Practice Test 4 - Listening

Listening Test Instructions

There are 8 parts in this test.

For each part you will hear the audio clip only once. Answer the questions based on what you remember from the audio clip.

When you mouse over an option, it will change colour. You must CLICK on the answer to choose it. When you click on the answer you want, it will be bolded and underlined. To change your answer, click on the answer you want to choose.

The time bar will show you how much time you have to complete each part. When you are ready for the next part of the Listening Test, click on "NEXT."

On the official test, once you leave a page, you cannot go back to it to change your answers. However, in this practice test, you can.

You have 46 minutes to complete the Listening Test.

Listening Part 1: Identifying Similar Meanings

Listen to each short statement. You will only hear each statement once.

Choose the one sentence that is closest in meaning to each statement.

Question 1 of 8

Choose the sentence that is closest in meaning to the statement.

I can count on you to buy her a cake.

She's upset that you forgot to buy her a cake.

If you remember to buy her a cake, she'll love it.

I can't believe that you forgot to buy her a cake.

Question 2 of 8

Choose the sentence that is closest in meaning to the statement.

Sarah's surprise party is coming up soon.

Sarah is still coming to her surprise party.

Sarah's unaware that a party is going to be held for her.

Sarah wants to know who is coming to her surprise party.

Question 3 of 8

Choose the sentence that is closest in meaning to the statement.

He looks his age.

He is young for his age.

He is older than he looks.

He looks old, but he is actually young.

Question 4 of 8

Choose the sentence that is closest in meaning to the statement.

Hard work may be your strength.

It's clear that you have done a lot of work.

This is the first time that you've worked so hard.

This work seems to be much too difficult for you.

Question 5 of 8

Choose the sentence that is closest in meaning to the statement.

I should ask Rita for help.

Rita asked me for help in her new job.

Rita has some time to give me a hand.

Rita is much too busy to assist me right now.

Question 6 of 8

Choose the sentence that is closest in meaning to the statement.

Henry persuaded us to see a movie he didn't like.

Henry didn't go to the movie because we couldn't go.

Everyone attempted to talk him into going to the movie.

We couldn't convince him to meet us by the movie theatre.

Question 7 of 8

Choose the sentence that is closest in meaning to the statement.

I can finish the work when I replace my computer.

If I get a new computer, the work will have to wait.

I'll complete the work while I'm waiting for my new computer.

Once my new computer arrives, I won't need to do the work.

Question 8 of 8

Choose the sentence that is closest in meaning to the statement.

Our opinions are of equal value.

His opinion is less important than mine.

My opinion is much more valid than his.

We can count on having the same opinions.

Listening Part 2: Answering Short Questions

Listen to each question. You will only hear each question once.

Choose the best answer to each question.

Question 1 of 8

Choose the best answer.

I bought a book yesterday.

The book was beside the telephone.

I saw the movie that was based on the book.

The scene in the book took place in the garden.

Question 2 of 8

Choose the best answer.

I had lunch with him last Wednesday.

I saw your uncle at the swimming pool.

He went food shopping on Tuesday night.

She saw her uncle during the summer vacation.

Question 3 of 8

Choose the best answer.

It was an excellent symphony.

It has been sold out for a week.

I paid for the ticket at the concert.

Concert tickets cannot be purchased at the box office.

Question 4 of 8

Choose the best answer.

I am going to do the work myself.

The carpenter will hire a new assistant.

I want to apply for the construction job.

The carpenter made the shelves too high.

Question 5 of 8

Choose the best answer.

We discussed the new priorities.

The meeting started before I arrived.

The meeting happened to be at my house.

I was scheduled to arrive at the meeting before 6 p.m.

Question 6 of 8

Choose the best answer.

I want to lend you money.

My interest rate is very low.

My friend has already offered to help me.

I'll ask him about the money he owes me.

Question 7 of 8

Choose the best answer.

France is a beautiful country.

I would like to go to Italy sometime.

I prefer the fashion and architecture there.

Italy and France are both popular tourist destinations.

Question 8 of 8

Choose the best answer.

The employees advise me of their hours.

I encourage them to ask a lot of questions.

I find that giving advice is a challenging task.

The employer has a handbook for new employees.

Listening Part 3: Listening to Problem Solving

• You will hear a conversation in 3 sections. You will hear each section only once.

• After each section, you will hear 2 or 3 questions. You will hear the questions only once.

• Choose the best answer to each question.

You will hear a conversation between a man and a woman in a clothing store. The man is a salesperson, and the woman is a shopper.

Question 1 of 8

Choose the best answer.

Question 2 of 8

Choose the best answer.

The lighter colour looks less professional.

The darker coloured one fits you better.

You really should get both, not just one.

Pick either one, both are good choices.

Question 3 of 8

Choose the best answer.

the lighter one

the darker one

the one that costs more

the one that fits better

You will hear the second section of the conversation shortly.

Listen to the conversation. You will hear the conversation only once. It is about 1 to 1.5 minutes long.

Question 4 of 8

Choose the best answer.

to ask for a refund

to get store credit

to buy an extra shirt

to exchange a shirt

Question 5 of 8

Choose the best answer.

Refunds never, exchanges within a month.

This month all sales are considered final.

Refunds are given only within two weeks.

Exchange or store credit within two weeks.

Question 6 of 8

Choose the best answer.

He allowed only an item exchange.

He offered store credit for a return.

He recommended a partial refund.

He suggested a higher value item.

You will hear the third section of the conversation shortly.

Listen to the conversation. You will hear the conversation only once. It is about 1 to 1.5 minutes long.

Question 7 of 8

Choose the best answer.

a new scarf

a new belt

some socks

some earrings

Question 8 of 8

Choose the best answer.

She got two new items of clothing.

She traded a shirt for a costlier one.

She really needed a pair of socks.

She received a bit of money back.

Listening Part 4: Listening to a Daily Life Conversation

• You will hear a conversation followed by five questions.

• Listen to each question. You will only hear the questions once.

• Choose the best answer to each question.

Instructions:

You will hear a conversation a very busy weekend.

Listen to the conversation. You will only hear the conversation once. It is about 2 to 2.5 minutes long.

Question 1 of 5

Choose the best answer.

Their children play sports together.

They work at the same location.

They are married to each other.

They share carpool duties.

Question 2 of 5

Choose the best answer.

rewarding

relaxing

boring

tiring

Question 3 of 5

Choose the best answer.

