

# NetExam

Sri Lanka Institute of Information Technology

Select the most suitable answer from the suggested answers in the boxes to complete the following formal letter.

1. I have experienced inefficiency in 1. \_\_\_\_\_  an Issue Concerning the Internet Connection

2. I have been a satisfied customer of yours for over a year, but recently my connection has become

2.  intermittent  Even when it is working, it is so slow that it is unusable. I have actually

3.  informed  your customer service department of this via phone on two separate occasions.

4. and the problem has now been ongoing for around ten weeks. I would like to 4.  request

5. that an engineer is sent to my property since all attempts to resolve the issue remotely have failed. If you could contact me at this email address to arrange a suitable time, that would be great.

5.  furthermore  However , since I have not received the advertised service for two-and-a-half

6. months, I do not believe I should be charged for this period. The amount equates to £98.49; I will accept either a payment or a reduction in the total of future bills.

7. I hope we can resolve this situation promptly.

Next page

Read the following sentence and select the most appropriate sentence from the given list to make the sentence non-discriminatory.

I'll ask the old men to sit and wait until they are called.

Select one:

- ☐ a. I'll ask the pensioners to sit and wait until they are called.
- ☐ b. I'll ask the old man to sit and wait until he is called.
- ☒ c. I'll ask the old folks to sit and wait until they are called.
- ☐ d. I'll ask the old woman to sit and wait until she is called.

Next page



My resume is enclosed with this letter so you can review my education, work experience, and achievements. I would appreciate an opportunity to talk with you or a member of the marketing team to see how my experience and skills could benefit your company.

8

Choose... ▾

03 November 2020 2

Choose... ▾

Yours Sincerely 10

*Joseph De Silva*

Joseph De Silva 11

Choose... ▾

Joseph De Silva  
123 Main Street  
Kandana 1

Choose... ▾

Dear Mr Smith 4

Applying for the Post of Marketing Officer 5

Choose... ▾

Choose... ▾

Thank you for your time and consideration. I look forward to speaking with you in the near future. 9

Choose... ▾

I have five years of experience working as a Marketing Strategist for one of our local retail clothing stores. During my time in this role, I increased the number of website page views by 120 percent and reduced the cost of customer acquisition by 20 percent. In addition, our sales increased by 50 percent during that time. 7

Choose... ▾

I recently read an article about United International's new approach to digital marketing in Marketing Magazine Online, and I'm writing to inquire whether you have any marketing positions open. 6

Choose... ▾

Director  
Human Resources  
United International 3  
123 Business Rd  
Wattala

Choose... ▾

Finish attempt ...

Time left 1:03:12

1 2 3

NEW HEADING

4 5 6 7 8 9

12 13 14

NEW HEADING

15 16 17

FEEDBACK

18



NetExami

Sri Lanka Institute of Information Technology

Read the following sentence and select the most appropriate sentence from the given list to make the sentence non-discriminatory.  
Some scholars instructed the poetess to use her own language.

Select one:

- ☐ a. Some scholars instructed the poetess to use his/her own language.
- ☐ b. Some scholars instructed the poet to use his own language.
- ☐ c. Some scholars instructed the poetess to use own language.
- ☒ d. Some scholars instructed the poet to use the poet's own language.

x

i

h

Yours sincerely

Linda Lanarol

10

10

Linda Lanarol

Liberal Arts Department Chair

I would like to invite you to attend our upcoming Liberal Arts Department's Job Networking event. The event will be held on the afternoon of May 1, 2020. We wish to provide our graduating seniors with an opportunity to meet business leaders in the area who may be looking for new hires who hold degrees in the Liberal Arts.

6

6

Thank you

9

5

Invitation to Attend Liberal Arts Department Event

The event will be held at the Cox Student Center at the University of Colombo and will last about two to three hours. If you have an interest in attending or sending a company representative to meet with our students, please let me know at your earliest convenience and I can reserve a table for you.

