

General Training: Reading and Writing Test A

READING

SECTION 1 *Questions 1-13*

Questions 1-8

Look at the advertisements opposite.

Write the appropriate letters A-E in boxes 1-8 on your answer sheet.

A	International Language Centre
B	Global Language Learning Centre
C	TAFE International
D	Club Francais
E	University of Canberra

Which advertisement mentions

- 1** up-to-date teaching systems?
- 2** that the institution has been established for a significant time?
- 3** examination classes?
- 4** that arrangements can be made for activities outside class?
- 5** the availability of courses for school students?
- 6** language teaching for special purposes?

Which **TWO** advertisements mention

- 7** a wide variety of language choices?
- 8** evening classes?

A

INTERNATIONAL LANGUAGE CENTRE
 INSTITUTE OF TECHNOLOGY
 FRENCH & JAPANESE
 SUMMER INTENSIVE
 Also commencing January 1997
 * Mandarin * Cantonese * Thai
 * Vietnamese * Korean * Indonesian * English
 * Spanish * Italian * German * Russian
 For further details contact:
 Admissions & Information Office
 5 Bligh Street,
 Sth. Sydney, 2000
 Tel: 295 4561
 Fax: 235 4714

B

Global Language Learning Centre
 ONE OF THE WORLD'S BEST LANGUAGE SCHOOLS IS
 NOW IN SYDNEY
 LEARN A NEW LANGUAGE
 IN 10-20 WEEKS
 LATEST METHODS
 DAY AND EVENING COURSES
 BUSINESS, HOSPITALITY
 OR TRAVEL
 CHOICE OF 9 LANGUAGES
 Phone for Appointment
 938 0977

C

**DO YOU WANT TO LEARN
 ENGLISH SOMEWHERE DIFFERENT?**
 Then come to Perth, the Picturesque
 Capital City of Western Australia
 Situated on the beautiful Swan River,
 Perth offers you ...
 • Mediterranean climate
 • lovely Indian Ocean beaches
 • every sport imaginable
 • multicultural society
 • government owned TAFE Colleges
 • high standards of facilities and staff
 • maximum flexibility
 • hostel or homestay accommodation
 Intensive English Courses Available
 • 5 intakes per year
 • 10 week modules
 • multicultural classes
 • optional programs
 • Cost: \$2000 AUD per 10 weeks
 Study Tours Available
 • English/cultural/tourism
 For further details, contact:
 TAFE International,
 Level 5, 1 Mill Street,
 Perth 6000, Western Australia
 Telephone: 619 320 3777

D

French
 SUMMER COURSES
 January 1997
Adults' Crash Course 9-19 Jan
 Intensive 3 or 4 hrs a day,
 morning or evening 30 hrs \$250
 (Beginners and Low Intermediate only)
Adults' Normal Course 9 Jan-4 March
 10 levels from Beginner to Advanced
 Twice a week - 2 hrs morning or evening
 Once a week, Saturday 9am-1.30pm 32hrs \$278
High School Crash Course 11-25 Jan
 Intensive 3 hrs a day, 1pm-4pm
 Years 8 to 12 24hrs \$200
 Starts Wednesday 11.1.97
Club Français
 27 Claire St, Sydney, Phone 227 1746

E

UNIVERSITY OF CANBERRA
Learn English in Australia's National Capital
 • The TESOL Centre has more than 24 years' experience in providing quality language programs for overseas students
 • Test preparation, possibility of further academic study
 • Access to University facilities
 • Classes conducted on campus with opportunity to mix with Australian students

Questions 9–13

Read the notice about road works below. In boxes 9–13 on your answer sheet write

TRUE if the statement is true

FALSE if the statement is false

NOT GIVEN if the information is not given in the notice

- 9 The road will be closed for two days and not re-opened until Monday.
- 10 The road will be open as far as Little Street.
- 11 Work on the road will continue each weekend for the next month.
- 12 Temporary traffic lights will operate at intersections with Main Street.
- 13 There will be bus services to the university throughout the weekend.

