

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WOMAN: Actually, they don't go in any of the bins. Unfortunately, magazines can't be recycled because of the material they're made of. It's such a waste. So would you be interested in volunteering? *Q V*

MAN Um, I'll think about it. Could you send me some more info?

WOMAN: Absolutely. Along with the newspaper box, I'll be sending you our booklet, "Savvy", that is S-A-double V-Y. It tells you about what you can do to protect the environment in your daily life. Plus it lists things you can do as a volunteer with our group. *Q I O*

MAN Hey, that's cool, thanks!

WOMAN: My pleasure. Do you have any other questions or concerns?

MAN: Nope, that's it!

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Section 2

Welcome everyone to today's seminar on "CV and Interview Skills". Remember, your CV is probably the most important document you will ever write. It opens the door to your career! And that job interview is probably the most important meeting you will ever attend. It's like stepping through that open door. So let's roll up our sleeves and get down to work, shall we?

First of all, I cannot possibly tell you everything you need to know about writing a resúme in the time we have. But let me tell you that there are dozens of great websites on the Internet. These will give you all the suggestions you need. If you look at the paper I gave you, you will see a list of the dozen most popular sites. *Q 11*

I can mention a couple of important points, however. One is that your CV or resúme should not be too long. A page is about right. Why? HR departments do not have time to read long documents. Too many people are sending too many CVs! After all, the economic crisis of 2008 is still very much alive. Everyone needs a job now. *Q 12*

No matter how short you make that résumé, though, you do not want to forget to tell HR how to contact your references. References are people who will give you a recommendation for a job. That's usually an ex-boss or a professor who knows you well. Do not use relatives! I don't care how much your mum loves you.

Also, when you send that CV, be sure to include a typed cover letter. *Q 13*
A cover letter is a letter where you, basically, are asking for a job. It's like introducing yourself. Make it brief. The real information about you is on that CV of yours. And, please make sure the letter is typed!
It doesn't matter if your handwriting is beautiful or not. Companies only read typed letters.

Another point about CVs is you should try to have an attractive lay-out. Maybe use different typefonts or colours to highlight information. Some people include a photo. You can find dozens of examples on the Internet. Whatever layout you decide to use, however, avoid all spelling and grammar errors. I used to be an HR manager. If I saw a mistake, that CV went into the garbage. *Q 14* *Q 15*

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Something you write in a CV is a description of your skills and experiences in an interesting way. Mention training, too. I mean these are what get you hired! Do not just say, "I have lots of experience." or "I have many skills." Tell that boss what you did, for what company, and when. Better, tell him how well you did it! Don't just say, "I sold houses." Say, "I sold two million pounds worth of houses in my first year." That is, say something to make the person reading excited and curious. Q16

Finally, speaking of CVs, it's sad. But some people actually forget to provide a contact number. That's pretty silly. You wrote a great CV, you have HR dying to meet you... and they don't know how. You forgot your phone number! Oh sure, if you apply online, they have your e-mail address. But you just showed them you're forgetful. Why are they going to want to talk to you after that? Q17

Alright, moving on to the actual interview. I'll go over what you need to know by the end of it, and what you can discuss and negotiate on later once it looks like you'll be offered the job. First, there's working hours. It's not that necessary to hammer out the hours off the bat, especially since it's easy to come off as lazy when the first thing you bring up is how much you're going to have to work. You can also find out more about possible promotions later on. It is important, however, to get a feel for how much you'll be paid. You should make sure the salary range is commensurate with what you're worth, and if you're not, you can move on to better opportunities. Being sure you're going to make what you want to live on is much more important than issues like your pension - you're all so young that your pension is not going to matter for quite a long time. Q18

You should find out about what skills you must know for the job and what they'll teach you. In addition, if the company will provide training, you should find out how long the training period is and whether it is paid. Beware of any jobs that want you to train for a long time without appropriate compensation. Q19

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Speaking of compensation, find out about holidays as well. Do you *Q 20*
get paid vacation time? Are you allowed to take personal days? Do you have to work on national holidays?

Once you work out these main issues, you can move on later to details like the location and expected attire and whatnot.

Wow, that's a lot of information! Let's take a break so you can think everything over and ask any questions you may have. Don't hesitate to come and see me if you need any clarification on all this stuff!

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Section 3

FRANK: Hello, are you Dr Lindsey? The Returning Students Advisor?

DR LINDSEY Yes, that's right. Are you Frank? Your appointment wasn't till 2:00, but that's OK. Please come in and have a seat.

FRANK: Thanks, I like to arrive early whenever I have anything to do.

DR LINDSEY That's certainly a praiseworthy habit. Let me see, it looks like you've taken a long break from school, and I understand you wanted to have a chat about what you should study if and when you return for further classes. *Q21*

FRANK : It's such a big challenge. I don't know if I'm crazy for doing this or not!

DR LINDSEY Believe it or not, I know exactly what you mean. Before I began working here at the university, I taught primary school for nearly ten years. It takes a lot of courage to go back to school!

FRANK: I feel more shy and scared than the primary students I teach! In the schools I taught, I found today's youngsters are very sure of themselves. *Q22* In terms of intelligence, 1 have a lot to teach them. And the maturity level of much of my class leaves something to be desired. But in terms of confidence, wow! A lot more confident than I am now, that's for sure!

DR LINDSEY: Stop fretting. "A brave man is a coward who refuses to run." Let's talk about your strong points. You seem an intelligent man. What is it you would like to study?

FRANK : You see, I've been teaching children for a few years, but I think I'd be happier teaching adults. *Q 23*

DR LINDSEY I think teaching students in middle school is much more satisfying because they end up being much more grateful for your work. If I may ask, what got you interested in teaching adults?

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FRANK: A lot of things, 1 guess. I met my future wife back in my first year of college. She always complains that I was more interesting then. She says that now I talk like I'm seven years old! That's probably from being with children all day.

DR LINDSEY: Ha ha ha! Again I know just what you mean. My husband used to say the same thing about me when I taught kindergarten. Anything else?

FRANK: Well, yes. Fairly often now I run into former students and we talk. Some of them are getting dose to being grown up. I guess I think more and more about how people develop over time. So, I'm interested in the results of education, you know, the final stages. *Q 24*

DR LINDSEY: I see. Well, coming back to the university can be both difficult and very rewarding. There are some problems unique to returning students, you know, older students like yourself. What do you think is your greatest weakness?