Outdoor activities have advantages.

Soccer is unpleasant in bad weather.

Children’s hockey is boring to watch.

Kids should keep their rooms tidy.

Question 4 of 5

Choose the best answer.

It should be considered real work.

Hard work can be enjoyable.

She has too much work to do.

Work is easier than family life.

Question 5 of 5

Choose the best answer.

regrets

warnings

complaints

preferences

Listening Part 5: Listening for Information

• You will hear a conversation followed by six questions.

• Listen to each question. You will only hear the questions once.

• Choose the best answer to each question.

You will hear a conversation about a massage service for office workers.

Listen to the conversation. You will only hear the conversation once. It is about 2 to 2.5 minutes long.

Question 1 of 6

Choose the best answer.

Details about workplace massages.

Gift certificates for massages.

Her opinion on massage for relaxation.

Details about better workplace chairs.

Question 2 of 6

Choose the best answer.

He went to her business.

He telephoned her.

He invited her to his office.

His co-worker introduced them.

Question 3 of 6

Choose the best answer.

For a special office event.

As a regular on-site health option.

To improve company success.

As treatment for workplace injuries.

Question 4 of 6

Choose the best answer.

Remain dressed and sit in a special chair.

Remove most clothes and be oiled.

Recline in a special chair and listen to music.

Remove jacket, tie, and shirt or top.

Question 5 of 6

Choose the best answer.

He wants to save the company money.

He’s worried about the total cost.

Massage is usually a medical service.

Company staff all have health plans.

Question 6 of 6

Choose the best answer.

Happy workers.

Stress-free workers.

Fewer sick days for workers.

Healthier lifestyle for workers.

Listening Part 6: Listening to a News Item

You will hear a news item once, then five questions will appear. It is about 1.5 minutes long.

Choose the best way to complete each sentence from the drop-down menu.

You will hear a news item about a lost ring.

Listen to the following news item. You will only hear the news item once. It is about 1.5 minutes long.

Choose the best way to complete each statement from the drop-down menu.

1. Sarah placed her ring

on the store counter.

in her clothing.

in her art kit.

in her friend’s college bag.

2. Sarah lost her ring when she was

getting dressed.

taking clothes to a store.

moving some boxes.

taking an art class.

3. When Sarah realized her mistake, she

was hopeful the ring would be found.

thought the store clerk stole it.

was pessimistic about getting it back.

thought her friend had kept it.

4. Sarah got her ring back because

the store clerk found it and returned it.

a girl found it and returned it to the store.

a girl found it in her college bag.

she offered a five thousand dollar reward.

5. Sarah arranged for

her ring to be kept in a safer place.

the girl to take art classes.

the ring to be taken out of the box.

the girl to go to a popular rock concert.

Listening Part 7: Listening to a Discussion

• You will watch a 2-minute video. Then 8 questions will appear.

• Choose the best way to answer each question.

You will watch a discussion between three people who belong to a singles’ social club. They are planning a group trip to Montreal.

Watch the discussion. You will watch the discussion only once. It is about 1.5 to 2 minutes long.

1. In what order are the travel options discussed?

bus, train, van

bus, van, train

train, bus, van

train, van, bus

2. What is true of group discounts on train tickets?

Everyone must get on and off at the same stop.

Group discounts are not offered on weekends.

Six passengers must all buy tickets together.

Seniors’ and group rates cannot be combined.

3. What is the advantage of rail travel?

the convenient departure station

the two-way individual ticket price

the predictably short trip duration

the station where everyone gets off

4. Where do most of the club members probably live?

in the downtown area

near a subway line

in suburban areas

near a bus station

5. Can club members get on the train near their homes?

No, they must all board at the central station.

Maybe, and one of the men will find out.

Probably, but only if they get on together.

Yes, but it means no group discount.

6. What does the man wearing the red dress shirt want to maximize?

the amount of sightseeing on the way

the length of time spent in Montreal

the number of club members aged 55+

the seating capacity of the charter bus

7. Overall, what is the group’s main priority?

ability to stop along the way

convenient departure point

per passenger travel costs

total round trip transit time

8. If nine members sign up, how will they probably travel?

charter tour bus

passenger van

railway train

small aircraft

Listening Part 8: Listening to Viewpoints

• On the next page, you will hear a report once. It is about 3 minutes long.

• Six questions will then appear.

• Choose the best way to complete each statement from the drop-down menu.

Instructions:

You will hear a report about urban chicken bylaws.

Listen to the following report. You will only hear the report once. It is about 3 minutes long.

Choose the best way to complete each statement from the drop-down menu.

1. Urban chicken supporters initially wanted

to put a stop to factory-based egg farming.

to raise awareness of animal rights issues.

to help the earth by growing their own food.

to contribute to the city food bank for the poor.

2. For Chang, the problem with the “grow your own food” movement is that

the hungry and poor need food for a lifetime, not just two years.

backyard food production ultimately harms humans and wildlife.

growing your own food doesn’t mean raising your own chickens.

those too poor to purchase food are also too poor to produce it.

3. Webster advocates urban farming because he believes

people can learn valuable farming practices.

it is a person’s right to be able to produce food.

animals are treated better than on factory farms.

it can boost a community’s supply of food.

4. All three people agree that urban chickens

do not live long enough.

are often abandoned.

spread bird diseases.

attract wild predators.

5. If the bylaw is revoked, there will be a decrease in

city chicken euthanization.

local coyote sightings.

animal cruelty incidents.

food bank dependence.

6. Jones would like to see the bylaw

removed entirely.

left as it is.

tightened up.

passed immediately.

End of the Listening Test

• End of the Listening Test.

• Click here to view the Listening Transcripts. Transcripts will not be provided on the official test.

• Click "NEXT" to continue.

Practice Test 4 - Reading

Reading Test Instructions

• There are four parts in this test. Each part has short instructions and a different number of questions.

• For each part, you will see the reading text on the left side of the screen. Instructions and questions are on the right side of the screen.

• You may sometimes need to move the scrollbar up and down to see everything.

• When you click on the answer, it will be bolded. To change your answer, click again on the answer that you want to choose.

• The time bar will show you how much time you have to complete each part. When you are ready for the next part, click on "NEXT."

• On the official test, once you leave a page, you cannot go back to it to change your answers. However, in this practice test, you can.

