

**Open Competitive Examination for Recruitment to the Post of Staff Assistants-01
of the Bank of Ceylon - 2025**

English Language – Model Paper 7

Time: 2 Hours

- 1) Fill in each blank of the following text using the most appropriate form of the verb given in brackets.

As part of their annual performance review, all banking officers
..... (1. attend) a training session organized by the HR Department.
Last week, a special program (2. conduct) at the Colombo
Head Office. The participants. (3. encourage) to take part
in multiple workshops that (4. focus) on leadership,
financial compliance, and customer service.

Although most officers actively (5. participate), a few
..... (6. not complete) the pre-session reading tasks. The
trainers (7. prepare) thoroughly and
(8. deliver) highly interactive lessons. One of the trainers even
(9. ask), “(10. review / you) the risk management material
before coming today?”

The training modules (11. divide) into theoretical and practical
sections. During the simulations, real-life banking scenarios
(12. act out) by the officers themselves. One officer said, “I
(13. never handle) a fraud case before, but this activity really helped.” Another added, “Why
..... (14. include / they / not) digital banking risks in
this session?”

At the end of the week, feedback forms (15. distribute),
and everyone (16. request) to give honest comments.

Interestingly, some officers (17. not submit) their feedback, and one manager asked, “..... (18. forget / you) to fill in your form?”

Moving forward, the bank (19. plan) to hold such training every quarter. They believe it(20. help) staff stay updated and deliver better service.

2) Underline the correct word, selecting from those given in brackets.

- I The officer's decision was highly by the public. (critic, criticism, critical, criticised)
- II It is important to check the of all documents before submission. (valid, validity, validation, validate)
- III Her to adapt to new environments helped her succeed abroad. (flexible, flexibility, flexibly, flexing)
- IV The new immigration rule aims to reduce the number of entries. (authority, unauthorised, authorise, authorising)
- V The department's was questioned after a major data breach. (securing, security, secure, securely)
- VI The new digital system has improved the of processing applications. (efficiency, efficient, efficiently, effect)
- VII Applicants must show proof of their in the country. (reside, resident, residency, residential)
- VIII The officer was praised for her handling of the situation. (diplomacy, diplomatic, diplomatically, diplomat)

IX Any form of behaviour will not be tolerated during interviews. (aggressive, aggression, aggressor, aggressively)

X The website provides clear on how to apply for a visa. (instructions, instructing, instructionally, instruct)

3) Choose the most appropriate conjunction to complete each sentence. Use the options given below. Each conjunction may be used only once.

(although, unless, whereas, despite, in case, so that, while, provided that, since, nevertheless, whether, even though, therefore, as long as, moreover)

1. He submitted the loan application on time, _____ he had all the required documents ready.
2. We will approve the transaction _____ you verify the customer's identity.
3. The seminar was well-organized; _____, the turnout was lower than expected.
4. I'm not sure _____ the client wants to proceed with the investment plan.
5. She continued working late hours _____ her poor health.
6. The new manager is strict, _____ he is also fair and supportive.
7. The cashier couldn't balance the account; _____, she had to stay late.
8. The staff meeting was going on _____ the security drill started.
9. You won't be able to open the account _____ you provide proof of address.
10. _____ the project was challenging, the team completed it ahead of schedule.
11. Employees can access the portal from home, _____ they follow the security protocol.
12. The teller verified the signature twice, _____ he wasn't convinced it was genuine.
13. We should print extra copies of the agreement _____ the client asks for them.
14. He was promoted, _____ his lack of formal banking qualifications.
15. _____ we receive confirmation from the central bank, we cannot proceed with the transaction.
16. The company not only launched a new mobile app, _____ it also upgraded its online platform.

- 4) Read the passage given below. Then, underline the meaning that is most appropriate to the context for the words given in bold type from 1-10.

Artificial Intelligence and the Future of Work

Artificial Intelligence (AI) continues to **transform** (1) industries worldwide, driving innovation while raising ethical and economic questions. In the banking sector, AI is being rapidly **implemented** (2) to handle data processing, fraud detection, and customer service. These advances, however, **necessitate** (3) a workforce that is digitally proficient and adaptable.