FRANK: Well, I actually think my confidence is getting better. I'm definitely overcoming my introversion and starting to be much more comfortable in front of a class. To tell the truth, I'm afraid I'm rather behind the times about many things. It's more difficult for me to chase after the popular things youngsters are fond of - such as Iphone, Twitter, if you name it! *Q 25*

DR LINDSEY: I think I understand.

DR LINDSEY: How old are you, 35? People at your age still go back to school for further education. 1 was a bit the same way. I mean I didn't study at the university till after I had a family: a husband and one child. My point of view was a lot different from your average eighteen-year-old girl's, I can tell you! *Q 26*

FRANK: Gee, that sounds pretty rough. A family and college? Clearly you weren't unsuccessful though!

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DR LINDSEY: It was, Frank. It truly was. My first term at school was extremely stressful. But excuse me! You're not here to listen to my life story. We're talking about your plans. Is there anything unique I should know about you or your past experience or plans? *Q21*

FRANK: I'm afraid not. There is nothing interesting about my career or plans. It's really not too impressive. *Q28*

DR LINDSEY: Now, I forbid you to talk like that. This is your one life, and if you're not interested, why bother living it? Don't be so humble, Frank.

FRANK: OK, OK. My wife says I'm a wimp.

DR LINDSEY: Let's talk about your dreams a bit. You want to teach adults, you said. What would you like to teach them?

FRANK: Well, when I first came to college, I really liked Languages and Literature. A lot of people have told me that for practical reasons, it would be more rewarding to choose Business Management as my major, but I made up my mind to study Liberal Arts once I got the idea of going back to school. *Q29*

DR LINDSEY: I must say it's refreshing to meet someone who knows there's more to an education than computers and finance. Let's have a look at the university course catalogue...

FRANK: Excuse me, Dr Lindsey. Before we do that, could I maybe ask you some questions about changes in university life? I think I need to discuss that so I know what to expect.

DR LINDSEY: Of course. I'm here to help you. The biggest thing to get used to is the change in technology. Professors present things on huge screens, many of which are interactive computerised whiteboards. You can write on them still and use them like a touch screen. They're really handy! No more sloppy scribbled notes on the projector. Let's see, I doubt you'll be living in student housing, so I won't go into all the improvements there. *Q30*
Another major change that you'll enjoy is the plethora

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of resources available for students. As a student, you have 24-hour access to the gym, and library privileges that include the use of school computers to scan, copy, and print, and of course the Media Library, which contains movies from all genres and most of the movies listed on AFI's Top 100 Movies of All Time. The dining facilities are also not what they used to be. They offer choices for all diets, and you can expect a hot meal any time of day.

FRANK : Wow, things really have changed! I'll be sure to utilise all those great facilities in my time here. Thanks for all your help, Dr Lindsey. I think that's all the questions I have for now.

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Section 4

OK and welcome back. During the short break we just took, several of you approached me with questions. So, before going on with the orientation talk, I'd like to address those queries. As I've found, if one person asks a question, probably a dozen others are wondering about the same thing!

The first question is whether Wassamatta U. employs modules technology as an instruction method. The answer is yes, we do. At least that's what the university catalogue says. If some of you don't understand what "modules technology" is, don't worry. I googled the word but couldn't find it. Apparently, though, it's a method of broadband, wireless access. At least that's what an American company's website told me. But again, don't worry. If you need to know something more, your professor can tell you. *Q31*

Another question someone asked me was what tomorrow's workshop on "Research Methods and Skills" was about. Well, research skills include any method you can imagine for finding and presenting any information you need. That's not just schoolwork, either. Writing English - the native language for most of you - and finding a job are also research skills. And, yes, those will be addressed in tomorrow's workshop. *Q32*

As you know, Wassamatta U. is one of this country's premier universities for the study of "the dismal science", economics. Some of you, it seems, want to get a jump on their classmates. During the break, half a dozen of you came up and asked me where to find economics tomes. I know it's odd, but this school's library holdings are divided up between two libraries. Economics books are in the old library. If you look out of the window behind me, you can see it. It's the red brick building. *Q33*

Oh, before I forget, you economics types also need a lot of maths, am I right? Well, those Maths books are neither in the old library nor in the new one. They can be found in the Maths Department Building. *Q34*
Why am I telling you this? Doesn't "the Invisible Hand" guide economists? Maybe it's good you asked: in 2008, that Hand shoved most of the world economy off a cliff, didn't it?

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Now I realise that most of you couldn't bring a computer printer or a photocopier from home. So I'm sure you're already wondering where you can copy things like term papers, Internet articles, and things like that. I have some good news and some bad news. The good news is that there are a number of places you can make copies. These include both libraries and the Student Union Building.

Now the bad news. I am sorry to say, most classroom buildings and academic departments do not have copiers students can use. So most of the large buildings you see around campus do not have copiers for students. The copiers there are reserved for professors and office staff. Oh, yes! I nearly forget to tell you. If you need to have printing done, all the copiers available to students are laser printers. Plus, for your convenience, you can pay using prepaid cards. You can get those in the Student Union Building.

Q35

Q36

That just covers the questions put to me. If you have more, please see me during the next break at 2:15. Right now, though, I'd like to start to give you a rundown on the various facilities here on campus. That way, you won't get lost so easily in the weeks to come.

I have been told that this year's incoming class features a large number of married students and parents. So, you must be wondering where to put the baby while you're in class. OK, right now, we are in the Student Union Building, right? Remember the big doors in front where you all came in? If you go out of the building, you can see the Nursery is just on the other side of this building. It's only about twenty metres away! Convenient, eh?

Q37

Next, we're all from different places around the country. Some of you are from other countries. That means we're pretty likely to get sick during the first months of school as we expose each other to many new viruses. So, where's the doctor? Of course, you need to find the Medical Services Centre which is on the right as you leave the building. Remember, that's the second building on the right.

Q38

And if you look out of that window, you can see a lot of antennae and satellite dishes on the roof. So that's what we call the Media Centre. Yeah, I know, I think it's confusing, too. The Media Centre is next to the Medical Centre. The chairwoman of the Journalism School on the

Q39

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first floor doesn't like it when people who wander in there mistake her for a nurse!