MAIN STREET, GATTON RE-DEVELOPMENT

ROAD WIDENING TO AFFECT WEEKEND TRAFFIC AND BUS SERVICES TO THE UNIVERSITY CAMPUS

The next stage in the re-development of the roads in the town of Gatton will mean that Main Street will be closed between Little and Denning Streets from 6am on Saturday, 12 August to 6pm on Sunday, 13 August. The intersections of these streets with Main Street will not be affected.

We expect that the work will be completed at this time without further disruption to traffic.

Motorists should note that Main Street will be closed over the weekend during the hours indicated.

No university bus services will operate through the area between Little and Denning Streets. However, alternative services will operate on bus routes 566 and 45 between Gatton Road, the town centre and the university.

The Transport and Roads Department apologises for any inconvenience caused while improvements are in progress.

SECTION 2 Questions 14-26**Questions 14-19**

Read the enrolment details for Ashwood College on the following page and look at the statements below.

In boxes 14-19 on your answer sheet write

TRUE if the statement is true

FALSE if the statement is false

NOT GIVEN if the information is not given in the passage

<i>Example</i>	Answer
Overseas students may enroll for a course at the college from their home country	TRUE

- 14 Overseas students must pay a deposit when they apply for a course at the college.
- 15 Outstanding fees are payable by the end of the first week of the course.
- 16 Classes are organised according to ability level.
- 17 There is a break between each lesson.
- 18 Students may change courses at any time during the term.
- 19 Any student is permitted to take a week's holiday during a 12-week course.

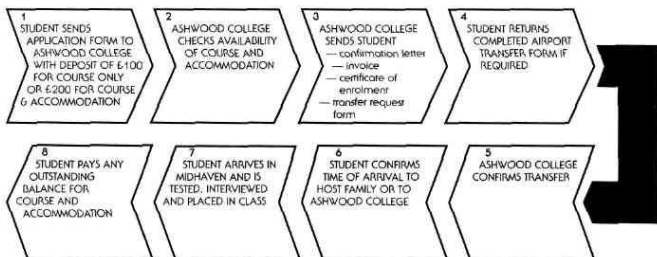
ASHWOOD

COLLEGE

How to enrol if you are abroad . . .

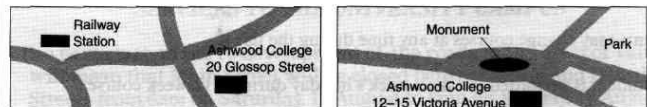
Please complete the Application Form and send this with the correct Non-Returnable Deposit (see below) to: The Overseas Registrar, Ashwood College, 20 Glossop Street, Mithaven.

Tel: 01423-968075; Fax: 01423-968076.



How to enrol if you are in Mithaven . . .

We invite you to visit us and see the school. After an assessment you will be able to reserve a place on the next available course. We have two centres in Mithaven.



Deposits/payment

1. Your enrolment form must be accompanied by the course deposit of £100 or, if you are booking accommodation through the school, your course and accommodation deposit of £200.
2. Any balance of course and accommodation fees must be paid in full by the first day of your course.
3. All bank charges incurred in sending money to Ashwood College must be paid by the student.
4. Deposits and payments are non-refundable and non-transferable.
5. A charge of £20 will be made for any changes made to bookings.

Conditions

Timetable

Each hour consists of 50 minutes' tuition and a 10-minute break.

Public and School Holidays

There is no reduction in the fee where a course includes a Public Holiday, except for two weeks at Christmas.

Age

The above centres of Ashwood College do not accept students under 16 years of age.

Attendance

Students are expected to attend regularly and on time. Students forfeit tuition if they arrive late, are absent or leave before the course ends.

Student Holidays

Students on long courses except examination preparation courses may take a holiday of one week every 12 weeks without losing their course fee for this period.

Location and Time of Courses

Ashwood College has two all-year centres and a summer centre in Mithaven. Before entry to the school, students must take an entry test to determine the level of class they enter. We cannot guarantee the time or location of a student's course although every attempt is made to place students in the centre and at the time of their choice.

Questions 20-26

Read the information on the Language Institute on the following page.

Complete the summary of information below.

Choose **NO MORE THAN THREE WORDS AND/OR NUMBERS** from the passage for each answer.

Write your answers in boxes 20-26 on your answer sheet.