7

4

Dear Mr Botheju

Thank for your time and I hope to hear from you soon

8

2

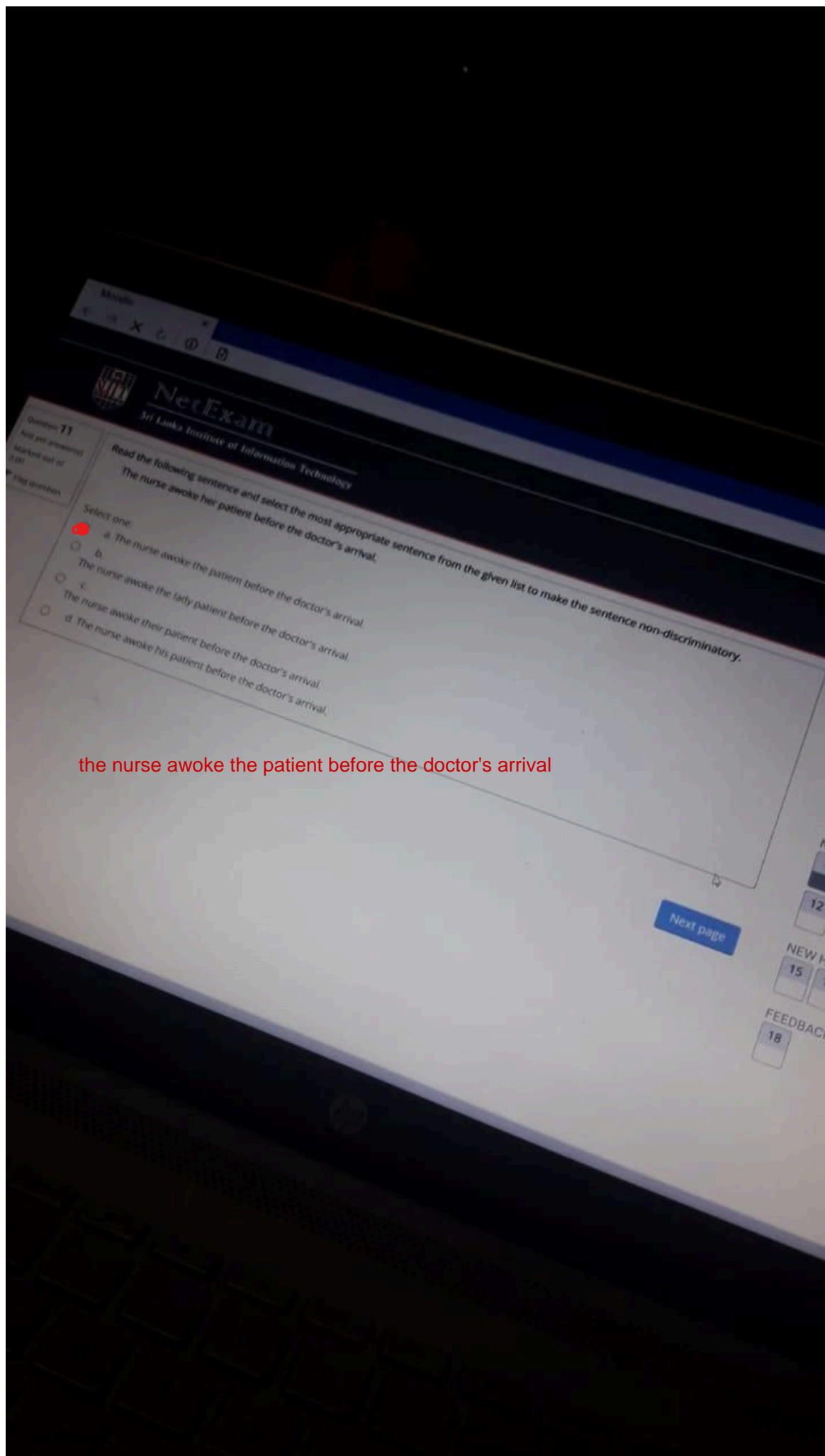
20 January 2020

Oscar Botheju  
Managing Editor  
Acme Graphic & Design  
123 Business Rd  
Colombo 05

3

1

Linda Lanarol



the nurse awoke the patient before the doctor's arrival





Question 13

Not yet answered

Marked out of 5.00

Flag question

Select whether the following statements are "true" or "false".