Chances are you'll have at least one Maths class while you're here.
That red building there just outside to the left is the Maths Department Building. I know, it looks about as old as the subject as Maths, but I assure you that the inside is equipped with state-of-the-art classroom equipment including interactive chalkboards and surround sound in every room.

Oh, can you see the back building there? Yes, behind the Media Centre. Quite new, isn't it? That's the new library, just decorated. *Q 40*
They're back-to-back, you might say. If you look just to the left of it at the lower, older-looking building, you'll find the old library. It's nice and quiet - perfect for those marathon study sessions during exam week. Since the weather is so nice, why don't we stop looking at our maps but go for a walk around the campus?

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TEST 5

Section 1

AGENT: Good afternoon and welcome to Habitat Hunters. You must be Joseph.

RENTER: Yes, that's right. You said on the phone that I could come by at 2:00. Sorry, I'm a little early.

AGENT: No problem at all. In Calgary's market, you have to move fast if you want a good apartment!

RENTER: Actually, I'd settle for almost anything. I've been here ten days and the hotel is ruining me. My father has me on a strict budget.

AGENT: Sit right down here now, sir. Let's talk a little about the places before we go have a look. Now, we have four apartments available.

RENTER: OK, could you tell me more about those four apartments?

AGENT: Sure. The first one is on Beatle Road, just a block off campus. It's a 3-bedroom with a bathroom and a living room and a great Italian restaurant right next to it. *Example*

RENTER: How much?

AGENT: Well, it's $435 a month, including Internet and utilities. *Q 1*

RENTER: Okay, that sounds reasonable. Any drawbacks to the house?

AGENT: There's a really big garden, but it hasn't been taken care of over the years and is just too big to clean up nicely.

RENTER: Hmm. That sounds okay. Tell me about the next option.

AGENT: The other 3-bedroom apartment is on Oakington Avenue on campus. It is right near the building where you have classes, and the kitchen and living room are newly furnished. *Q 2*

RENTER: Wow, that sounds like a pretty good option.

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AGENT Well, it is a cool apartment, but since it's a dormitory, the living room, bathroom, kitchen, and washing machine are all shared. It would be nice not to have to buy living room furniture, though. Q 3

RENTER: And how much is this one?

AGENT $400 per month for a bedroom with an air conditioner. For a bedroom without an air conditioner, you would pay less, $340 for it.

RENTER: Yikes, even with the air conditioner, it sounds really inconvenient to have to share facilities. I'll never cook if I have to walk down the hall to use the kitchen. Q 4

AGENT': Yeah, that's true.

AGENT: Anyway, the next place is a 2-bedroom on Mead Street.

RENTER: Oh, I like Mead Street - that's off campus, right?

AGENT: Yep. It's pretty cool, but it only has 2 bedrooms, plus a living room and a study.

RENTER: But I want to live together with my two friends.

AGENT: So you could make the study into a small bedroom if you end up living with them.

RENTER: Also, we guys want a TV and DVD player since we're all so much into movies.

AGENT: Well, this place has a great TV and VCR, but no DVD player. Q 5

RENTER: No DVD? That's so weird. Are any other facilities provided?

AGENT: As you said, weird enough, it also comes with a washbasin. Q 6

RENTER: Is there a washing machine? I think we need that more than just a washbasin.

AGENT: I'm afraid there's no washing machine in the apartment.

RENTER: Wow, that's so old-fashioned! Maybe it's not the best choice for three college guys. How much is it?

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AGENT: Well, it's $600 per month, but of course it would be cheaper if you made it into 3 bedrooms instead of 2.

RENTER: Where is this apartment located?

AGENT: It's 2500 Mead Street, where there are a lot of bars.

RENTER: It would be affordable, but it would get pretty noisy. And Q 7
that sounds really expensive for an old place in a noisy area.
How about the last place?

AGENT: This one's on-campus in the Devon Close complex. It's a one-bedroom, so it will be a little quieter than the Mead Street place.

RENTER: One bedroom, huh? That could be good for focusing on my studies. What else does it have?

AGENT: It comes with a living room and a study, and includes a really nice lamp in the study that has a bunch of different Q 8
settings. You know what else is cool? There's a dining hall downstairs so all evening meals are free. You can purchase Q 9
breakfast and lunch, but meals after 6 p.m. are free.

RENTER: Wow, this place sounds too good to be true. Is it really expensive?

AGENT: It's alright - $500 per month, but there's no bathroom. Q10

RENTER: What? No bathroom?

AGENT: Well, there's no bathroom in the apartment, but there's one at the end of the hall.

RENTER: Hmm. Thanks, I think now I just have to decide whether I want to live alone or not.

AGENT: Yeah, which one do you prefer?

RENTER: I think I'd choose either this apartment or the one on Beatle Road.

AGENT: OK. You'd better think about it, and then you can contact me ASAP.

RENTER: Fine, thanks for your help!

AGENT: You're welcome...

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Section 2

Hi folks, my name is Loretta Johnston, and I'm here from the Baltimore Department of Public Waste. Thank you for coming out to our community meeting tonight. I've got a few words to say about the waste collection here in Baltimore.

First, there's the sorted collection bins themselves. They're made of sturdy, solid material, so none of your trash can seep out or puncture the bin. Also, since these things sit out on the curb overnight rain or shine, they have to be waterproof. We can't have water getting up in it and filling up the bin. Remember to pay attention to which bin is which, and sort your waste accordingly. You should have a blue or green bin for recyclable garbage, a yellow bin for unrecyclable garbage, and a red bin for toxic waste. *Q 11*

Our citywide waste management is divided into two services. The first is commercial waste collection, or trash collection from buildings. The majority of building waste is paper, which goes in the blue or green bins. You'll notice in your office buildings there are signs that warn you not to overfill these bins. All that paper adds up, and an overflowing bin is infinitely harder for collectors to carry to the truck and empty. *Q 12* *Q 13*

Aside from paper, another large source of building waste is metals. Metals such as tin and aluminium can be put in the yellow recycle bins, but metals like lead and copper should be disposed of in the red bins. These heavy metals are harmful to the environment and exacerbate our city's existing pollution problem. *Q 14*

That's about all the information you need for building waste. Moving on to the second service, household waste collection is probably what you primarily think of when you think of what we do here...
Many of the same guidelines apply - the sorting is the same, et cetera.
Please remember to keep garbage like kitchen waste in a plastic bag. *Q 15*
It makes collection easier and lessens the abominable rotten-trash smell.