Although AI reduces the workload on repetitive tasks, it may also lead to the **redundancy** (4) of certain roles. This has triggered debate among professionals who worry about the **implications** (5) of over-reliance on technology. Many financial institutions are now striving to **upskill** (6) their employees through targeted training and development programmes.

Companies that successfully embrace AI tend to **streamline** (7) their operations, increase efficiency, and enhance customer experience. Yet, the rapid pace of change has led to **resistance** (8) among employees who feel overwhelmed or displaced by new systems.

Governments and regulators are now working to **safeguard** (9) public interests by creating legal frameworks to guide AI use. A delicate **equilibrium** (10) must be maintained between technological advancement and social responsibility.

- I. transform
 - a) paint something in a new colour
 - b) change completely in form or function
 - c) transport across locations

- II. implemented
 - a) discussed casually
 - b) delayed indefinitely

c) put into effect or action

III. necessitate

a) make essential or required

b) suggest politely

c) reduce the importance of

IV. redundancy

a) the use of more words than necessary

b) the state of being no longer needed for a job

c) a repetition for emphasis

V. implications

a) silent approval

b) possible consequences or effects

c) direct accusations

VI. upskill

a) reduce someone's position

b) upgrade someone's abilities through learning

c) assign new tasks randomly

VII. streamline

a) make a process simpler and more efficient

b) block with unnecessary steps

c) follow a narrow river path

VIII. resistance

a) act of pushing back against something new

b) ability to float in water

c) acceptance of change

- IX. safeguard
 - a) monitor casually
 - b) protect from harm or risk
 - c) slow down progress

- X. equilibrium
 - a) a static object
 - b) a condition of balance or stability
 - c) a tendency to fall apart

5) Read the text and answer the questions.

The Impact of Singapore-Sri Lanka Free Trade Agreement on Sri Lankan Professionals

In recent years, the Singapore-Sri Lanka Free Trade Agreement (SLSFTA) has emerged as a pivotal force in shaping the economic landscape of Sri Lanka. While the agreement encompasses various sectors, its impact on Sri Lankan professionals has been a subject of intense scrutiny and debate. The SLSFTA aims to facilitate the flow of goods and services between the two nations, fostering economic growth and creating new opportunities. However, the implications for professionals in Sri Lanka are multifaceted, with both positive and challenging aspects.

One notable advantage for Sri Lankan professionals is the potential for expanded job markets. The agreement opens avenues for skilled individuals to explore employment opportunities in Singapore, a global economic hub. This cross-border mobility not only enhances career prospects for Sri Lankan professionals but also facilitates knowledge exchange, contributing to the overall skill development in the country.

On the flip side, concerns have been raised about the potential influx of foreign professionals into Sri Lanka. Critics argue that the agreement may lead to increased competition for jobs within the country, potentially affecting local professionals. Additionally, there are worries about a "brain drain" as highly skilled individuals may be lured by better prospects abroad, leaving a skills gap in key sectors of the Sri Lankan economy.

Furthermore, the SLSFTA is expected to impact certain industries more than others. For instance, the information technology and finance sectors may witness a surge in demand for skilled professionals, driven by increased collaboration and business activities between the two nations. Conversely, traditional sectors might face challenges in adapting to the changing dynamics, requiring a concerted effort to reskill and remain competitive in the global market. In conclusion, the Singapore-Sri Lanka Free Trade Agreement undoubtedly presents both opportunities and challenges for Sri Lankan professionals. The key lies in strategic planning, effective policy implementation, and continuous skill development to harness the benefits of the agreement while mitigating potential drawbacks. As the agreement unfolds, its true impact on the professional landscape of Sri Lanka will become clearer, shaping the trajectory of the nation's workforce in the years to come.

I. What is the primary aim of the Singapore-Sri Lanka Free Trade Agreement (SLSFTA)?

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II. How does the SLSFTA benefit Sri Lankan professionals in terms of job opportunities?

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III. What concerns have been raised regarding the impact of the SLSFTA on local professionals in Sri Lanka?

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IV. In which sectors is there expected to be an increased demand for skilled professionals due to the SLSFTA?

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V. What potential challenge does the agreement pose in terms of the workforce and skills in Sri Lanka?

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