

LISTENING SECTION 1

 043

Questions 1–10

Questions 1–5

Complete the notes below.

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

BORGHEIMER LANGUAGE COURSES INFORMATION

Example	Answer
Course level03/Lower Intermediate.....
Customer's name	1
Maximum class size	2
Hours of study per day (weekdays)	3
Most expensive accommodation	4
First Berlin course begins	5

Questions 6 and 7

Choose **TWO** letters **A–E**.

Which **TWO** things does he need to buy for the course?

- A computer
- B computer disks
- C dictionary
- D translation exercises
- E textbooks

Questions 8–10

Complete the sentences below.

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

- 8 Without the student discount, the course costs euros.
- 9 Payment can be made by credit card or by
- 10 To get a free course, you need to find other people.

LISTENING SECTION 2

044

Questions 11–20

Questions 11–15

Complete the sentences below.

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

- 11 Ministers and officials put the of the agriculture business first.
- 12 Hormones make cattle, thus making meat production more profitable.
- 13 The use of hormones was banned over ago in Europe.
- 14 The USA and Canada asked the WTO to declare the ban
- 15 A Danish study shows that hormones are over more dangerous than previously thought.

Questions 16–20

Complete the summary below.

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

LACK OF TESTING

The government has not been testing beef which is **(16)**, much to the anger of Mr Verrall. About **(17)** of the beef which British people eat comes from abroad, some of it from Brazil, a country which, on paper, does not allow the use of **(18)** However, when some EU inspectors visited a Brazilian farm, they found a **(19)** of the banned substance. This is not the first food scandal we have had in this country. Several months ago, a well-known chocolate company found out its sweets were contaminated with **(20)** of salmonella.

LISTENING SECTION 3

 045

Questions 21–30

Questions 21–25

Complete the summary below.

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

HIGH ACHIEVERS

Although it is thought that people who bring homework home every night would be top achievers, they tend to peak early and then go into **(21)**
High achievers work hard, but within **(22)** It is also important to choose **(23)** you enjoy. Top achievers spend over **(24)** of their working hours doing work they prefer. They want **(25)**, not just external rewards.

Questions 26–30

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

- 26** Top achievers take risks
- A** without worrying about the consequences.
 - B** only if they are assured of success.
 - C** even if they face possible failure.
- 27** Very often, perfectionists
- A** turn out to be top achievers.
 - B** don't get many results.
 - C** are not hard-working.
- 28** When top achievers make mistakes,
- A** they ignore the fact.
 - B** they get angry with themselves.
 - C** they learn from the experience.
- 29** Top achievers tend to be people who
- A** work well with others.
 - B** prefer to work alone.
 - C** complicate matters.
- 30** Loners
- A** want to do everything themselves.
 - B** are free of the compulsion to be perfect.
 - C** take no notice of rivals.

LISTENING SECTION 4

 046

Questions 31–40

Questions 31–34

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

- 31** Exposure to bright lights
- A** stopped production of melatonin in patients.
 - B** increased the production of melatonin in many patients.
 - C** caused people to crave sweet things.
- 32** Melatonin's role in SAD is
- A** not considered that important.
 - B** now fully understood.
 - C** not fully understood.
- 33** Subsyndromal SAD
- A** is more common than SAD.
 - B** has approximately the same number of sufferers as SAD.
 - C** is far less common than SAD.
- 34** You would expect the typical SAD sufferer to be
- A** a 45-year-old man.
 - B** a 16-year-old girl.
 - C** a 25-year-old woman.

Questions 35–40

Complete the sentences below.

Write **NO MORE THAN TWO WORDS** for each answer.

- 35** Depression probably has a, as it seems to run in the family.
- 36** Many SAD sufferers have a craving.
- 37** Serotonin has a effect on the brain.
- 38** The serotonin system of the brain cannot regulate itself well during
- 39** Some neurotransmitters may be in certain cases.
- 40** Many SAD patients put on fat in late autumn, just as do.

READING SECTION 1

You are advised to spend 20 minutes on questions 1–15. Read the text below and answer questions 1–8.