• You have 48 minutes to complete the Reading Test. Watch the timer in the top right corner to make sure that you complete the Reading Test before the time is up.

Reading Part 1: Reading Correspondence

Read the following message.

*Attention: Simon Theroux*

*I’m writing regarding a recent incident involving the City of Montreal. On January 3rd, after filling up my car, I returned to my residence around 10:30 p.m. and inadvertently parked near an orange “No Parking” sign. It was quite hard to see this sign as it was covered in blowing snow. I carried one bag of groceries to my apartment and when I came back for the second bag, I discovered that my unlocked vehicle was gone.*

*I checked your website and it said that cars were being towed to a lot at the end of Henri-Bourassa Street to make way for snow removal trucks. The next day, I took a $3 bus ride to the stated address, but my car was not there. I called the City and Customer Service Representative Viviane Belanger was able to finally solve the mystery. It turned out that it had been necessary to establish a secondary lot in order to accommodate all of the cars that needed to be towed. Unfortunately the website had not been updated to include the second address. Thus, visitors to the website only saw information related to the primary lot.*

*Once I obtained the address of the secondary lot, I set off to find my car. It was snowing again and -32°C. I waited for over half an hour for another bus, paid the driver another $3, and headed two kilometres in the opposite direction. Twenty minutes later, I found my car at the other address, its wheels stuck in snow, its exterior covered with grime, and its windshield displaying a $115 towing bill. To make matters worse, someone managed to steal $80 worth of my gasoline, presumably by siphoning it out of the fuel tank.*

*The fine is due tomorrow. I’ve tried repeatedly to pay it online but always receive a message saying the information hasn’t been entered into your system. I don’t dispute the charges, but I just want to confirm that I should pay the invoice in spite of the mistakes made by the City.*

*Sincerely,   
  
Fatima Djaout*

Using the drop-down menu ( ), choose the best way to complete each statement according to the information given in the message.

1. Fatima’s purpose in writing is

to explain a late payment.

to make an apology.

to claim compensation.

to seek clarification.

2. Simon Theroux works

in the city government.

at a towing company.

at a collection agency.

at a police station.

3. The wrong information was provided by

the customer service representative.

the recipient of the letter.

the municipal government.

the bus driver.

4. The car disappeared because it was

blocking a city-owned vehicle.

in an unpaid parking spot.

stuck in snow with no gas.

easy for thieves to steal.

5. Fatima’s vehicle was

black.

empty.

dirty.

stolen.

6. The mistake involved a misreported

location.

time.

sign.

fee.

Here is a response to the message. Complete the response by filling in the blanks. Select the best choice for each blank from the drop-down menu.

Dear Ms. Djaout,

Thank you for your message. I can understand how 7.

odd

interesting

frustrating

satisfying

the situation must be for you. To answer your question, I’m afraid you will still have to 8.

take the bus

find your car

pay the fine

check the website

despite the problems you have experienced. We have had several users report issues related to payment of fines via our website. The need for additional snow removal services has led to an increase in the number of 9.

cars being towed

visitors to the city of Montreal

unlocked vehicles

bus passengers

and this in turn has put pressure on our data entry systems. We expect these problems to be resolved by 10.

warmer temperatures and less snowfall.

the end of this week.

our customer service representatives.

the time you locate your car.

We are granting 11.

excuses

extensions

permission

wishes

for all outstanding tickets until then.

Cordially,

Simon Theroux

Reading Part 2: Reading to Apply a Diagram

Read the following email message about the diagram on the left. Complete the email by filling in the blanks. Select the best choice for each blank from the drop-down menu ( ).

Subject: Halifax Hotels  
To: Mary Kaczinski <kaczinski@lightmail.bc.ca>   
From: Beth Middleton <b.middleton@sterlings.ca>   
  
Hi Mary,  
  
I went online and found a few options for our three-night stay in Halifax. The cheapest is The Affordable Inn. It’s 1.

very basic.

in the city centre.

got a great rating.

just been renovated.

There’s no restaurant or room service. But really, why would we even consider The Affordable Inn when 2.

The Brooke Suites

Halifax Garden Hotel

The Affordable Inn

The Thunderbird Suites

is only a little more expensive, right downtown, and only opened this year. Then again, the 3.

The Brooke Suites

Halifax Garden Hotel

The Affordable Inn

The Thunderbird Suites

is probably the most luxurious. It’s certainly got a luxury price tag (for Halifax anyway). The website gave it the highest rating of the four hotels listed, which is probably a good sign.   
  
Note that all the listed hotels have 4.

a restaurant

a fitness centre

room service

wheelchair access

and also internet. Funnily enough, The Brooke Suites doesn’t 5.

have a swimming pool,

allow pets in the rooms,

have a fitness room,

serve food in the hotel,

but I can hardly imagine you’ll miss that too much when visiting Halifax in the winter.   
  
Let me know what you think.

Beth

Complete these statements by selecting the best choice.

6. Beth is

selling a hotel package to Mary.

arranging for Mary to visit her.

planning a trip with Mary.

planning to visit Mary in Halifax.

7. Beth seems to prefer a hotel that

is as cheap as possible.

is fairly comfortable.

has a swimming pool.

allows pets in the rooms.

8. Beth thinks that the website ratings are

quite misleading

somewhat helpful.

very unreliable.

very accurate.

Reading Part 3: Reading for Information

Read the following passage.

***A.*** *As crude oil becomes scarcer and high gasoline prices threaten the world economy, it is clear that alternative energy sources must be found soon. The best alternatives to petroleum would be renewable forms of energy that are sustainable and cause less pollution. One such alternative is biodiesel fuel made from plant and animal material. This idea is not a new one: In 1893, a German engineer, Rudolph Diesel, invented an engine that ran on peanut oil and other plant oils, but by the 1920s the abundance of inexpensive petroleum meant that gasoline soon became the main source of energy for cars and trucks.****B.****Today, biodiesel fuel can be made from a wide variety of easily renewable plants such as soybeans and canola. It can even be made from waste vegetable oil and animal fats. Biodiesel engines produce much less pollution than gasoline engines, and, fortunately, engines designed for gas consumption need only minor modifications to run on biodiesel fuel. This feature of biodiesel is important when weighing its merits against other options such as hydrogen fuel cells. These other options, though less polluting than biodiesel, are nonetheless based on technology that is still some years away from general use.****C.****Despite their benefits, biodiesel fuels can be expensive to produce and can still negatively impact the environment. To be economically viable, biodiesel fuels have to produce more energy than is required to make them, but energy—petroleum-based energy, in fact—is needed to grow the crops these fuels are made from and to produce the fuel itself. Moreover, petroleum-based fertilizers and pesticides are still used in producing these plants. Another drawback is the shortage of land available in the world to grow food, let alone crops for fuel. This last problem, however, may be solved by making biofuel from algea. This green plant produces more energy than other plants and can be grown in areas unsuitable for food production.****D.****Currently, low consumer demand for biodiesel fuel makes it both more expensive to produce and less available than gasoline. However, as the growing scarcity of crude oil drives gasoline prices higher, the demand for biodiesel fuel will likely increase. The price of gasoline could rise even higher if the costs of its impact on the environment and public health are taken into account. Biodiesel has yet to become the fuel of choice, but it may be in the near future.****E. Not given in any of the above paragraphs.***