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So after we take your trash away, what happens to it? We take all the garbage to one of a number of garbage disposal plants, each of which is located in the middle of an open space of some sort. No one wants to have their home or office right next door to a waste disposal plant, right? Waste is collected and then disposed of once every four weeks. A lot of trash can build up in that time, so we're in the process of developing a plan to fund collection more frequently. Ideally it would be collected weekly, but we will likely have to settle for biweekly. The garbage trucks make their rounds to clear the bins at night in order to avoid traffic.

Q16

Q17

Q is

I'm sure you've seen how much waste your own household produces in a given week. Now imagine all the trash produced by all the households in Baltimore. It's a lot, right? It may surprise you that this amount is only marginal compared to commercial waste. Yep, the main waste producers are actually businesses, industrial facilities, retail, and offices. Hard to believe humans produce that much waste, right? No wonder we have pollution problems!

Q19

Anyway, after all incoming waste is sorted, recyclables are sent to a recycling plant, while garbage and toxic waste are transported to their respective areas of the plant for treatment. Items such as stones, _____ which should not be disposed of in our bins, are separated out and discarded.

Q20

Once the trash has undergone the treatment process, it is compacted and disposed of with all the other trash and finally, when the landfill space is full, it is buried deep underground and in time something new is built on the land.

That's everything about waste collection. Thank you for listening. Are there any questions?

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Section 3

RICKY: Hi, Julie, it's Ricky.

JULIE Hi, Ricky, how are you? I noticed you weren't in Psychology today.

RICKY: I'm feeling sick, so I didn't go to school today. Would you mind telling me what I missed in class?

JULIE Sure thing. I'm sorry you're not feeling well! Anyway, we spent most of the class talking about a new essay that Professor Johnson assigned. You need to choose one of the bold headings from the note system and research it. *Q 21*

RICKY Wow, I picked the wrong day to miss class, huh?

JULIE You sure did.

RJCIO ': Could you tell me the specific requirements of this paper?

JULIE Sure. You need to find scientific research that supports your claim as one of your references. It can be from some of the case studies we discussed in class, or you can find your own. Or even better, you can conduct your own research! I'm sure that would get you an A. *Q 22*

RICKY: Have you decided what you're going to do yet? Also, where are you getting your references?

JULIE Yeah, I'm going to research facial recognition by infants. I've already found a few experiments in scientific journals. That would probably be a good start for you - there are tons of journals in the library. *Q 23*

RICKY: Great idea, thanks. I'm considering writing my essay on the effects of one of the psychotropic drugs we talked about in class. I'm sure there is lots of stuff about it on the Internet. Are we allowed to use information from the Internet? *Q 24*

JULIE Sure, you can use that as long as it's not your main source for information. You'll probably want to cite some of the experiments we went over.

RICKY: Good idea, thanks. I'm gonna try to find some information from a bunch of different sources.

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RJCKY: Are there any specifications on how the essay should be written?

JULIE: Yeah, Professor Johnson wants it double-spaced. It should be between 6 to 10 pages long. *Q25*

RICKY: 6 to 10 pages? That's so much! It's going to take forever.

JULIE: I know. The whole class groaned when he said that. Anyway, you also need to put the title in italics, and... *Q26*

RICKY: Wait, each section heading, or just the main heading?

IULIf : Only the main heading should be in italics. I think section titles are supposed to be in the same format, but maybe in bold. You'll have to check that in class next time.

RICKY- Oh okay. So I take it that the report has to be typed since _____ there are so many requirements. What are the other formatting requirements? *Q27*

JULIE: Yep, it's got to be typed. Aside from that, there are still a few more specifications. You should number each page. Make sure it goes up in the top right corner. *Q28*

RICKY: Okay, I'll make sure to write that down. I always forget to number the pages. Do we need to title and date each page, too?

JULIE You need the shortened title on every page, but no need to include the date. That should just be on the cover page.

RICKY: Okay, thanks.

JULIE; No problem. Also, make sure the margins are 3.25 pixels ____ wide. *Q29*

RICKY What? I'm not even sure how to do that.

JULIE: It's okay, I can show you. It's really easy. I think that's all the directions he gave us. A lot of formatting requirements, but we have the freedom to research many things that we like, so that's good. Oh, I almost forgot - remember to put down your ID number on your report. *Q30*

RICKY'. Thanks so much for your help. I'll see you in class Monday!

JULIE: No problem, glad I could help. See you later.

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Section 4

Good morning and welcome to yet another lecture in Environmental Science. I don't think I am telling you a secret when I mention that water is a big worry here in Australia. The stuff is scarce. Perhaps that's why we drink so much beer, eh?

Seriously, though, a safe and reliable source of water is one of the great concerns of people everywhere. Moreover, as the world population grows, the pressure on existing water supplies grows greater and greater. Think about it. Our economic system demands that there be more and more consumers. The growing number of people has been tied to climate change, including droughts. So more people means less water. But our economic system demands a high birth rate. Forget about oil. Soon enough you will see wars for water. Mark my words. *Q31*

But today, I'm going to confine my remarks to Australia. As noted already, here down under, the water supply is extremely scarce. The only drier continent is Antarctica - and remember, no one really lives there anyway. Moreover, in recent years, the wind patterns have changed. Rain that used to fall on the country now falls out to sea hundreds of miles to the south. *Q32*

Now, when I speak of people needing water, most of you probably think of drinking. Certainly everyone needs water for drinking. But surprising as it may sound, drinking is not anywhere near being the main use for water. Most water is actually used for washing. When you take a shower, you probably use well over a hundred litres of water. Every time you flush your toilet, that's about eight litres. But most people drink no more than two litres or so per day. *Q33*

So, where to get water? It could be obtained from rainwater, but often rainfall consists of other harmful pollutants that evaporated with the water. In fact, acid rain, an intense example of this, causes harmful effects on the wildlife of the habitat on which it falls. Water from underground could also be used, though it is more difficult to contain and often must go through an extensive cleansing process. The purest water is found in rivers, creeks, lakes, and dams. And, sad to say, Australia has precious few of these. Really, how many of your *Q34*

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home towns have rivers? Year-round rivers, I mean. The soil tends to be sandy, so water soaks into the ground. Many places are rocky too, so 87% of the rainfall is lost to evaporation. That's almost twice the evaporation rate in my native Canada!