SUMMARY

<i>Example</i>	Answer
Overseas students who study at may choose to spend more of their free time	Totara Language Institute

with local students by applying for a room in the ...**20**... . Places are available here even for students enrolled on the minimum length course of ...**21**.... Class sizes for each course range from ...**22**... students and all the class teachers are well qualified; many of them teach on graduate programmes in areas such as applied linguistics. As a member of the Language Institute you will automatically be able to join the ...**23**... .

Hamilton can offer students a wide range of social activities. The city itself lies on either side of the ...**24**... which results in some very ...**25**... views and enjoyable walks in the gardens.

The Institute employs an activities co-ordinator who can help you organise your free time and you may also wish to make use of this service for planning your ...**26**... when you leave New Zealand. Remember that a student permit is not valid when you have finished your studies.

THE TOTARA LANGUAGE INSTITUTE NEW ZEALAND

Study English in a national university with students from many countries.

- 4-week blocks
- 5 hours' tuition each day
- examination preparation
- university entry (with appropriate academic and English requirements)

Choice of accommodation for all students - homestays with local families or in Halls of Residence with New Zealand students.

The Totara Language Institute is part of the University of Waikato in the city of Hamilton, in New Zealand's North Island. Intensive English classes are taught in four-week blocks throughout the year and students may enrol for as many blocks as they wish. Classes are for 5 hours each day, Monday to Friday, and include preparation for several international English language examinations. All the courses are taught by highly qualified teachers, many of whom also teach on Language Institute graduate programmes in second language teaching and applied linguistics. Classes are small, usually from 10-12 students with a maximum number of 15, and normally contain a mix of students from a wide range of countries. Students who study English at the Language Institute become international members of the Waikato Students' Union. The option is available to move on to university study if students meet the English language and academic entry levels for their choice of programme. The Language Institute provides student support, welfare and activities services. Students are met at Auckland airport on arrival and accommodation is provided with local families or in University Halls of Residence with New Zealand students.

Hamilton, one of New Zealand's fastest growing cities, is ideally located for a wide range of leisure and cultural activities. The Waikato river, the longest river in New Zealand, flows through the centre of the city, providing a picturesque and park-like setting of riverside walks and gardens. The Waikato region is a diverse agricultural area, rich in historic sites, arts and crafts, hot springs, native forests, mountains and rivers. Within easy reach is an unspoilt coastline; the wild and rugged west coast beaches famous for surfing, and the more peaceful east coast resorts are only a short drive from Hamilton. Further afield the mountains of the central North Island, 3 hours' drive away, provide superb ski facilities in winter, and hiking country in summer.

The Language Institute activities co-ordinator can assist students to arrange any sport and leisure activities. Assistance is also available for ongoing travel arrangements for students. Students on a visitor visa or work permit may study for a maximum of 3 months. Courses of longer duration require a student permit which is issued for the length of study only.



SECTION 3 Questions 27-40

Read the passage on the following pages.

Question 27

*From the list below choose the most suitable title for the whole of the Reading Passage. Write the appropriate letter **A-D** in box 27 on your answer sheet.*

- A Pollution control in coal mining
- B The greenhouse effect
- C The coal industry and the environment
- D Sustainable population growth

Questions 28-31

*The Reading Passage has four sections **A-D**.*

*Choose the most suitable heading for each section from the list of headings below. Write the appropriate numbers **i-viii** in boxes 28-31 on your answer sheet.*

List of Headings	
i	Global warming
ii	The dangers of the coal industry
iii	Superclean coal
iv	Environment protection measures
v	Coal as an energy source
vi	Coal and the enhanced greenhouse effect
vii	Research and development
viii	Mining site drainage

- 28** Section **A**
- 29** Section **B**
- 30** Section **C**
- 31** Section **D**



- A** Coal is expected to continue to account for almost 27 per cent of the world's energy needs. However, with growing international awareness of pressures on the environment and the need to achieve sustainable development of energy resources, the way in which the resource is extracted, transported and used is critical.

A wide range of pollution control devices and practices is in place at most modern mines and significant resources are spent on rehabilitating mined land. In addition, major research and development programmes are being devoted to lifting efficiencies and reducing emissions of greenhouse gases during coal consumption. Such measures are helping coal to maintain its status as a major supplier of the world's energy needs.