Decide which paragraph, A to D, has the information given in each statement below. Select E if the information is not given in any of the paragraphs.

1. It’s relatively easy to convert traditional vehicles to biodiesel fuelled vehicles.

A

B

C

D

E

2. Biodiesel fuel’s profitability will depend on how efficiently it can be made.

A

B

C

D

E

3. The development of fuel derived from plants is limited by market forces.

A

B

C

D

E

4. Farmers may replace their food crops with fuel crops to maximize revenue.

A

B

C

D

E

5. One disadvantage of biodiesel fuel is its doubtful cost-effectiveness.

A

B

C

D

E

6. Biodiesel fuel may become more feasible as crude oil supplies diminish.

A

B

C

D

E

7. Early biodiesel fuels were replaced by cheaper fuels.

A

B

C

D

E

8. Biodiesel fuel will reduce our dependency on foreign fuel sources.

A

B

C

D

E

9. Ecologically friendly alternatives to biofuel are forthcoming.

A

B

C

D

E

Reading Part 4: Reading for Viewpoints

Read the following article from a website.

*Live-in Caregiver Amy Mercado is concerned that current policy reforms in the Canadian Temporary Foreign Worker Program are simply band-aid solutions to bigger issues. The program allows Canadian families to hire foreign workers to live temporarily in their homes and care for elderly, young, or disabled citizens. The program is one of three ways that immigrants can acquire permanent Canadian residency. Originally trained as a nurse, Mercado came to Canada from the Philippines 13 years ago to work as a live-in caregiver. She is now a Canadian citizen. Suffering verbal harassment in the first few years of her employment, she’s only too aware of how often live-in caregivers face unsafe working standards. “Although foreign live-in caregivers are technically under the same labour laws as Canadian workers, they work and live in someone else’s private home,” Mercado explains. “They can suffer a lot of unseen damage.”   
  
Ministry Official Mark Swanson says that while the program is nowhere near perfect, they’re trying their best to reform it. “Recent protections, such as the implementation of a standardized employment contract between caregivers and families and a phone help line for caregivers, have made a big difference,” Swanson says. One of the major changes was allowing caregivers to apply for open work permits while waiting for residency. However, the program is currently backlogged with about 80,000 applicants, and wait times can be up to 38 months.   
  
Mercado says policy changes are helpful, but are not enough. One of the greatest challenges that caregivers face is having to leave their own children and families behind in their home country. The wait time for residency means they are separated for several years. “It’s sad and ironic, I took care of other people’s children for 3 years while I was separated from my own,” Mercado says. “Family reunification needs to be made the top priority for policy reform.”   
  
Although the Live-in Caregiver Program needs to be reformed, it appears what’s subsequently needed is federal investment in childcare and old-age programs. Foreign supply of labour is a mere band-aid solution to Canada’s lack of funding for such programs.*

Complete each statement by selecting the best option according to the information on the website.

1. Mercado would probably agree that

caregivers should be paid more.

caregivers are lucky to have jobs.

caregivers should live with their families.

caregivers should translate their contracts.

2. In addition to the current reform plan, Mercado would probably want

a more efficient process for residency.

better protection against employer abuse.

quicker ways of bringing her family to Canada.

an ability to change caregiver jobs.

3. The Temporary Foreign Worker Program is popular because

it requires the immigrant to have a job.

it allows immigrants to work at a variety of jobs.

it speeds up citizenship application.

it provides an opportunity to apply for residency.

4. According to Swanson, the Temporary Foreign Worker Program

is undergoing successful reform.

is no longer a government priority.

requires many more reforms to be effective.

will have reduced wait times in the near future.

5. The author of the article thinks that a bigger need than these policy reforms is

better budgeting for senior-care programs.

better schooling in childcare programs.

improved protection against harassment.

quicker availability of open work permits.

The following is a comment by a visitor to the website page. Complete the comment by choosing the best option to fill in each blank.

After reading today’s article, I was shocked to   
learn that 6.

abuse still happens to caregivers.

caregivers are still living with families.

the government isn’t supporting caregivers.

caregivers can’t change jobs.

This has been reported for many years. Why is it still happening? Caregivers should be able to 7.

complain about their workplace conditions,

complain to their employers,

visit with their families and friends,

take vacations to visit family,

just like anyone else. Caregivers should receive fair pay and be protected by 8.

their contracts.

the local police.

the labour laws.

their employers.

How can help lines work? If a caregiver is being harassed, a chat on the helpline 9.

won’t solve the problem.

will alert the police.

won’t change the family.

will increase the problems.

How are the open work permits going to help? By the time caregivers are allowed to change jobs, perhaps 10.

another caregiver position will not be available .

they will want to leave Canada.

the wait for work permits may be even longer.

they can get jobs as nurses.

Considering everything, I think caregivers must be admired for their hard-work and dedication.

End of the Reading Test

• End of the Reading Test.

• Click "NEXT" to continue.

Practice Test 4 - Writing

Writing Test Instructions

• There are two tasks in the Writing Test.

• Use the computer keyboard to write your response.

• You can see how many words you have written by looking at the bottom of the writing area to see the word count.

• You have 30 minutes to complete each task. Watch the timer in the top right corner to make sure that you complete each task before the time is up.

• On the official test, if you do not finish Task 1 in 30 minutes, the screen will move to Task 2. You cannot go back to Task 1. However, in this practice test, in order to move forward in the test you must click on “NEXT.”

• You have 60 minutes to complete the Writing Test.

Writing Task 1: Writing an Email

Read the following information.