Speaking of rain, we already heard how rainfall is diminishing here in Oceania. The quantity itself isn't the only problem, either. Going back to the problems with obtaining rainwater, a further problem is that rain is a useful source of water only if air pollution is fairly mild. Again, you're in a situation where you can't win. You need water where most people live. People tend to build cities where rainfall is adequate. But then modern cities tend to feature polluted air which renders the rain far less easily usable. OK, let's take a look at the table here, you'll see it showing the relative pollution of rainfall in the world's cities. The more people, the dirtier the rain. (333

This is becoming a huge concern for people in the West, who want their water to be pure and safe. Though reliable drinking water is important everywhere, the concern in the West is reflected in all the government regulations and political campaigns aimed at solving this problem. In contrast, there are not as many demands made on the governments in Asian and African cultures to improve the water, as their focus is on other issues. Q 36

Now, whatever the source of water, we can never afford to forget that all water is highly vulnerable to contamination. Whether we're getting it from the ground, from bodies of water, or rainfall, it is susceptible to a variety of toxins. In fact, that's why we clean it before using it: water carries with it filth and dirt. This problem shows up in a number of different ways. Q 37

As humans and all other animals need water to survive, it's no surprise to us that one of the most important domestic uses of water is for drinking. Yet if you have old-fashioned lead pipes, you may slowly be poisoning yourself by drinking that nice clear water. The industrial pollution, farm chemicals, and leaky landfills are well-known sources of contaminants as well. Q 38

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So what is being done to ensure we Australians a safe and steady supply of drinking water? There are a lot of initiatives that make admirable efforts to remedy this issue. We'll be talking about this when we meet again on Thursday. But, as a preview, I can tell you that so far the amount of real solutions that have been produced is not nearly adequate. Traditionally, we've been very free in this country. That means that every person and every province tend to go its own way. So the mechanisms for water management are, in a word, _____ **Q39**
insufficient.

To begin seeing how this is so, 1 want you to read something before our next class. Though a lot of previous data on water usage and water management are inconclusive and have thus caused quite a concern, we can learn a lot from the content of reports written on the subject.
The basis for the government's water policy is the 1989 White Paper reporting on "Water Use: Present and Future". If you compare the _____ *Q40*
numbers offered in the paper with those in the text, you'll find that the report is rather untrustworthy. Truth being told, I'm being too kind when 1 say that!

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TEST 6

Section 1

AGENT: Good morning. City House Services. How may I help you?

CUSTOMER: Good morning. I'd like to arrange to have my house cleaned.

AGENT: Certainly. I just need to ask a few questions. First, could I take your name?

CUSTOMER: Yes, it's Barbara Hill. *Example*

AGENT: Thank you. Next, is your house in London?

CUSTOMER: Yes, it's in Kingston in Southwest London. *Q i*

AGENT: OK, Southwest London and... er, what's the postcode?

CUSTOMER: SW105.

AGENT: And what is the square footage and what rooms will we be cleaning?

CUSTOMER: The whole house is 268 square feet, and there is no need to clean all the rooms. I only want to have my bedrooms cleaned.

AGENT: OK, how many bedrooms does the house have?

CUSTOMER: Three bedrooms. Oh no, sorry, we used to have three bedrooms, but we only have two bedrooms now.

AGENT: Are those single bedrooms or doubles?

CUSTOMER: Doubles. *Q 2*

AGENT: Fine, two doubles...

CUSTOMER: There is one more room which needs cleaning. It was used as a bedroom before, and now we have converted it into an office. ***Qi***

AGENT: I understand. Three rooms have got to be cleaned, and are all of those rooms upstairs?

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CUSTOMER: Yes. Then, downstairs we have a kitchen-diner, conservatory, and lounge. The kitchen-diner is quite large and has the usual equipment - cooker with oven, refrigerator, cupboards, and worktops. The conservatory has a lot of plants, but there's no need to take care of them. The lounge has a leather three-piece suite and a large coffee table. *Q 4*

AGENT: Thank you. And do you keep any pets?

CUSTOMER: Yeah, I really love keeping them. I've got two dogs and three cats.

AGENT: OK, then if our staff come over to offer the service, please take your pets away. Have you looked at our services packages?

CUSTOMER: Yes, I have one in front of me.

AGENT: Excellent.

AGENT: Any extra services you need - switching bed linen, working in the garden, cleaning the glass in the conservatory, that kind of thing?

CUSTOMER: Err... no... err... actually, replacing the bed linen... yes... that would be good. *Q 5*

AGENT: No problem. I'll just make a note of that. How about curtains, mats, and carpets? What would you like us to do with those items?

CUSTOMER: The curtains... I'll have to think about that. I think we should have the carpets cleaned really well every quarter. Mats can just be done with the laundry. *Q 6*

AGENT: Of course. How about clothes? We can have our staff wash and iron them, or we can have them taken to a dry cleaner's.

CUSTOMER: Washing and ironing. No, just ironing. That'll be OK. *Q 7*

AGENT: OK, fine. I know quite a bit about what you want now. I should let you know that we locate on 12 Amyes Road, that's A-M-Y-E-S. *Q 8*

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CUSTOMER: Em.

AGENT: And we work from Monday to Sunday except Tuesday and Wednesday. Could you let me know when is convenient for you?

CUSTOMER: Next Friday... err... no, that's no good. My son invites his friends over in the afternoon that day. Perhaps next Thursday or next Saturday. Let me check, OK, next Thursday. *Q 9*

AGENT: When is it convenient for us to come over and provide the service? Is it OK if we come in the morning? Or we may come in the afternoon? It depends on your schedule.

CUSTOMER: I'm OK with any time. Just give me a call to let me know you're coming before you arrive.

AGENT: Sure, we will.

CUSTOMER: By the way, how long would it take for the service?

AGENT: We usually work 1-3 hours for house cleaning, and the work will take three hours at most. And of course, if it takes more than three hours, you should pay extra for it. *Q 10*

CUSTOMER: Er... fine.

AGENT: So, let me just do some calculations...