- B** The coal industry has been targeted by its critics as a significant contributor to the greenhouse effect. However, the greenhouse effect is a natural phenomenon involving the increase in global surface temperature due to the presence of greenhouse gases - water vapour, carbon dioxide, tropospheric ozone, methane and nitrous oxide - in the atmosphere. Without the greenhouse effect, the earth's average surface temperature would be 33-35 degrees C lower, or -15 degrees C. Life on earth, as we know it today, would not be possible.

There is concern that this natural phenomenon is being altered by a greater build-up of gases from human activity, perhaps giving rise to additional warming and changes in the earth's climate. This additional build-up and its forecast outcome has been called the enhanced greenhouse effect. Considerable uncertainty exists, however, about the enhanced greenhouse effect, particularly in relation to the extent and timing of any future increases in global temperature.

Greenhouse gases arise from a wide range of sources and their increasing concentration is largely related to the compound effects of increased population, improved living standards and changes in lifestyle. From a current base of 5 billion, the United Nations predicts that the global population may stabilise in the twenty-first century between 8 and 14 billion, with more than 90 per cent of the projected increase taking place in the world's developing nations. The associated activities to support that growth, particularly to produce the required energy and food, will cause further increases in greenhouse gas emissions. The challenge, therefore, is to attain a sustainable balance between population, economic growth and the environment.

The major greenhouse gas emissions from human activities are carbon dioxide (CO₂), methane and nitrous oxide. Chlorofluorocarbons (CFCs) are the only major contributor to the greenhouse effect that does not occur naturally, coming from such sources as refrigeration, plastics and manufacture. Coal's total contribution to greenhouse gas emissions is thought to be about 18 per cent, with about half of this coming from electricity generation.

- C** The world-wide coal industry allocates extensive resources to researching and developing new technologies and ways of capturing greenhouse gases. Efficiencies are likely to be improved

dramatically, and hence CO₂ emissions reduced, through combustion and gasification techniques which are now at pilot and demonstration stages.

Clean coal is another avenue for improving fuel conversion efficiency. Investigations are under way into superclean coal (3–5 per cent ash) and ultraclean coal (less than 1 per cent ash). Superclean coal has the potential to enhance the combustion efficiency of conventional pulverised fuel power plants. Ultraclean coal will enable coal to be used in advanced power systems such as coal-fired gas turbines which, when operated in combined cycle, have the potential to achieve much greater efficiencies.

- D** Defendants of mining point out that, environmentally, coal mining has two important factors in its favour. It makes only temporary use of the land and produces no toxic chemical wastes. By carefully pre-planning projects, implementing pollution control measures, monitoring the effects of mining and rehabilitating mined areas, the coal industry minimises the impact on the neighbouring community, the immediate environment and long-term land capability.

Dust levels are controlled by spraying roads and stockpiles, and water pollution is controlled by carefully separating clean water runoff from runoff which contains sediments or salt from mine workings. The latter is treated and re-used for dust suppression. Noise is controlled by modifying equipment and by using insulation and sound enclosures around machinery.

Since mining activities represent only a temporary use of the land, extensive rehabilitation measures are adopted to ensure that land capability after mining meets agreed and appropriate standards which, in some cases, are superior to the land's pre-mining condition. Where the mining is underground, the surface area can be simultaneously used for forests, cattle grazing and crop raising, or even reservoirs and urban development, with little or no disruption to the existing land use. In all cases, mining is subject to stringent controls and approvals processes.

In open-cut operations, however, the land is used exclusively for mining but land rehabilitation measures generally progress with the mine's development. As core samples are extracted to assess the quality and quantity of coal at a site, they are also analysed to assess the ability of the soil or subsoil material to support vegetation. Topsoils are stripped and stockpiled prior to mining for subsequent dispersal over rehabilitated areas. As mining ceases in one section of the open-cut, the disturbed area is reshaped. Drainage within and off the site is carefully designed to make the new land surface as stable as the local environment allows: often dams are built to protect the area from soil erosion and to serve as permanent sources of water. Based on the soil requirements, the land is suitably fertilised and revegetated.

Questions 32-36

Choose the appropriate letters **A-D** and write them in boxes 32-36 on your answer sheet.