**Your Student**   
  
You are a high school teacher. A student of yours has just graduated with excellent marks from high school. This person wants to find work.

In about 150-200 words, write an email to your brother. Your email should do the following things:

• Explain how you feel about her high school grades.

• Explain why a college education is good.

• Explain why going to work instead of college is unwise.

Writing Task 2: Responding to Survey Questions

Read the following information.

**Child Care at Work Survey**

You work in a very big office. There is a popular and cheap restaurant in the building. The boss is thinking of removing the restaurant and replacing it with a child care facility for the working mothers in the office. Your company has asked you to respond to an opinion survey.

Choose the option that you prefer. Explain the reasons for your choice. Why do you prefer your choice? What problems are there with the other choice? Write about 150-200 words.

**Option A**: Restaurant: I think we should keep the restaurant.

**Option B**: Child Care Facility: I think we should replace the restaurant with a child care facility.

End of the Writing Test

• End of the Writing Test.

• Click here to view the Performance Standards for Writing.

• Click "NEXT" to continue.

Practice Test 4 - Speaking

Speaking Test Instructions

• There are nine tasks in the Speaking Test: one practice task and eight scored tasks. In this practice test, no score will be provided for any of the speaking tasks. However, you can refer to the Performance Standards for Speaking at the end of the Speaking Test.

• The instructions and questions are in writing. You will not hear them.

• For each task, there are two timed sections: Preparation Time and Recording Time. You will be able to see these times in the top right corner of the screen. For this practice test, you should use a timer to make sure that you complete each task within the given time.

• The practice test will not record your answers. If you wish to record your own answers, record and save your responses using your computer microphone or your own recording device (cellphone, digital recorder, etc.).

• On the official test, if you do not finish a task in the time provided, the screen will move to the next task. You cannot go back to the previous task. However, in this practice test, in order to move forward in the test you must click on “NEXT.”

• Try to complete the Speaking Test in a maximum of 20 minutes, since this is how much time you have to do the official Speaking Test.

Speaking Practice Task

Talk about one of your best friends.

Preparation: 30 seconds

Recording: 60 seconds

Speaking Task 1: Giving Advice

Your friend is going to university next year. She is not sure whether to study in another city or live at home and go to the local university. Give her advice about which choice she should make.

Preparation: 30 seconds

Recording: 90 seconds

Speaking Task 2: Talking about a Personal Experience

Talk about a time when you made a difficult decision. Maybe you can talk about when you chose your career, moved to a new place, or chose a college or university. What was the decision, how did you make it, and how did you feel?

Preparation: 30 seconds

Recording: 60 seconds

Speaking Task 3: Describing a Scene

Describe some things that are happening in the picture below as well as you can. The person with whom you are speaking cannot see the picture.

Preparation: 30 seconds

Recording: 60 seconds

Speaking Task 4: Making Predictions

In this picture, what do you think will happen next?

Preparation: 30 seconds

Recording: 60 seconds

Speaking Task 5: Comparing and Persuading

Your boss has asked you to buy new office chairs. Using the pictures and information, compare the two chairs. You are choosing the office chair that you think is best for your work.

If you do not choose an option, the computer will choose one for you. You do not need to speak for this task.

Ergonomic Comfort Office Chair   
  
- $110  
- vinyl and plastic  
- excellent back support  
- four ways to adjust for comfort

Ergonomic Comfort Office Chair   
  
- $110  
- vinyl and plastic  
- excellent back support  
- four ways to adjust for comfort

High Back Executive Chair   
  
- $150  
- leather seat  
- wooden arm rests  
- five ways to adjust for comfort

High Back Executive Chair   
  
- $150  
- leather seat  
- wooden arm rests  
- five ways to adjust for comfort

Preparation: 60 seconds

Your boss wants to buy the big black phone for everyone. Persuade your boss to buy the phone you like by comparing the two phones.

**Your Choice**

Ergonomic Comfort Office Chair   
  
- $110  
- vinyl and plastic  
- excellent back support  
- four ways to adjust for comfort

**Your Choice**

Ergonomic Comfort Office Chair   
  
- $110  
- vinyl and plastic  
- excellent back support  
- four ways to adjust for comfort

**Your Boss's Choice**

Economy Task Chair   
  
- $40  
- fabric seat  
- two ways to adjust for comfort

**Your Boss's Choice**

Economy Task Chair   
  
- $40  
- fabric seat  
- two ways to adjust for comfort

Preparation: 60 seconds

Recording: 60 seconds

Speaking Task 6: Dealing with a Difficult Situation

Your co-worker, Alex, needs help with a project. You made plans to meet with him and discuss the project at 3:00 p.m. However, your boss, Mrs. Smith, has just told you that she needs to meet with you at 3:00 p.m. to discuss a new assignment.

**Choose ONE:  
EITHER  
Explain to Alex why you cannot meet with him today.  
OR  
Explain to Mrs. Smith why you cannot meet with her today.**

Preparation: 60 seconds

Recording: 60 seconds

Speaking Task 7: Expressing Opinions

Answer the following question and give reasons for your answer.  
  
Question: Do you think Canada should have more public holidays?

Preparation: 30 seconds

Recording: 90 seconds

Speaking Task 8: Describing an Unusual Situation

You found a lost pet in the park. Call the local animal shelter. Provide a full and clear description of the animal and ask if anyone has lost it.

Preparation: 30 seconds

Recording: 60 seconds

End of the Speaking Test

• End of the Speaking Test.

• Click here to view the Performance Standards for Speaking.

Appendix A Listening Transcripts

**Part 1: Identifying Similar Meanings**

• I'm sure that you won't forget to buy her a cake.

• Sarah still doesn't know about her upcoming surprise party.

• Despite his appearance, he's old enough to drive.

• Obviously you’ve been working very hard.

• I asked Rita for help but she has her hands full with her new job.

• We all tried to persuade Henry to see the movie.

• Until I get a new computer, I won't be able to complete the work.

• My opinion counts as much as his does.

**Part 2: Answering Short Questions**

• Where did you see the book?

• When was the last time you saw your uncle?

• Did you buy your ticket for next week's concert yet?

• Will you hire a carpenter to build your shelves?

• What happened before I arrived at the meeting?

• Do you want to borrow the money from me?

• Why did you choose to go to Italy instead of France?

• What advice do you give to new employees?