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Section 2

Hi everyone, and welcome to Sydney Airport. Today, I'll be giving you the inside information on the day-to-day operations of the Australian Quarantine Service here. We hope to provide you with a better understanding of why such heavy security regulations are necessary by educating you on how we operate and why we do the things we do. *Q 11*
We're not here to try to persuade you to fly through Sydney Airport, though we hope you'll find your experience relatively stress-free and comfortable.

First things first, our personnel. Can anyone guess how many people work at Sydney Airport? We have 200 alone working in Terminal 2, so can you guess how many in the whole airport? I heard someone say 360, that's getting closer... What? Did someone say 2,000? That's way too high. Sydney Airport actually employs 440 people. A lot, *Q 12*
right? And about half of those employees work in security-related matters.

Moving on to our not-so-human employees, let's come and see our favourite pooch, Milton. Milton is our best drug-sniffing dog on the force. He's friendly to most people - you can even come pet him at the end of our tour. Burnouts beware, though, he'll find everything.
Notice that even though there are so many of us around him, Milton *Q 13*
stays quite calm. This is the precise reason he was chosen for the job.
Dogs that are chosen are not predisposed to sniff out different narcotics - that's something we teach them already.

So here's a part of the airport most people never notice - the cargo transport terminal. This is where packages are shipped to and from.
Normally we ship around 4,400 packages per month. In this airport alone, over 52,000 packages were shipped in and out over the past *Q 14*
year. We ship to and from 170 different countries. Not bad, eh? Probably it will go up to over 72,000 packages this year. And despite over 100 flights in and out of here daily, the number of lost or delayed packages is impressively low. If you send your package through here, rest assured we'll get it where it's going.

Let's move on to the area most of us are familiar with, the passenger terminals. In order to be allowed into this area, you must pass t

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through security with your ticket and if you're travelling internationally, your passport. If you're travelling domestically, you just need a legal form of ID. If you don't have those, you will not be allowed to pass through security and board your flight.

During the security scan, your carry-on items will be checked for dangerous items such as weapons, sharp objects, and liquids that exceed our specified limit. If you attempt to pass any of the prohibited items on this list posted at the entrance, you are still allowed to board the plane, but you'll be given a warning and your item will be confiscated. *Q15*
Don't worry, we will not arrest you for having too much shampoo in your bag, or anything like that.

We also search your carry-ons and parcels for any perishable items.
We prohibit the transportation of local vegetation and prohibit parcels containing any insects in them. You may or may not have learned about this in Biology class, but when some plants are introduced to a new environment, they spread wildly and wipe out the current species around it. It is important to control the introduction of new plants into an ecosystem, so we must prohibit the transport of any fertile seeds. *Q16*

So what happens to parcels containing possibly suspicious items? It's of course something we do not take lightly here. If an object passes through the scanner that appears suspicious in any way, it is separated out for manual search by a member of our trained security personnel. If an illegal plant or simple sharp object like a pocket knife is found, it is simply disposed of in our biohazard waste containers, *Q17* and the package itself is returned to the sender (or passenger, if it is for a passenger flight). More serious weapons are reported to higher authorities for investigation.

As far as parcel security, the material of the parcel is important. For shipped goods, the most common material used (and the most widely accepted) is paper. *Q18* Make sure it is packed sturdy enough, with no rips or tears. We've definitely had packages rip open before due to haphazard packing. A more common problem, though, is the package labels. *Q19* When an item does not make it to the right place, this is

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the most common reason. The label may not be in the right place or marked clearly enough.

If you're receiving any items from abroad that must be declared, please remember our guidelines in order to ensure the timely delivery of your item. Make sure it is packed correctly, and we ask that you notify customs between 2 and 10 days within the item's scheduled arrival date. *Q 20*

Okay, before we move on, are there any questions?

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Section 3

MR. SMITH: Welcome! Please come in and gather over here around the tables. My name is Adam Smith, and I'm the librarian here. I'll show you around today and explain how to use these facilities. Hopefully when I'm done with it, you'll know the ropes, and please feel free to let me know of any questions or concerns that you may have. Now, we're at the gate of the library. Upon entering into the door, you'll find that the restrooms are on your left-hand side, and opposite them is a Photocopy Room. Many of you are wondering about the check-in and check-out process.
What you have to do is go to the Circulation Desk, which is to the east of the Photocopy Room. The Reading Room *Q21* is a really large area in the centre of the library, just to the north of the Circulation Desk. I'm sure you won't miss it. If you're here to do research, this is where you should bring books to look through. However, if you're here to do any group projects or other interactive activities, I advise you to use one of the study rooms, which are just to the east of the Reading Room. Moving on to *Q22* die southeast corner, we have the Periodicals Section, just next to the study rooms. We have a collection of different newspapers and magazines in this section. You can get last week's weather reports, or all the top stories five years ago - our periodicals can be traced back 20 years to the time when our school library was built. Ah, our first question! Yes?

STUDENT Can we check out magazines from the library?

MR. SMITH: I'm sorry, but you cannot take any periodicals out of the library. You're welcome to read them for as long as you want while you're here, but you cannot check them out.

STUDENT: I wonder if there is any place where we can get some food in the library. Do we have a store here?

MR. SMUT! Of course. The Food Service Centre is just metres away *Q23* from the study rooms. It's on the northeast corner as you look at the map. The Food Service Centre offers

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different kinds of snacks though it's not big. Well, moving on along to the west, you will find the Video Resource Centre on your right hand. Q24 We have educational videos and documentaries, as well as major motion pictures. We ask that you pay attention to the tag on the video that you pick up, as many of our documentaries are for on-site viewing only and may not be taken out of the library. To Q25 the west of the Video Resource Centre is our Satellite TV Station. Here we stream the news from Channel 19 for most of the day.

STLDEN r: How many channels does it have?

MR. SMITH: (laughs) It does have nearly 200 channels, but we generally will give top priority to channels with some big events, like presidential addresses or other breaking news. During the coverage of the presidential debate, students will take a break from studying and flock to watch it. Last but perhaps most important is the Enquiry Desk. It's just on Q26 the left-hand side when you walk into the library, so it's impossible to miss it. If you have any questions about how to use equipment or where to find something, come and ask the assistant. Don't be shy, because that's what they're here for!