How to Use a Microwave Oven

Microwave Safety

By Melanie Green

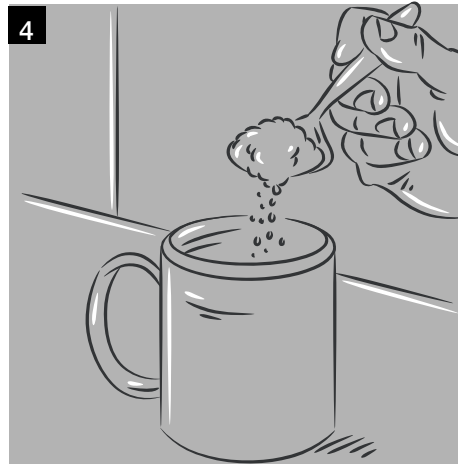
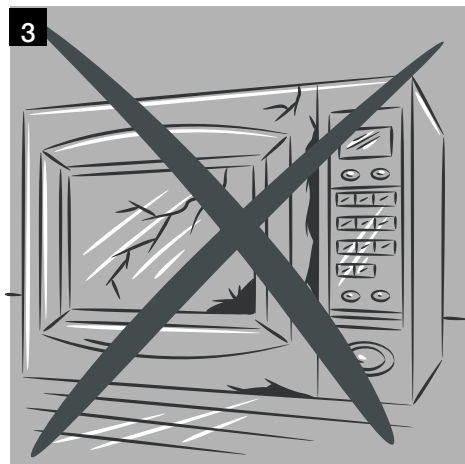
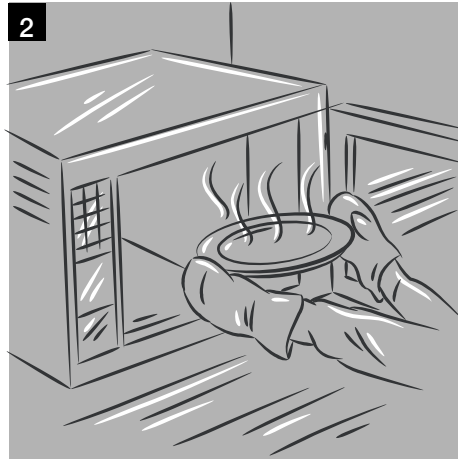
- A** Food will be very hot when it is removed from the oven, so use oven gloves or a tea towel and be careful. If food is covered while it cooks, make sure that you leave a small portion uncovered, so that steam does not build up and burn you when the covering is removed.
- B** After being removed from the oven, food should stand as advised in the recipe, so that the heat can continue to spread and dissipate. This is called ‘standing time’, but in fact, food continues to cook.
- C** Microwave ovens have hot spots, and if you eat the food directly from the oven, a few areas could be superheated and will burn. However, there can also be cold spots where the food does not get hot enough to kill bacteria. Follow stirring and rotating instructions carefully.
- D** Do not use metal containers unless the recipe specifically directs you to. Microwaves bounce off metal, which can cause arcing and a fire inside the oven. Some recipes may call for shielding parts of the food, especially meats, with tin foil. This is fine as long as the directions are carefully followed.
- E** Use only microwave-safe utensils. Hot food melts some plastics, such as margarine tubs, which means that package constituents can contaminate food. It is a good idea to use glass for fatty foods, which get particularly hot, though not all glass and ceramics are microwave-safe. Make sure any glass, plastic containers and plastic wrap you use are labelled ‘microwave safe’. Do not use the microwave for heating baby bottles, as the appliance does not allow adequate temperature control for safe results.
- F** Do not heat water or other liquids beyond the time recommended by the manufacturer or any recipe. Superheating can occur when plain water is heated in a clean cup for an excessive amount of time. The water will look harmless, but when moved, it can erupt out of the cup. Do not heat the water twice, as that adds to the superheating risk. Adding sugar or coffee granules to the water will reduce the risk of superheating.
- H** Do not operate the oven while it is empty, as it can cause arcing and start a fire. Never operate a microwave if the door is damaged or doesn’t close securely. It is advisable to stand 3–4 feet away from the microwave when it is operating to ensure that you are safe.

Now go to the next page for cooking tips.

< [Previous](#) [1](#) [2](#) [3](#) [4](#) [Next](#) >

For questions 1–4, match the pictures below with the appropriate section of the text. Write the correct letter **A–H** in the spaces.