- 32** The global increase in greenhouse gases has been attributed to
A industrial pollution in developing countries.
B coal mining and electricity generation.
C reduced rainfall in many parts of the world.
D trends in population and lifestyle.
- 33** The proportion of all greenhouse gases created by coal is approximately
A 14 per cent.
B 18 per cent.
C 27 per cent.
D 90 per cent.
- 34** Current research aims to increase the energy-producing efficiency of coal by
A burning it at a lower temperature.
B developing new gasification techniques.
C extracting CO₂ from it.
D recycling greenhouse gases.
- 35** Compared with ordinary coal, new, 'clean' coals may generate power
A more cleanly and more efficiently.
B more cleanly but less efficiently.
C more cleanly but at higher cost.
D more cleanly but much more slowly.
- 36** To control dust at mine sites, mining companies often use
A chemicals which may be toxic.
B topsoil taken from the site before mining.
C fresh water from nearby dams.
D runoff water containing sediments.

Questions 37-40

Do the following statements reflect the opinions of the writer in the Reading Passage?

In boxes 37—40 on your answer sheet write

YES *if the statement reflects the opinion of the writer*
NO *if the statement contradicts the writer*
NOT GIVEN *if it is impossible to say what the writer thinks about this*

- 37** The coal industry should be abandoned in favour of alternative energy sources because of the environmental damage it causes.
- 38** The greatest threats to the environment are the gases produced by industries which support the high standard of living of a growing world population.
- 39** World population in the twenty-first century will probably exceed 8 billion.
- 40** CFC emissions have been substantially reduced in recent years.

General Training: Reading and Writing

Test B

READING

SECTION 1 *Questions 1-13*

Questions 1-4

Read the information on *The Medicine* in the passage below.

Do the following statements agree with the information in the passage?

In boxes 1—4 on your answer sheet write

YES if the statement agrees with the information
NO if the statement contradicts the information
NOT GIVEN if there is no information about this in the passage

Example

You must shake the bottle before take the medicine

Answer

YES

- 1 You should lie down after you have taken the medicine.
- 2 You must stop taking the medicine if your eyesight is affected.
- 3 You must stop taking the medicine when you feel better.
- 4 This medicine is suitable for a person of any age.

The Medicine

- This medicine must be taken as directed.
- Before using, shake the bottle.
- Dose: 50ml to be taken twice daily after the midday and evening meals.

Instructions:

- Do not take this medicine on an empty stomach or immediately before lying down.
- If any of the following occur, discontinue taking the medicine and contact your doctor: dizziness, vomiting, blurred vision.
- This medicine is not available without a prescription and is not suitable for children under 5 years.
- Once you have begun to take this medicine you must continue to take it until the bottle is empty, unless advised otherwise by your doctor.
- Only one course of this medicine should be taken in a period of six months.
- Expiry date: 16 February, 2004

Questions 5-9

Look at the notice below.

Using **NO MORE THAN THREE WORDS AND/OR A NUMBER** answer the following questions.

Write your answers in boxes 5-9 on your answer sheet.

<i>Example</i>	Answer	
What has been found in some Fancy Foods products?	pieces of metal	

- 5 Where can you find the batch number on the jars?
- 6 How much will you receive for an opened jar of contaminated Chicken Curry?
- 7 If you have eaten Chicken Curry from a jar with one of the batch numbers listed, whom should you contact?
- 8 What information do they ask you to provide about the jar of Chicken Curry you ate?
- 9 What is the maximum reward Fancy Foods is offering for information about who contaminated their product?

IMPORTANT NOTICE: PRODUCT RETURN

Fancy Foods wishes to inform the public that pieces of metal have been found in some jars of Fancy Foods Chicken Curry (Spicy). The batches of the Jars involved have numbers from J6617 to J6624. The batch number is printed on the bottom of each jar.

If you have any jars with these batch numbers, please return them (preferably unopened) to the supermarket where you purchased them. You can also return them to the factory (Fancy Foods Retailers, Blacktown). Fancy Foods will pay \$10 for each jar returned unopened and \$5 for each jar already opened.