MR. SMITH: Speaking of questions, one of the questions we get asked is how to actually check out a book once a student has picked one out. If it's a fiction or non-fiction book, look for the pink and yellow check-out card inside the back Q27 cover of the book. You can also find information about the book on these cards, including its publishing date, genre, ISBN, and a log of dates it's been checked out before. Present this card to me or any library assistant, and we'll stamp it and then the book can be kept for three weeks.

You can find general information on a field of study by using one of our subject guides. We have them on paper Q28 here, but any of our computers will allow you to search within fields as well.

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STUDENT: What if the library doesn't have a resource we're looking for?

MR. SMITH: Great question, I'm going to address that. Our library is in a network with a number of other universities in the area, so if there is something you're looking for and it's available somewhere in the area, we'll be able to get it for you. However, there are universities which are not part of the network, so we do not share resources with them. *Q29*

If you want more information about the library and its resources, you'll find it in a labelled blue folder on my desk in the enquiry section. *Q30*

Okay, so that's a lot of information all at once, and I don't expect you to remember it all. The most important thing is, please be respectful of the staff and if you need help with anything at all, come and ask me or one of the assistants. Alright, any questions?

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Section 4

Good morning. Today, we will continue our study of Crocodylus niloticus by talking about its living habits. We've already discussed the evolutionary attributes that set it apart from its crocodile relatives. Does everyone remember that?

Yes, it has an extremely narrow snout, and three or four rows of protective scales on its back, as compared to two rows on other members of the Crocodylus genus.

Let's take a look at how these carnivorous man-eaters live, where they live, and finally, whether they really deserve their vicious reputation.

To start, I'd like to address a great question posed to me by a student during yesterday's office hours. We talked about the distribution of crocodiles in Africa and saw that they are highly concentrated in the South and West of the continent. This student noticed that on the map displaying the distribution of crocodiles across Africa, there were no crocodiles in the Northern Region, and found no mention in the literature of the existence of crocodiles in the North of Africa. Why might there be no crocodiles in North Africa? Let's save this question for later in the lecture. *Q 31*

To find out more about the social habits of the African crocodile, one researcher named Tara Shine of the University of Ulster in Northern Ireland conducted a survey of the wetlands in Mauritania and received reports of 46 crocodiles living in one group, or float as we say when referring to crocodiles, though the usual number is a little less than half of that. *Q 32*

In general, crocodiles are more highly concentrated in wet, subtropical environments near bodies of water and rich vegetation. *Q 33* While South American crocodiles thrive in cool rainforests, the African crocodile is more equipped for heat. Though they can survive at the hot temperatures found in some deserts, they are not equipped to handle dry climates and thus cannot survive in places like the Sahara Desert of North Africa. As cold-blooded animals, crocodiles' core temperatures fluctuate from their average of 38 degrees Celsius as external conditions change, thus they need to avoid extreme temperatures. Others

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live an underwater life, keeping a body temperature close to that of the water. As their own unique method of regulating their body temperatures, some African crocodiles have made dens by digging holes in the ground to provide themselves with a cool, dark place to retreat from the hot African sun. Q34

Speaking of the hot African sun, let's go back to the question asked at the beginning of the lecture. We know that there used to be crocodiles in Northern Africa, yet today there are none. What are some possible explanations for this?

Some students have suggested that the African crocodile has evolved from a desert creature into a wetland creature, thus causing them to migrate south for more appropriate condition. Others presume that the crocodile was hunted out of Northern Africa by a fiercer predator. While these are intelligent guesses, the real story is a little bit different.

The key to this migration is that the Sahara Desert did not always cover the North of Africa. About 8,000 years ago, the land was fertile wetlands perfect for breeding crocodiles. Over time, though, the area dried out and the wetland slowly turned to desert, leading the African crocodile to migrate south to the marshlands they call home today. Q35

Some crocodiles did, however, adapt to living in dry conditions. In Mauritania, some crocodiles have learned to survive in an area where they can go up to 8 months with no water by spending the driest of times in what's called a torpor, or short period of hibernation. To utilise every bit of rainfall, these desert crocodiles dig underground caves that collect runoff, thus staying cool and hydrated. Q36

During the mating period in November and December, males attract females to their viciously protected territory through a number of behaviours that range from snapping their jaws all the way to sending infrasonic pulses through the water. Afterwards, the female digs a hole up to 60cm in depth to store the eggs for an 80-day incubation period. The female protects these eggs during the period, and sometimes even helps crack the eggs with her snout at the end. Q37

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These teeth-gnashing carnivores are softer than we think. Although these vicious creatures have attacked humans on a few occasions, the residents are not afraid of them. Q38 In fact, they show a great deal of reverence towards these wondrous creatures. Some say that crocodiles bring water to their habitat, so if they leave, they will bring the water with them. Obviously this is not true, but it demonstrates the admiration the inhabiting people have for crocodiles.

Generally, crocodiles do not predate on humans. They attack when humans populate the crocodiles' habitat, instilling fear and uneasiness in the crocs. Q39 Like any other species, crocodiles are known to attack when feeling fear.

There's still a lot more to be discovered about the African crocodile. Researchers want to know more about the population size, how many crocodiles inhabit Africa in all, how they form separate floats, etc.

There is still also much to learn about migration patterns, and relations to other populations of crocodiles now found in other parts of the world. Q40

Next time, we'll examine a few specific case studies of crocodile populations in Southern Africa.

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Answer Key

TEST 1

Each question correctly answered scores 1 mark. CORRECT SPELLING IS NEEDED IN ALL ANSWERS.

Section 1, Questions 1-10

i	94635550
2	Clark House
3	University Drive
4	Monday
5	Thursday
6	a/one month
7	A
8	C
9	B
10	C

Section 2, Questions 11-20

n	Computer as Teacher
12	University of Melbourne
13	top floor
14	ground floor
15	3:10
16	Palm Lounge
17	C
18	B
19	B
20	A

Section 3, Questions 21-30

21	C
22	A
23	B
24	B
25	A
26	C
27-29	C E F (in any order)
30	textbook allowance

Section 4, Questions 31-40

31	plastic
32	processing
33	seasoned
34	polished
35	(the) cost
36	grain patterns
37	words
38	0.8
39	0.1
40	black velvet

If you score...

Oil	12-27	28-40
you are unlikely to get an acceptable score under examination conditions and we recommend that you spend a lot of time improving your English before you take IELTS.	you may get an acceptable score under examination conditions but we recommend that you think about having more practice or lessons before you take IELTS.	you are likely to get an acceptable score under examination conditions but remember that different institutions will find different scores acceptable.