1 2 3 4



For questions 5–8, answer the following questions with words from the text. Use **NO MORE THAN TWO WORDS** for each answer.

5 What phrase is used for the period that food should be left to cool after being in an oven?

.....

6 What phrase is used to describe any part of the food that is hotter than other parts?

.....

7 What harmful substance is destroyed when food is cooked properly?

.....

8 What is sometimes written on a container so that you know it can be used in a microwave oven?

.....

Now read the information below about booking tickets and answer questions 9–16.

Canterbury Exchange – How to Book

Online

Book 24 hours a day for all events with our secure service. There is a transaction fee of £1.50 for each online booking. For rock and pop events, there is also a booking fee of £1.00 per ticket. Tickets can be posted to you recorded delivery for an additional £2.50 per booking.

You can book online for any event that has a **BOOK NOW** button. You can book seats for a single show or multiple events. Select an area of the auditorium, and if booking for the Concert Hall, use the seating plan as a guide. You will always be offered the best seats, including row and seat number, and can change your selection as many times as you like.

You can select your own seats online for seated events in the Concert Hall. You may need to load Java software the first time you book via the seating plan. Events without a **BOOK NOW** button are either non-ticket events, or events that are fully booked. An e-mail will be sent to you to confirm your booking details. Tickets will be posted out if booked at least five working days before the performance.

For further details or help with how to book online, e-mail our online support tickets@canterburyexchange.com, or call the Canterbury Exchange Ticket Office on 01598 678811.

If you experience problems using the online booking system, please [click here](#) and use the form to send an error report to technical support. Please call the Ticket Office on 01598 678811 for help.

By Telephone

The Ticket Office is open Mon–Sat, 9 a.m.–5.30 p.m. Tickets may be reserved by phone and paid for within five working days. There is a £2.00 transaction fee for each telephone booking. For rock and pop events, there is also a booking fee of £1.50 per ticket. Tickets will be posted out recorded delivery for an additional £2.50 per booking.

By Post

Please make cheques payable to the Canterbury Exchange and send to:
Canterbury Exchange Ticket Office
32 South Road
Canterbury CN2 1FJ
There is a £2.00 transaction fee for each postal booking. For rock and pop events, there is also a booking fee of £1.50 per ticket. Tickets will be posted out recorded delivery for an additional £2.50 per booking.

In Person

There is no transaction charge for bookings made in person. For rock and pop events, there is a ticket booking fee of £1.50 per ticket (cheque and credit card bookings).

Concessions

Concessions are offered to students, people over 60, unemployed people and registered disabled people. Please show appropriate ID when claiming concessions. Examples of appropriate ID are listed below. Concessions are not currently available online.

Students – please show NUS card.

Over 60s – please show bus pass or any other ID with date of birth.

Unemployed and Registered Disabled

Please show an official letter confirming status OR bank statement showing benefit.

Group Discounts

You can save money when you come with your friends. There is a 10% discount for groups of 8–15 people, and a 15% discount for groups of 16 or more. This offer excludes some performances. Please call the Box Office for details. Concession and discounts cannot be combined.

For questions 9–13, decide if the information given below agrees with the information given in the passage. Write **(T)** true, **(F)** false or **(NG)** not given.

- 9 The total amount you pay is more for rock and pop events.
- 10 You cannot go back to choose a different seat once you have made an online booking.
- 11 You will need to buy a ticket for all events at the Canterbury Exchange.
- 12 Most people who pay by telephone pay for their booking a few days after they make it.
- 13 You can save money by going to the ticket office and buying your ticket.

For questions 14–16, complete each of the following sentences with words from the text. **USE NO MORE THAN THREE WORDS** for each answer.

- 14 Anyone who claims a concession when buying a ticket must have an appropriate form of with them.
- 15 People over 60 who claim a concession must show something that has their on it.
- 16 Group discounts are not available for all

READING SECTION 2

You are advised to spend 20 minutes on questions 17–30. Read the text below about why a company's best employees often leave their job and answer questions 17–22.