No payment will be made for empty jars, which do not need to be returned. However, the company's Retailing Manager will be interested to hear from people who have consumed chicken curry from any of the above batch numbers. In particular, it will be helpful if they can give information about the place of purchase of the product.

Jars of Fancy Foods Chicken Curry (Coconut) and Fancy Foods Chicken Curry (Mango) have not been affected and do not need to be returned.

REWARD

Fancy Foods will pay a reward of \$10,000 to \$50,000 for information which leads to the conviction of any person found guilty of placing metal pieces in its products. If you have such information, please contact the Customer Relations Manager, Fancy Foods Retailers, Blacktown.

Questions 10-13

Look at the extract from a brochure on the following page.

From the list of headings below, choose the most suitable headings for Sections C-F.

Write the appropriate numbers i-viii in boxes 10-13 on your answer sheet.

Example Section A	Answer vii
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10 Section C

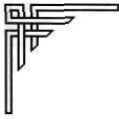
11 Section D

12 Section E

13 Section F

List of Headings

- i Payment options
- ii Save money by not paying interest
- iii Choosing your style of furniture
- iv Free advice on furnishing your home
- v Location of stores
- vi Applying for a card
- vii Ordering furniture from home
- viii A wide range of furniture



FABULOUS FURNITURE



Section A

Have you ever wanted to buy a small bedside table? Or a dinner table for 20 people? If you want it, we've got it! Fabulous Furniture has Australia's widest choice of furniture.

Section B

If you visit a Fabulous Furniture store, you can have your furniture - right now - using our Fabulous Furniture Credit Card. When you see something you really want, you can have it straight away, and pay later.

Section C

Unlike most cards, the Fabulous Furniture Credit Card offers a full 60-day interest-free period on every Fabulous purchase - no matter when you make your purchase. This leaves you with more money to spend on other things.

Section D

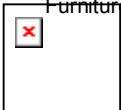
- You may choose to pay the full amount within 60 days. In this case, you pay no interest.
- You may spread your payments over a longer period. In this case, interest will be charged after the initial 60-day interest-free period.

Section E

Application is absolutely free! Nor are there any annual fees or administration fees. Just fill in the application form and bring it to your nearest Fabulous Furniture store. Your application will be processed promptly and you can begin making purchases immediately after your application is approved.

Section F

We have stores in every major city, so you're never far away from a Fabulous Furniture store. For our addresses, just check in your local telephone directory.



SECTION 2 **Questions 14-27**

Questions 14-17

Read the notice on the following page about Student Clubs and Societies.

The notice has four main paragraphs **A-D**.

Choose the most suitable heading for each paragraph from the list of headings below.

Write the appropriate numbers i-x in boxes 14-17 on your answer sheet.

List of Headings	
i	English Society
ii	Education Club
iii	Film Appreciation Society
iv	Drama Society
v	Music Club
vi	Games Society
vii	Women's Club
viii	Debating Club
ix	United Nations Student Club
x	Technical Students' Club

14 Paragraph A

15 Paragraph B

16 Paragraph C

17 Paragraph D

Questions 18 and 19

Using **NO MORE THAN THREE WORDS**, answer the following questions.

Write your answers in boxes 18 and 19 on your answer sheet.

18 How do you let the CAS President know you are interested in joining a club?

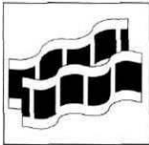
19 How often is the CAS Ball held?

STUDENT CLUBS AND SOCIETIES

Desperate to find friends with common interests?
Urgently in need of student contacts around college?
Looking for different cultural and religious experiences?
Wanting some good discussion?

Don't look any further!

JOIN A CLUB OR SOCIETY AND HAVE FUN!



A.....

This club was first started by a group of friends who enjoyed going to the cinema. When our trips became more frequent we realised that there must be others who also shared our love of movies. This club is for those people. Membership gives wide access to other activities like basketball and football as well as barbecues and other social functions. We don't just enjoy movies.

B.....

The association has many opportunities to debate and we are a non-political unbiased international organisation which aims to promote international awareness on campus. We establish links and access to the organisation's agencies and other internationalist organisations and their resources. Our plans this year include discussion groups, guest speakers and to build a model of the UN General Assembly.