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TEST 2

Each question correctly answered scores 1 mark. CORRECT SPELLING IS NEEDED IN ALL ANSWERS.

Section 1, Questions 1-10

1 (lights
2 April
3 cheapest / budget
4 non-smoking
5 John A. Smyth
6 110 dollars
7 Cultural Cenrre/Cultural Center
8 camel ride
9 desert
10 stars

Section 2, Questions 11-20

n 18
12 police records
13 references
14 CV/curriculum vitae
15 transportation / transport
16 own car
17 Monday mornings
18 August
19 651
20 acrawfor@worldwidehelpers.org

Section 3, Questions 21-30

21 farming
22 environmental damage
23 tourists
24 samples
25 21,000 square
26 10.5 square
27 measurements
28 soil
29 photos /photographs
30 map

Section 4, Questions 31-40

31 C
32 B
33 harmful insects
34 sleeping sickness
35 whole building
36 small scale
37 humans
38 resistant
39 cheaper
40 life cycle

If you score...

0-11 12-27		28-40
you are unlikely to get an acceptable score under examination conditions and we recommend that you spend a lot of time improving your English before you take IELTS.	you may get an acceptable score under examination conditions but we recommend that you think about having more practice or lessons before you take IELTS.	you are likely to get an acceptable score under examination conditions but remember that different institutions will find different scores acceptable.

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TEST 3

Each question correctly answered scores 1 mark. CORRECT SPELLING IS NEEDED IN ALL ANSWERS.

Section 1, Questions 1-10

1 R242
2 89.99
3 City Centre
4 escaping steam
5 Herbert Hewitt
6 84 Park Road
7 B0241DJ
8 April 2008
9 refund
10 once a month

Section 2, Questions 11-20

11 E
12 A
13 B
14 D
15 C
16 bathroom
17 food containers
18 code
19 basement
20 11:30

Section 3, Questions 21-30

21 B
22 C
23 A
24 B
25 colour/color
26 cleaning products
27 container
2S materials
29 image
30 advertisement /advertising

Section 4, Questions 31-40

31 less effort
32 uncomfortable
33 1860s
34 connected
35 smoother
36 rubber wheels
37 safer
38-40 C D F (in any order)

If you score...

Oil	12-27	28-40
you are unlikely to get an acceptable score under examination conditions and we recommend that you spend a lot of time improving, your English before you take 1ELTS.	you may get an acceptable score under examination conditions but we recommend that you think about having more practice or lessons before you take 1ELTS.	you are likely to get an acceptable score under examination conditions but remember that different institutions will find different scores acceptable.

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TEST 4

Each question correctly answered scores 1 mark. CORRECT SPELLING IS NEEDED IN ALL ANSWERS.

Section 1, Questions 1-10

1 **every other week**
2 **Peter Wisrough**
3 **168 Bridge Road**
4 **helpline@blackcat.eom**
5 BS97PU
6 **yellow**
7 **Central Park**
8 **metal**
9 **magazines**
10 Savvy

Section 2, Questions 11-20

11 Internet
12 too long
13 typed
14 layout
15 errors
16 skills and experiences
17 contact number
18-20 C E F (in any order)

Section 3, Questions 21-30

21 B
22 A
23 C
24 A
25 A
26 C
27 C
28 B
29 C
30 B

Section 4, Questions 31-40

31 modules technology
32 finding a job
33 old library
34 Maths Department
35 B
36 C
37 B
38 D
39 C
40 F

If you score...

0-11	12-27	28-40
you are unlikely to get an acceptable score under examination conditions and we recommend that you spend a lot of time improving your English before you take IELTS.	**you may get an acceptable score under examination conditions but we recommend that you think about having more practice or lessons before you take IELTS.**	**you are likely to get an acceptable score under examination conditions but remember that different institutions will find different scores acceptable.**

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TEST 5

Each question correctly answered scores 1 mark. CORRECT SPELLING IS NEEDED IN ALL ANSWERS.

Section 1, Questions 1-10

1 435
2 kitchen
3 washing machine
4 inconvenient
5 TV and VCR
6 washbasin
7 noisy
8 lamp
9 evening meals
10 bathroom

Section 2, Questions 11-20

ii waterproof
12 building
13 overfill
14 heavy
15 plastic
16 open
17 4 weeks
18 traffic
19 bu stresses
20 scones

Section 3, Questions 21-30

21 note system
22 scientific research
23 scientific Journals
24 information from Internet
25 double space
26 italics
27 typed
28 top right
29 3.25
30 ID number

Section 4, Questions 31-40

31 safe and reliable
32 scarce
33 washing
34 Jakes and dams
35 air pollution
36 pure and safe
37 contamination
38 drinking
39 A
40 B

If you score...

0-11	12-27	28-40
you are unlikely to get an acceptable score under examination conditions and we recommend that you spend a lot of time improving your English before you take IELTS.	you may get an acceptable score under examination conditions but we recommend that you think about having more practice or lessons before you take FELTS.	you are likely to get an acceptable score under examination conditions but remember that different institutions will find different scores acceptable.

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TEST 6

Each question correctly answered scores 1 mark. CORRECT SPELLING IS NEEDED IN ALL ANSWERS.

Section 1, Questions 1-10

L Southwest
2 double
3 office
4 lounge
5 A
6 B
7 B
8 Amyes
9 Thursday
10 3 hours

Section 2, Questions 11-20

n A
12 C
13 A
14 B
15 C
16 B
17 B
18 paper
19 package labels
20 two to ten

Section 3, Questions 21-30

21 B
22 D
23 C
24 A
25 F
26 E
27 pink and yellow
28 subject
29 universities
30 blue folder

Section 4, Questions 31-40

31 B
32 A
33 C
34 A
35 C
36 8
37 depth
38 fear
39 attack
40 migration patterns

If you score...

Oil	12-27	28-40
you are unlikely to get an acceptable score under examination conditions and we recommend that you spend a lot of time improving your English before you take IELTS.	you may get an acceptable score under examination conditions but we recommend that you think about having more practice or lessons before you take IELTS.	you are likely to get an acceptable score under examination conditions but remember that different institutions will find different scores acceptable.

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