Why Good Employees Quit

- A** Hard-working, efficient employees are like gold dust, so the last thing companies want is to lose them. When the best people leave a business, the impact is not only financial; it has a hugely damaging effect on employee morale. Replacing good people is often a long and difficult process, so it is important not to take them for granted. So, why do good employers quite their jobs?
- B** All too often, the initial job description is the first area of conflict. What was agreed and promised during the interview does not materialize. It becomes clear to the new employee that the company failed to paint an accurate picture and they feel they have been deceived.
- C** Nobody wants to deal with more responsibility than they can handle. When a company becomes smaller or an employee leaves and is not replaced, managers often feel they have no alternative but to delegate the extra duties. Long-term, though, it might be bad policy; employees who feel they are torn between a career and a personal life will soon be looking elsewhere.
- D** Very few people work for the love of the job alone, and though a lack of financial reward may not be the direct reason for an employee leaving an organization, it is usually an issue. When people know that they can earn 20–25% more somewhere else, they are bound to be interested. Companies must make sure that the salaries they offer are competitive and that their benefits package is appealing.
- E** It's human nature to want to be recognized and praised for a job well done. People don't necessarily want their manager or supervisor checking their every move, but they do expect appreciation for effort and success. If a company cannot, for whatever reason, pay as well as their competitors, finding other ways of recognizing hard work is essential.
- F** Ambitious people need challenge and they want to learn. They got where they are by achieving, not by doing the same things day in day out. The most successful employers ensure that employees grow and learn new skills, and that they are working on motivating projects.

The passage has six paragraphs. For questions 17–22, choose the correct heading for each paragraph from the list of headings in the box. Write the correct number i–viii as your answer.

- | | |
|----------------------------------|---------------------------|
| i Overworked | 17 Section A |
| ii Not valued | 18 Section B |
| iii Don't let them go | 19 Section C |
| iv Not paid enough | 20 Section D |
| v Office politics | 21 Section E |
| vi Not totally honest | 22 Section F |
| vii A lack of development | |
| viii Unclear instructions | |

Now read the information below about terms and conditions at work and answer questions 23–30.

The document sets out the main particulars of the terms and conditions of your employment.

1. Parties to the Contract

Organization name and address Eurochem and Mr/Miss/Mrs/Ms R. Corbyn

2. Place of work

Your normal place of work will be: the Hardwick site

However, occasionally you may be required to work at other sites and, if work reasons demand it, to transfer to another place of work on a temporary or permanent basis.

3. Date on which continuous employment commenced

Your employment with the organization started on: 15 / 07 / 09

4. Job title machine operator

5. Normal hours of work

Your normal hours of work are 8.30 a.m. to 5.00 p.m., with 1 hour for lunch. Employees are expected to cooperate by working outside these hours if necessary. Overtime is currently paid at \$12.50 per hour.

6. Probation period

There is a probation period of 1 month for new employees. During this time you are entitled to one week's notice. The disciplinary scheme will not apply during this period.

7. Pay

Your pay is \$18,600 per annum. This is payable monthly in arrears on the last Friday of each month by direct bank transfer. The organization is authorized to deduct any sums owed by you from your salary.

8. Holiday entitlement

Your holiday entitlement will be 25 days per year, plus public holidays. During your first year of employment, you will accumulate 2.8 days for each full month you work. Holidays must be agreed with your supervisor as early as possible. Unused holiday cannot be carried over from one year to the next. On termination of employment, holiday pay will be calculated to the nearest full month worked. If an employee has already taken holiday which has not been worked for, any excess pay will be deducted from the final salary.

9. Absence from work

If you are unable to come to work for any reason, you must inform your supervisor by 8.15 a.m. on the first day of absence. All days of absence must be covered by a medical certificate. For the first week, a doctor's certificate must be produced on the fifth day and weekly after that. The organization may require you to undergo a medical examination. Employees will be paid sick pay in accordance with the Statutory Sick Pay Scheme (SSP).

10. Termination of employment

If you wish to terminate your employment with the organization or should the organization decide to terminate your employment, notice must be given as follows: Up to four years' employment = four weeks. After that, an extra week's notice will be given for each full year of service.

11. Suspension

The employer reserves the right to suspend you from work during any investigation or during disciplinary proceedings.

12. Health and safety at work

Employees are reminded that they have a statutory duty to observe all health and safety rules and to take all reasonable care to promote the health and safety at work of themselves and their fellow employees. Deliberate non-observation of the health and safety policy will result in disciplinary procedure.