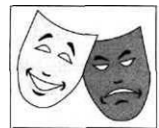


C.....

Whether for fun or debating experience, we discuss everything from personal experience, future society or feminism. This year we plan an internal competition, weekly debates and beginners' lessons as well as chances to compete nationally. Whether it be to improve your verbal or social skills the society provides both!

D.....

Want to be a movie star? Then go somewhere else! On the other hand, want to work really hard for great rewards? Then come and join the club where interesting theatre is created. We usually put on three productions each year. So if you like to write, paint, act, direct or do anything in the theatre, come and put your name down with us.



If you are interested in joining any of these clubs, you can leave a message for the President at the CAS Office in the Student Union Building.

And don't forget the CAS Ball is an annual event!

This year it's being held on 22 December!

Questions 20-27

It is possible for some students in Higher Education in Britain to borrow money through a government scheme. These loans are called 'student loans' and are described in the passage on the following page.

Read the passage and answer Questions 20-27 below.

In boxes 20-27 on your answer sheet write

YES if the answer to the question is 'yes'
NO if the answer to the question is 'no'
NOT GIVEN if the information is not given in the passage

Example

I'm a full-time student at a local college of Higher Education. I already get a standard maintenance grant. Does this mean I'm not eligible for a student loan?

Answer
NO

- 20 I'm taking a month's cookery course at a local college. It's a private catering college. I'm going a couple of evenings a week, after work. I get a diploma at the end of it. Can I get some help with a student loan?
- 21 I'm starting a foundation course in September. It's full time and after a year I hope to get on to a degree course. The fees for the actual course are being paid for by my Local Authority. Am I eligible for a student loan?
- 22 I finish my first degree in July. I've got a place on a Postgraduate Certificate in Education course to start in September. Will the Local Authority pay the tuition fees for this course?
- 23 Now all her children are grown up my mother says she'd like to finish the studies she was forced to give up earlier in life. She's 48 now and her course is full-time for a year. Is she too old to get a student loan?
- 24 I've already been given a small scholarship to cover some of my tuition fees. Can I still get a student loan?
- 25 I'm actually staying with my aunt while I'm at college. Will the Student Loans Company want to know how much she earns?
- 26 I owed the bank rather a lot of money a few years ago. It's all paid back now but they won't lend me any more. Will this disqualify me from getting a student loan?
- 27 I took a course a couple of years ago, got a student loan, but had to withdraw half-way through. I've kept up all my payments on my loan. Am I eligible for a second loan?

Student Loans

The Government has been funding a loans scheme for students in Higher Education since September 1990.

These loans are available as a 'top up' to the standard grant. Although the loan is intended to supplement the grant for living costs, eligibility for a student loan is not restricted to those who receive a maintenance grant.

The decision whether or not to take the loan is yours.

Eligibility

You are eligible for a student loan if you are a UK resident and are attending a full-time Higher Education course, below postgraduate level, or a Postgraduate Certificate in Education course, provided you start your course before your 50th birthday. Fulltime courses last at least one academic year and include sandwich courses which combine time at college with time spent in a workplace.

Eligible courses are offered by colleges, universities, the Scottish grant-aided colleges and other publicly funded institutions providing Higher Education courses.

In general, eligible courses include first degree courses or their equivalents and any other courses for which your

Local Authority will pay your tuition fees.

Your financial circumstances

Students who want loans are not 'means tested' or 'credit vetted' - all those eligible will obtain a loan.

This means that:

- The amount of your maintenance grant or tuition fees does not matter.
- Other income, if any, is not taken into account.
- Any previous student loans are not taken into account.
- The income of your parents, spouse, partner or other relatives is not taken into account.
- Your previous financial record is not a consideration.

When to apply for a loan

If you would like more information on how to apply for a student loan in readiness for your entry to Higher Education in Autumn 2003, then you should contact The Student Loans Company from June 2003 onwards.

Once in Higher Education, you can apply for a loan at any time in the academic year.

SECTION3 **Questions 28-40**

Look at the passage below.