**Part 3: Listening to Problem Solving**   
  
You will hear a conversation between a man and a woman in a clothing store. The man is a salesperson, and the woman is a shopper.   
  
Section 1:

WOMAN:

Can I ask your opinion? Both these shirts fit me . . . but which one suits me better?

MAN:

I think they’d both look great on you.

WOMAN:

Mmmm. But I’m going to buy only one of them. I can’t decide. On this one, the neckline really suits my height, and the light colour goes well with my hair. But this other one’s darker and more formal, which I like, too.

MAN:

Hmm. Where will you be wearing the shirt?

WOMAN:

The office. I’ve been promoted and I’ll need some clothes for meetings with clients.

MAN:

Then maybe . . . dress to fit the situation and go with the more formal one?

WOMAN:

Yes . . . but I want to make an impression. I need something that looks really good on me.

MAN:

Hmm. Tough decision. They’re both good picks.

WOMAN:

I think I’ll take the lighter one. I like it better. I like the price better, too.

MAN:

I’ll ring it up for you.

**Now answer questions 1-3.**

• What did the shopper buy?

• What best sums up the salesperson’s advice?

• Which style did the shopper choose?

Section 2:

WOMAN:

Excuse me, I bought this shirt here recently, but I’m bringing it back. Here’s the receipt.

MAN:

Thanks . . . [pause] I’m sorry, this receipt is from last month. You bought the shirt almost two weeks ago. I’m afraid we give refunds only within one week of the date of purchase. But we could still give you store credit.

WOMAN:

No, actually, all I want is to swap this shirt for one I like better.

MAN:

Oh! You want to exchange it. In that case, by all means. You can exchange the shirt for an item of equal or lesser value.

WOMAN:

Well that works out well. I know exactly which one I’m after. I think it was a bit more expensive, though.

MAN:

Which shirt was it? Was it over here?

WOMAN:

That dark one over there. Size 32, please.

**Now answer questions 4-6.**

• Why did the shopper come back?

• What is one of the store’s policies on returned items?

• What did the salesperson do?

Section 3:

MAN:

Here you go. Oh, look, this shirt’s on sale. Now it costs less than the one you’re bringing back!

WOMAN:

Really?! That’s a good deal.

MAN:

But remember, it’s an exchange, so I can’t give you any money back. You may as well pick up something else, too. How about a belt?

WOMAN:

Uh, let me think . . . I really don’t need anything else.

MAN:

Earrings, perhaps? Or a scarf?

WOMAN:

I think I’ll just get . . . these socks here. You can never have too many socks.

MAN:

All right then. With the socks, the difference is $3.45. How would you like to pay?

WOMAN:

By cash: toonies and quarters.

**Now answer questions 7-8.**

• What did the shopper buy?

• Which statement is true of the shopper?

**Part 4: Listening to a Daily Life Conversation**   
  
You will hear a conversation about a very busy weekend.

MAN:

Good morning, Sue. How was your weekend?

WOMAN:

Ugh, it’s all a blur. It started on Friday night with my younger son’s baseball award ceremony. It was nice to see him get his trophy, but I have to confess it was tough sitting through 3 hours of trophy presentations.

MAN:

I’ll bet. Did you get to relax a bit after that?

WOMAN:

Saturday morning, I was up at 6:00 a.m. to take my other son and his friends to hockey practice. It was my weekend for carpool duty. Hockey’s not really my thing, you know, but we have to show our support for the kids.

MAN:

Well, at least the arena’s indoors. My wife and I used to freeze to death on the soccer field watching our kids’ matches in the rain or snow. How was the rest of your weekend?

WOMAN:

We spent what was left of Saturday getting ready for my daughter’s birthday party—baking the cake, preparing the games, stuffing the pinata, filling up loot bags, blowing up a zillion balloons, decorating the living room... So Sunday was utter chaos. It took 3 hours to have the party... and 6 hours to clean up the mess!

MAN:

When my kids were little, I always felt lucky they were born in summer. Their birthday parties were always outdoors—the park, the carnival, the beach, the go-cart track, the campground... That way, the kids never wrecked my house.

WOMAN:

Lucky you! My kids’ birthdays are in January and February. Maybe next year instead of letting them wreck my house, I should send them outside to play in the snow.

MAN:

Or the ice arena... Maybe you should learn to play hockey with them. Anyway, here you are back at the sweat shop to do some “real” work, eh?

WOMAN:

Trust me, coming here feels like play compared to what I do at home.

**Now answer questions 1-5.**

• How are the speakers related?

• How was the woman’s weekend?

• What do the woman and the man agree on?

• What does the woman say about her job?

• Overall, what is the woman expressing?

**Part 5: Listening for Information**   
  
You will hear a conversation about a massage service for office workers.

WOMAN:

Hi there! Welcome to Wellness Massage and Spa. How are you today?

MAN:

Very well, thank you. I’m organizing a corporate event for my company and my boss has requested something a little different this time. A co-worker said she gets massages here, and she recalled that you offer on-site workplace massage therapy. Is that right?

WOMAN:

Absolutely! You’ve come to the right place. We specialize in providing mobile effective stress relief and therapeutic chair massages. Studies of ongoing office massage programs have shown that regular massage sessions result in better performance and decreased job stress and anxiety.

MAN:

Sounds like what every workplace needs! I’ve always thought that massage would be a good component of a company’s success strategy. It’s good to keep workers happy. Is it like a normal spa massage?

WOMAN:

No, it’s quite different. Our practitioners come to your workplace with portable ergonomic massage chairs. You stay fully dressed, but of course you can remove your suit jacket and tie to be more comfortable. We never use oils. We do, however, bring music to set a soothing atmosphere for relieving tension.

MAN:

What’s an ergonomic chair?

WOMAN:

It’s designed so that the client’s chest and head rest on support cushions, which reduces pressure on the hips and spinal column. One of the biggest complaintsof office workers is tension in the neck and shoulders. Our practitioners work on these areas to relieve stress symptoms.

MAN:

Great. Now, I should inquire, is office chair massage covered by an extended health care plan, and are your practitioners fully insured?

WOMAN:

Yes, our practitioners are fully certified and insured. However, unless your health care plan includes individual discretionary funds, which usually cover things such as fitness memberships, it won’t be covered by your plan. We are certified massage practitioners, but not massage therapists. We focus on relaxation and stress reduction, rather than treatment of specific injuries.