The term "working mother" is better than the term "housewife".

The term "postal worker" is unbiased than the term "mailman".

The term "sales associate" is a gender-biased term than "salesperson".

"All Asians are ambitious" is an appropriate expression to refer to Asians in an international meeting.

Using the phrase "see you later" to a person with visual impairment is appropriate.

not sure

False



True



True



False



True



Next page



## Question 13

Not yet answered

Marked out of  
2.00

Flag question

Select the gender-biased term from the given list to refer to "people".

Select one:

- ☐ a. humankind
- ☐ b. human race
- ☒ c. mankind
- ☐ d. human beings





Question 17

Not yet answered

Marked out of  
25.00

Flag question

Write an essay on ONE of the following topics. Limit your essay to 250 words

Type the essay in the given space. (No attachments are allowed)

1. What are the issues caused by the technological development to the modern family and society? Explain.

2. "Exercise can cure all the diseases"

To what extent do you agree or disagree with this opinion?

3. "The moment I stepped out of the house I could see the clear open sky as if I was on a top of a mountain. While I could see hundreds of stars in the sky, there was no moon that night....."

Write a narrative essay using the prompt given at the beginning of the essay.

Rich text editor toolbar with icons for text formatting (bold, italic, underline, font color, background color), list creation, link, unlink, and image insertion. Below the toolbar is a large text area for writing the essay.

NEW

15

FEED

18



NetExam

Sri Lanka Institute of Information Technology

7  
Answered  
at of  
Question

Read the following sentence and select the most appropriate sentence from the given list to make the sentence non-discriminatory.  
Each student is responsible for his study loan.

Select one:

- ☐ a. Each student is responsible for her study loan.
- ☒ b. Each student is responsible for the study loan.
- ☐ c. Each student is responsible for woman's study loan.
- ☐ d. Each student is responsible for the boy's study loan.

on 13

et answered

ed out of

ag question

Read the following sentence and select the inappropriate/discriminatory sentence from the given list.

Select one:

- ☒ a. The scholar will be presenting her research reports to the council tomorrow.
- ☐ b. The scholars will be presenting their research reports to the council tomorrow.
- ☒ c. The scholar will be presenting the research reports to the council tomorrow.
- ☐ d. The scholars will be presenting several research reports to the council tomorrow.





# NetExam

Sri Lanka Institute of Information Technology

Question 11

Not yet answered

Marked out of  
2.00

Flag question

Read the following sentence and select the most appropriate sentence from the given list to make the se  
An employee should be well prepared when he attends business meetings.

Select one:

- ☐ a. An employee should be well prepared when she attends business meetings.
- ☐ b. An employee should be well prepared when they attend business meetings.
- ☐ c. Employees should be well prepared when he attends business meetings.
- ☒ d. Employees should be well prepared when they attend business meetings.

disorientated.

It is in this phase that sleep-walking can occur, lasting no more than 15 minutes. In the fifth stage, the Rapid Movement (REM) stage, the heartbeat quickly gets back to normal levels. Brain activity speeds up, and the sleeper is constantly beneath closed lids as if the sleeper is looking at something. During this stage, the body is almost motionless. This REM phase is also the time when we dream.

5. Sleeping patterns change with age, which is why many people over 60 develop Insomnia, a sleeping disorder. One theory for the age-related change is that it is due to hormonal changes. It is estimated that roughly one in five people suffer some kind of sleep disturbance. Causes can be anything from pregnancy and stress to alcohol and caffeine. Smoking is another factor that affects sleep, with one survey showing that ex-smokers got to sleep in 18 minutes rather than their earlier average of 52 minutes.

6. Apart from self-help therapy such as regular exercise, there are psychological treatments, including cognitive behavioural training and therapy aimed at getting rid of pre-sleep worries and anxieties. There is also sleep restriction therapy, the aim is to improve sleep quality by strictly regulating the time people go to bed and when they get up. This is rarely recommended by doctors.