Signed on behalf of the organization: _____

Name: _____ Job title: _____ Date: _____

Employee: I agree to the terms and conditions of this contract, and acknowledge that I have received a copy.

Employee's signature: _____ Date: _____

For questions 23–30, choose the correct answer **A**, **B**, **C** or **D**.

- 23** Employees will ...
- A** always work in the same place.
 - B** work in a different place every day.
 - C** work in a different place every week.
 - D** have to work where the company wants them to.
- 24** Employees will ...
- A** start work at various times.
 - B** sometimes have to work after 5.00 p.m.
 - C** finish work at 5.00 p.m. every day.
 - D** often work through their lunchtime.
- 25** What happens during the first month of employment?
- A** There are particular terms and conditions.
 - B** Employees usually take a week off.
 - C** Employees are expected to work especially hard.
 - D** There are more likely to be problems.
- 26** The organization ...
- A** must pay employees before they do work.
 - B** can take money from an employee's salary if necessary.
 - C** must pay employees on the last day of the month.
 - D** must pay employees in cash.
- 27** Employees ...
- A** take holiday whenever they like.
 - B** can not have a complete month as holiday.
 - C** can save up holiday and take extra days the following year.
 - D** may lose money from their final pay if they leave the organization.
- 28** What happens when employees are absent?
- A** They can take no more than five days off.
 - B** They have to prove that they are sick.
 - C** They are paid less.
 - D** They will get a warning.
- 29** If an employee wants to leave the organization ...
- A** he must work for one more week.
 - B** he must tell the organization four weeks before leaving.
 - C** how much notice he gives depends on how long he has worked.
 - C** he must put it in writing.
- 30** Which statement about health and safety is true?
- A** Employees must know all rules.
 - B** Employees will be in trouble if they break rules.
 - C** Employees must report incidents to managers.
 - D** Employees should help other people if there is an accident.

READING SECTION 3

You are advised to spend 20 minutes on questions 31–40. Read the text below and answer questions 31–40.

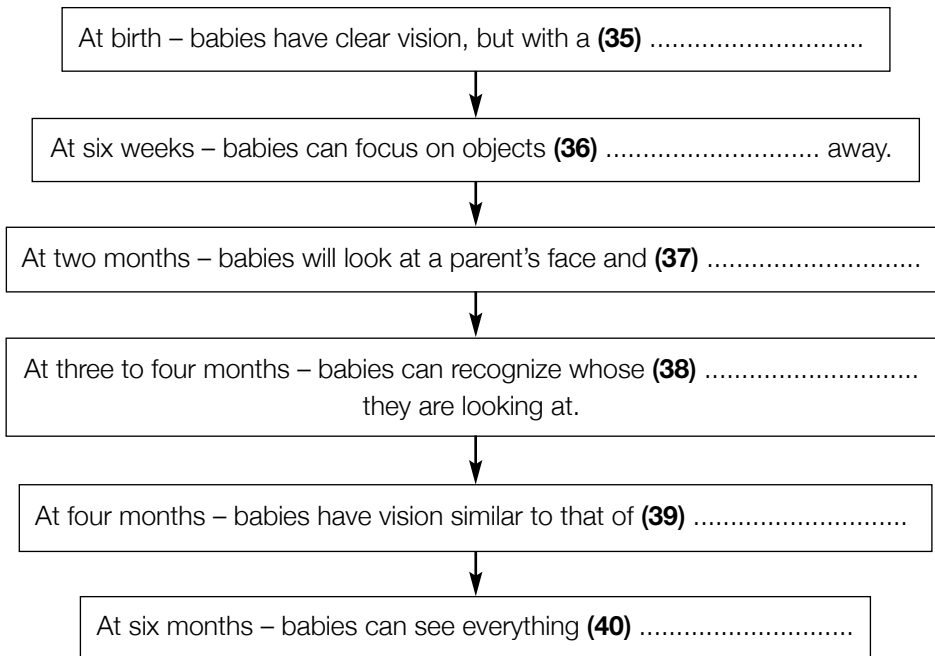
How Well Do Babies See?