MAN:

I see. Well, that’s not a problem. I’d like to book your company. Anything else I need to know?

WOMAN:

Wonderful! Fees and prices are listed in our booklet right here. There’s quite a range of options, depending on how many practitioners you would like to hire. Let me show you.

**Now answer questions 1-6.**

• What does the man want from the woman?

• How did the man meet the woman?

• How will the man’s company use the massage services?

• What will workers need to do for the massage?

• Why does the man ask about health plan coverage?

• What does the man expect to result from massage services?

**Part 6: Listening to a News Item**   
  
You will hear a news item about a lost ring.   
  
Sarah Hunter is smiling again, now that her engagement ring is back on her finger where it belongs. Last Saturday, Sarah was attending an art class when she decided to remove her engagement ring and put it in her jacket pocket. After her class, she took a box of old clothing, including the jacket, to be sold in the local second-hand store. Later that day, Sarah suddenly realized her mistake. She immediately called the thrift store only to discover that her jacket had just been sold. “I honestly never expected to see my engagement ring again,” said Sarah. Surprisingly, the young girl who purchased the jacket soon discovered the ring and promptly brought it back to the thrift store. Sarah was astonished and thrilled at the return of the ring, which is valued at five thousand dollars. Sarah immediately contacted the young girl, a music student at Fairmont College, and thanked her for being so honest. The young girl quietly explained, “I knew that I’d feel devastated if something like this had happened to me, so I had to return it.” Fortunately for the young girl, Sarah’s fiancé performs in a popular rock group and has given her front row tickets to his sold out concert scheduled for next month.

**Part 7: Listening to a Discussion**   
  
You will watch a discussion between three people who belong to a singles’ social club. They are planning a group trip to Montreal.

WOMAN:

So, as of today we have six members signed up for our Montreal trip. I’m still waiting to hear back from four others. Everyone wants to keep round-trip travel costs to $100 a person.

MAN 1:

The cheapest weekend train fare you can get this time of year is $300 a person, round trip. And that’s the seniors’ rate for ages 55 and up! Only some of us fall into that age group.

MAN 2:

Well, $300 is a lot more than I intended to pay. Is that a group rate?

MAN 1:

No, that’s the individual rate for up to six seniors . . . We only have six people signed up so far. If ten or more people sign up, we qualify for the group rate.

WOMAN:

Now, the problem with the train is that it leaves from Central Station. And with all the downtown traffic congestion, it can be hard for people to get to, especially if they’re not one of the few urban dwellers among us . . . or unless they live near public transit. Is it possible that we can catch the train somewhere near our homes?

MAN 1:

I’ll have to get back to you on that. I do know that in order to qualify for the group discount, we’d all have to board and disembark at the same station!

WOMAN:

Hmm. That’s not so great. Would we be able to rent a van? That way, we can pick up and drop off people right at their doorsteps.

MAN 2:

Well, for seven to fifteen people, we could rent a passenger van. You wouldn’t have to pay me to drive it. But I would have to get back to you with a quote about the rental cost. But if we had, say, sixteen to twenty-four people, we could charter a small tour bus and hire a driver.

MAN 1:

But wouldn’t a bus take longer than the train? We’ve only got a three-day weekend!

MAN 2:

Well, a nonstop train gets you there in five hours; we know this for sure. The bus would only take longer if we decided to take breaks along the way. But sightseeing breaks are a bonus. We all agreed on that. I mean, that’s one reason we chose not to go by air in the first place.

MAN 1:

One of the downside of chartering a bus is it would cost thousands of dollars, and we’d have to pay the driver. We’d have to fill every seat to make it cost effective.

WOMAN:

Okay, so . . . highway or railway? In terms of price, it sounds to me like six of one, half a dozen of the other. It really depends on how many people we can get. Once we know that, we can firm up pricing.

**Part 8: Listening to Viewpoints**   
  
You will hear a report about urban chicken bylaws.   
  
Sarah Chang, manager of the Vancouver Animal Shelter, says it’s time for the feathers to fly at City Hall over the issue of backyard chicken farming. Chang is petitioning the city to revoke a two-year-old bylaw allowing city residents to raise poultry. The law was initially brought before city council by ecologically-minded Vancouverites ultimately seeking to help the environment by producing a homegrown alternative to factory-farmed eggs. While most residents supported the initiative, critics were concerned about the potential for excessive noise, predatory wildlife, poor sanitation, and even bird flu. But Chang’s primary concern was the birds themselves. She feared backyard poultry farming would cause an influx of abandoned chickens on animal shelter doorsteps—a prediction which she confirms has come to pass.   
  
But Bruce Webster, an activist and poultry expert who spent 5 years battling city council to allow urban chickens, has no intention of seeing the bylaw overturned and his own pair of hens exiled from the city. While Webster admits the city has seen some predatory coyotes and abandoned hens, he stresses larger food issues. Ensuring access to food is a major concern throughout the world, and even Canada is not invulnerable to hunger and food supply problems. Webster points to the growing need for food banks in urban centres. One solution, says Webster, is local food production, and backyard chicken coops are a part of it.   
  
Also a supporter of local food production, Chang argues that it shouldn’t come at the cost of animal welfare. Many well-intentioned city dwellers start raising chickens, only to discover they’re far more work than expected. Most chickens lay eggs for just two of their ten year lifespan, which, for many urbanites, amounts to too much work for too little payoff. The result, says Chang, is that hundreds of chickens end their lives in crowded, underfunded animal shelters. Many are euthanized. Chang also questions whether urban chicken farming actually aids those in genuine need of access to affordable food. After all, raising fowl generally requires a backyard. Vancouverites lucky enough to have one tend to be upper middle class homeowners who could afford to buy—and don’t really need to raise—organic free-range poultry products.   
  
So, should the urban chicken bylaw be revoked? City councillor Rita Jones thinks the bylaw just needs more teeth. In addition to the existing limit of 4 hens and the ban on noisy roosters, Jones wants routine government inspections, fines for abandonment, and a requirement that wannabes first receive training. Educating prospective chicken owners about what’s involved, says Jones, would weed out negligent ones before their livestock meet the same demise as the city’s unwanted pets.

APPENDIX B Listening Result

**Question**

**Answer Key**

Listening Part 1: Identifying Similar Meanings - Q1

I can count on you to buy her a cake.

Listening Part 1: Identifying Similar Meanings - Q2

Sarah's unaware that a party is going to be held for her.