The passage has six sections numbered 1-6. Which section contains the following information?  
Select the correct number in the boxes given against each statement

The necessity of sleep for humans.

2

Choose... ▾

Factors that cause sleep disorders

5

Choose... ▾

The stages of sleep.

4

Choose... ▾

Lifestyle changes which can help overcome sleep-related problems

6

Choose... ▾

How much sleep do we need to stay healthy?

1

Choose... ▾





seriously **affect** the functioning of the immune system.

4. Many people experience different sleeping problems. Some have problems in the morning. There is a popular belief that sleep is one long event. But, research shows that sleep is made up of five stages and four cycles, during which the **sequence** of stages is repeated. In the first stage, the muscles relax. In the next two stages, sleep gets progressively deeper. In stage four, when the sleeper is awakened, the sleeper would be confused and disorientated.

It is in this phase that sleep-walking can occur, lasting no more than 15 minutes. When the sleeper is awakened, the heartbeat quickly gets back to normal levels. Brain activity speeds up, and the sleeper is often found looking at something. During this stage, the body is almost paralysed. This REM stage is the most important for the body.

5. Sleeping patterns change with age, which is why many people over 60 do not sleep as well as they used to. A related change is that it is due to hormonal changes. It is estimated that roughly 10% of the population has sleep problems. Causes can be anything from pregnancy and stress to alcohol and heart disease. A recent survey showing that ex-smokers got to sleep in 18 minutes rather than their previous 30 minutes.

6. Apart from self-help therapy such as regular exercise, there are psychological treatments aimed at getting rid of pre-sleep worries and anxieties. There is also sleep medication which is aimed at strictly regulating the time people go to bed and when they get up. Medication is often used in the treatment of sleep problems.

Identify appropriate antonyms (a word of opposite meaning) for the following

(untouched, permit, forbid, suffer, calmness, confusion)

1. anxiety -  **calmness**
2. enable -  **forbid**
3. affected -  **untouched**
4. deprive -  **permit**
5. sequence -  **confusion**

permit

calmness

forbid

untouched

confusion



immune system, disturb the thinking process, cause depression, promote **anxiety**, and irritability.

3. Researchers in San Diego **deprived** a group of men of sleep during the early hours of the morning on just one day. They found levels of their bodies' natural defences against viral infections had fallen significantly when measured the following morning. "Sleep is essential for our physical and emotional well-being" says Professor William Regelson of Virginia University. "Lack of sleep can seriously **affect** the functioning of the immune system, and sufferers become open to infection".

4. Many people experience different sleeping problems. Some have problems getting to sleep, others with staying asleep until the morning. There is a popular belief that sleep is one long event. But, research shows that, in an average night, there are five stages of sleep and four cycles, during which the **sequence** of stages is repeated. In the first light phase, the heart rate and blood pressure go down and muscles relax. In the next two stages, sleep gets progressively deeper. In stage four, usually reached after an hour, sleep is so deep that, awoken, the sleeper would be confused and disorientated.

It is in this phase that sleep-walking can occur, lasting no more than 15 minutes. In the fifth stage, the Rapid Eye Movement (REM) stage, the heartbeat quickly gets back to normal levels. Brain activity speeds up, and the eyes move constantly beneath closed lids as if the sleeper is looking at something. During this stage, the body is almost paralysed. This REM phase is also the time when we dream.

5. Sleeping patterns change with age, which is why many people over 60 develop insomnia, a sleeping disorder. One theory for the age-related change is that it is due to hormonal changes. It is estimated that roughly one in three people suffer some kind of sleep disturbance. Causes can be anything from pregnancy and stress to alcohol and heart disease. Smoking is another factor that affects sleep, with one survey showing that ex-smokers got to sleep in 18 minutes rather than their earlier average of 52 minutes.

6. Apart from self-help therapy such as regular exercise, there are psychological treatments, including relaxation training and therapy aimed at getting rid of pre-sleep worries and anxieties. There is also sleep reduction therapy, where the aim is to improve sleep quality by strictly regulating the time people go to bed and when they get up. Medication is rarely recommended by doctors.