- A** People used to believe that newborn babies saw the world as a meaningless blur of lines and colours swimming around in their field of vision. Physiologist William James said in the 1800s that the newborn sees a 'blooming, buzzing, confusion.' We now know that newborns are able to see a lot of the world around them.
- B** Although their visual system has not fully developed, newborns see quite well at close distances. You will probably notice your baby scanning your face with great interest, especially when you come within a foot or so. A normal newborn can even track a slowly moving object, and will sometimes turn his head to follow it.
- C** However, a newborn cannot adjust his focus the way an adult can. His eye has a fixed focus, which allows him fairly clear vision at a distance of eight to twelve inches. He quickly learns to focus, or accommodate, so that by six weeks of age, he can focus at a distance of about two feet. By the age of four months, he can see objects that are close or far, almost as well as an adult can. By the age of six months, he will see as clearly as he ever will.
- D** Most babies prefer to look at complex patterns, such as your face or the face on a toy. They prefer patterns with curved lines rather than straight. At the age of one to two months, your baby will probably begin to smile while studying your face. At the age of three to four months, he will be able to tell your face from the face of a stranger, and he will express pleasure when he sees you.
- E** Newborn babies do not have good depth perception. They do not have full ability to see things in three dimensions. There are special cells that receive input from the left and right eyes, which are responsible for the development of good depth perception. The baby must also be able to coordinate his two eyes, so that they point in the same direction. He can do this to some extent right from birth, but not perfectly well until the age of three to five months.
- F** Colour vision is not well developed at birth. It is surprising how unimportant colour seems to be to babies before the age of six months. It is not completely certain whether newborn babies have colour vision at all. By the age of two months, babies notice colours of red, orange, green and yellow, and a little later are able to see blue.
- G** It is a joy to watch your new baby develop his or her visual skills during the first few months of life. Most babies develop excellent sight, depth perception and colour vision. You should consult your doctor if you are concerned that your baby's vision is not developing properly. It is especially important to watch for an eye that wanders constantly or remains turned. You should report any excessive watering of the eyes or a noticeable discharge.
- H** The body of a newborn may be tiny, but its eyes are only 30% smaller than those of an adult. Part of what is so appealing about a newborn baby is the size of its eyes. Modern methods of studying visual development show that they can see a lot more, and are a lot less confused, than was once thought.

The passage has eight paragraphs, labelled **A–H**. For questions 31–34, say which paragraph contains the following information. Write the appropriate letter in the spaces.

- 31 the action parents should take if they are worried about their baby's eyesight
- 32 the age at which babies can show a parent that they are happy
- 33 why most people like looking at babies
- 34 newborn babies seeing the world as a flat surface

For questions 35–40, complete the flow chart with words from the passage. Use **NO MORE THAN THREE WORDS** for each answer.



WRITING TASK 1

You should spend about 20 minutes on this task.

You are a student at college. There has been an accident and you are in hospital.

Write a letter to the administration department of your college explaining why you will not be able to attend college for at least a month. Ask the college for advice about the best way to continue your studies during the time you are absent.

Write at least 150 words.

WRITING TASK 2

You should spend 40 minutes on this task.

Write about the following topic:

Some people think that advertising encourages people to buy things that they do not need, and spend money that they do not have. Other people think that advertising is necessary because people learn about new products that can improve their lives.

What is your view of this argument?

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

Write at least 250 words.

SPEAKING PART 1

The examiner asks the candidate about him/herself, his/her home, work or studies and other familiar topics.

- What language do you speak at home?
- Do you have any work experience?
- Do you speak any other languages?
- What are your personal interests?
- What is your educational background?
- What are your plans for the future?

PART 2

You will have to talk about the topic for one to two minutes. You have one minute to think about what you're going to say. You can make some notes to help you if you wish.

Describe a celebration that is important in your country.

You should say:

- **when the celebration takes place**
- **what people do during it**
- **what you like or dislike about it**

and explain why this celebration is important.

PART 3

Discussion topic:

Customs and traditions

- How important do you think customs and traditions are for a country?
- Do you think that a country's customs and traditions are just as important to younger people as older people? Why (not)?
- What different aspects of your culture does TV in your country cover?
- What influence have cultures from other countries had on your country?
- Are there any traditions in your culture that you would like to see disappear?

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