FIRST IMPRESSIONS COUNT

- A** Traditionally uniforms were — and for some industries still are — manufactured to protect the worker. When they were first designed, it is also likely that all uniforms made symbolic sense - those for the military, for example, were originally intended to impress and even terrify the enemy; other uniforms denoted a hierarchy - chefs wore white because they worked with flour, but the main chef wore a black hat to show he supervised.
- B** The last 30 years, however, have seen an increasing emphasis on their role in projecting the image of an organisation and in uniting the workforce into a homogeneous unit — particularly in ‘customer facing’ industries, and especially in financial services and retailing. From uniforms and workwear has emerged ‘corporate clothing’. “The people you employ are your ambassadors,” says Peter Griffin, managing director of a major retailer in the UK. “What they say, how they look, and how they behave is terribly important.” The result is a new way of looking at corporate workwear. From being a simple means of identifying who is a member of staff, the uniform is emerging as a new channel of marketing communication.
- C** Truly effective marketing through visual cues such as uniforms is a subtle art, however. Wittingly or unwittingly, how we look sends all sorts of powerful subliminal messages to other people. Dark colours give an aura of authority while lighter pastel shades suggest approachability. Certain dress style creates a sense of conservatism, others a sense of openness to new ideas. Neatness can suggest efficiency but, if it is overdone, it can spill over and indicate an obsession with power. “If the company is selling quality, then it must have quality uniforms. If it is selling style, its uniforms must be stylish. If it wants to appear innovative, everybody can’t look exactly the same. Subliminally we see all these things,” says Lynn Elvy, a director of image consultants *House of Colour*.
- D** But translating corporate philosophies into the right mix of colour, style, degree of branding and uniformity can be a fraught process. And it is not always successful. According to *Company Clothing* magazine, there are 1000 companies supplying the workwear and corporate clothing market. Of these, 22 account for 85% of total sales - £380 million in 1994.
- E** A successful uniform needs to balance two key sets of needs. On the one hand, no uniform will work if staff feel uncomfortable or ugly. Giving the wearers a choice has become a key element in the way corporate clothing is introduced and managed. On the other, it is pointless if the look doesn’t express the business’s marketing strategy. The greatest challenge in this respect is time. When it comes to human perceptions, first impressions count. Customers will size up the way staff look in just a few seconds, and that few seconds will colour their attitudes from then on. Those few seconds can be

	so important that big companies are prepared to invest years, and millions of pounds, getting them right.
F	In addition, some uniform companies also offer rental services. "There will be an increasing specialisation in the marketplace," predicts Mr Blyth, Customer Services Manager of a large UK bank. The past two or three years have seen consolidation. Increasingly, the big suppliers are becoming 'managing agents', which means they offer a total service to put together the whole complex operation of a company's corporate clothing package - which includes reliable sourcing, managing the inventory, budget control and distribution to either central locations or to each staff member individually. Huge investments have been made in new systems, information technology and amassing quality assurance accreditations.
G	Corporate clothing does have potential for further growth. Some banks have yet to introduce a full corporate look; police forces are researching a complete new look for the 21st century. And many employees now welcome a company wardrobe. A recent survey of staff found that 90 per cent welcomed having clothing which reflected the corporate identity.

Questions 28-33

The passage *First Impressions Count* has seven paragraphs **A—G**.

Which paragraphs discuss the following points?

Write the appropriate letters **A-G** in boxes 28-33 on your answer sheet.

Example the number of companies supplying the corporate clothing market	Answer D
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- 28 different types of purchasing agreement
- 29 the original purposes of uniforms
- 30 the popularity rating of staff uniforms
- 31 involving employees in the selection of a uniform
- 32 the changing significance of company uniforms
- 33 perceptions of different types of dress

Questions 34-40

Do the following statements agree with the views of the writer of the passage?

In boxes 34-40 on your answer sheet write

YES *if the statement agrees with the writer's views*

NO *if the statement contradicts the writer's views*

NOT GIVEN *if it is impossible to say what the writer thinks about this*

- 34** Uniforms were more carefully made in the past than they are today.
- 35** Uniforms make employees feel part of a team.
- 36** Using uniforms as a marketing tool requires great care.
- 37** Being too smart could have a negative impact on customers.
- 38** Most businesses that supply company clothing are successful.
- 39** Uniforms are best selected by marketing consultants.
- 40** Clothing companies are planning to offer financial services in the future.