The dreams occur during the REM stage.

True

Dreaming and sleep walking occur at similar stages of sleep.

False

The muscles relax during the second stage of sleep.

False

Healthy individuals who take less than three hours of sleep are commonly found.

False

There is a popular belief that sleep is one long occurrence.

true

Medication is suggested by doctors to improve the quality of sleep.

true

Sleep is essential only for physical well-being.

false

True

False

Choose...

Choose...

Choose...

Choose...

Choose...

6. Apart from self-help therapy such as regular exercise, there are psychological treatments, including relaxation training and therapy aimed at getting rid of pre-sleep worries and anxieties. There is also sleep reduction therapy, where the aim is to improve sleep quality by strictly regulating the time people go to bed and when they get up. Medication is rarely recommended by doctors.

The dreams occur during the REM stage.      true

True ▼

Medication is suggested by doctors to improve the quality of sleep.      True

False ▼

Dreaming and sleep-walking occur at similar stages of sleep.      false

True ▼

The muscles relax during the second stage of sleep.      false

False ▼

According to the passage, consumption of alcohol can disrupt sleep.      true

True ▼

There is a popular belief that sleep is one long occurrence.      true

True ▼

Healthy individuals who take less than three hours of sleep are commonly found.      false

False ▼

Sleep is essential only for physical well-being.      false

False ▼

Studies of Surrey University emphasize that sleep deprivation can seriously affect the immunity of individuals.

False ▼

Lack of sleep can disrupt the thinking process.      true

False ▼

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Item 12  
Not answered  
1 out of 1  
1 question

What would be the most appropriate, gender-neutral word to refer to a fireman?

Select one:

- ☒ a. firefighter
- ☐ b. fire folks
- ☐ c. fire males
- ☐ d. fire gentlemen



NetExam

Sri Lanka Institute of Information Technology

Select the gender-biased term from the given list to refer to "people".

Select one:

- ☐ a. human race
- ☐ b. humankind
- ☒ c. mankind
- ☐ d. human beings

mayis







Read the following sentence and select the inappropriate/discriminatory sentence from the given list.

Select one:

- ☐ a. Students who lose too much sleep may have trouble focusing during the exams.
- ☒ b. Students who lose too much sleep may have trouble focusing during the ladies' exams.
- ☐ c. A student who loses too much sleep may have trouble focusing during one's exams.
- ☐ d. A student who loses too much sleep may have trouble focusing during the exams.

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Question 5

Not yet answered

Marked out of 2.00

Flag question

What would be an example of nondiscriminatory language to use when referring to a deaf worker?

Select one:

☐ a.

The deaf gentleman who is in the corner of the ...

☒ b. A person who has a hearing impairment.

☐ c. Avoid any mention of the person's disability

☐ d. A person who has a vision impairment.

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Final

Time

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## Question 8

Not yet answered

Marked out of  
2.00

Flag question

Read the following sentence and select the inappropriate/discriminatory sentence from the given list.

Select one:

- ☒ a. Students who lose too much sleep may have trouble focusing during the ladies' exams.
- ☐ b. A student who loses too much sleep may have trouble focusing during one's exams.
- ☐ c. Students who lose too much sleep may have trouble focusing during the exams.
- ☐ d. A student who loses too much sleep may have trouble focusing during the exams.

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## Quiz navigation

Finish attempt ...

Time left 1:35:10

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NEW HEADING

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NEW HEADING

15	16	17
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FEEDBACK

18
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## Question 5

Not yet answered

Marked out of 2.00

Flag question

What would be an example of nondiscriminatory language to use when referring to a deaf worker?

Select one:

- ☐ a. The deaf gentleman who is in the corner of the ...
- ☐ b. A person who has a vision impairment.
- ☐ c. Avoid any mention of the person's disability
- ☒ d. A person who has a hearing impairment.

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## Quiz navigation

Finish attempt ...

Time left 1:37:28

1 2 3

NEW HEADING

4 5 6 7 8 9 10

12 13 14

NEW HEADING

15 16 17

FEEDBACK

18