Listening Part 1: Identifying Similar Meanings - Q3

He is older than he looks.

Listening Part 1: Identifying Similar Meanings - Q4

It's clear that you have done a lot of work.

Listening Part 1: Identifying Similar Meanings - Q5

Rita is much too busy to assist me right now.

Listening Part 1: Identifying Similar Meanings - Q6

Everyone attempted to talk him into going to the movie.

Listening Part 1: Identifying Similar Meanings - Q7

I can finish the work when I replace my computer.

Listening Part 1: Identifying Similar Meanings - Q8

Our opinions are of equal value.

Listening Part 2: Answering Short Questions - Q1

The book was beside the telephone.

Listening Part 2: Answering Short Questions - Q2

I had lunch with him last Wednesday.

Listening Part 2: Answering Short Questions - Q3

It has been sold out for a week.

Listening Part 2: Answering Short Questions - Q4

I am going to do the work myself.

Listening Part 2: Answering Short Questions - Q5

We discussed the new priorities.

Listening Part 2: Answering Short Questions - Q6

My friend has already offered to help me.

Listening Part 2: Answering Short Questions - Q7

I prefer the fashion and architecture there.

Listening Part 2: Answering Short Questions - Q8

I encourage them to ask a lot of questions.

Listening Part 3: Listening to Problem Solving - Q1

Listening Part 3: Listening to Problem Solving - Q2

Pick either one, both are good choices.

Listening Part 3: Listening to Problem Solving - Q3

the lighter one

Listening Part 3: Listening to Problem Solving - Q4

to exchange a shirt

Listening Part 3: Listening to Problem Solving - Q5

Exchange or store credit within two weeks.

Listening Part 3: Listening to Problem Solving - Q6

He offered store credit for a return.

Listening Part 3: Listening to Problem Solving - Q7

some socks

Listening Part 3: Listening to Problem Solving - Q8

She got two new items of clothing.

Listening Part 4: Listening to a Daily Life Conversation - Q1

They work at the same location.

Listening Part 4: Listening to a Daily Life Conversation - Q2

tiring

Listening Part 4: Listening to a Daily Life Conversation - Q3

Outdoor activities have advantages.

Listening Part 4: Listening to a Daily Life Conversation - Q4

Work is easier than family life.

Listening Part 4: Listening to a Daily Life Conversation - Q5

complaints

Listening Part 5: Listening for Information - Q1

details about workplace massages

Listening Part 5: Listening for Information - Q2

He went to her business.

Listening Part 5: Listening for Information - Q3

for a special office event

Listening Part 5: Listening for Information - Q4

remain dressed and sit in a special chair

Listening Part 5: Listening for Information - Q5

Company staff all have health plans.

Listening Part 5: Listening for Information - Q6

happy workers

Listening Part 6: Listening to a News Item - Q1

in her clothing.

Listening Part 6: Listening to a News Item - Q2

taking clothes to a store.

Listening Part 6: Listening to a News Item - Q3

was pessimistic about getting it back.

Listening Part 6: Listening to a News Item - Q4

a girl found it and returned it to the store.

Listening Part 6: Listening to a News Item - Q5

the girl to go to a popular rock concert.

Listening Part 7: Listening to a Discussion - Q1

train, van, bus

Listening Part 7: Listening to a Discussion - Q2

Everyone must get on and off at the same stop.

Listening Part 7: Listening to a Discussion - Q3

the predictably short trip duration

Listening Part 7: Listening to a Discussion - Q4

in suburban areas

Listening Part 7: Listening to a Discussion - Q5

Maybe, and one of the men will find out.

Listening Part 7: Listening to a Discussion - Q6

the length of time spent in Montreal

Listening Part 7: Listening to a Discussion - Q7

per passenger travel costs

Listening Part 7: Listening to a Discussion - Q8

passenger van

Listening Part 8: Listening to Viewpoints - Q1

to contribute to the city food bank for the poor.

Listening Part 8: Listening to Viewpoints - Q2

those too poor to purchase food are also too poor to produce it.

Listening Part 8: Listening to Viewpoints - Q3

it can boost a community’s supply of food.

Listening Part 8: Listening to Viewpoints - Q4

are often abandoned.

Listening Part 8: Listening to Viewpoints - Q5

city chicken euthanization.

Listening Part 8: Listening to Viewpoints - Q6

tightened up.

APPENDIX C Reading Result

**Question**

**Answer Key**

Reading Part 1: Reading Correspondence - Q1

to seek clarification.

Reading Part 1: Reading Correspondence - Q2

in the city government.

Reading Part 1: Reading Correspondence - Q3

the municipal government.

Reading Part 1: Reading Correspondence - Q4

blocking a city-owned vehicle.

Reading Part 1: Reading Correspondence - Q5

dirty.

Reading Part 1: Reading Correspondence - Q6

location.

Reading Part 1: Reading Correspondence - Q7

frustrating

Reading Part 1: Reading Correspondence - Q8

pay the fine

Reading Part 1: Reading Correspondence - Q9

cars being towed

Reading Part 1: Reading Correspondence - Q10

the end of this week.

Reading Part 1: Reading Correspondence - Q11

extensions

Reading Part 2: Reading to Apply a Diagram - Q1

very basic.

Reading Part 2: Reading to Apply a Diagram - Q2

The Thunderbird Suites

Reading Part 2: Reading to Apply a Diagram - Q3

The Brooke Suites

Reading Part 2: Reading to Apply a Diagram - Q4

a fitness centre

Reading Part 2: Reading to Apply a Diagram - Q5

have a swimming pool,

Reading Part 2: Reading to Apply a Diagram - Q6

planning a trip with Mary.

Reading Part 2: Reading to Apply a Diagram - Q7

is fairly comfortable.

Reading Part 2: Reading to Apply a Diagram - Q8

somewhat helpful.

Reading Part 3: Reading for Information - Q1

B

Reading Part 3: Reading for Information - Q2

C

Reading Part 3: Reading for Information - Q3

D

Reading Part 3: Reading for Information - Q4

E

Reading Part 3: Reading for Information - Q5

C

Reading Part 3: Reading for Information - Q6

D

Reading Part 3: Reading for Information - Q7

A

Reading Part 3: Reading for Information - Q8

E

Reading Part 3: Reading for Information - Q9

B

Reading Part 4: Reading for Viewpoints - Q1

caregivers should live with their families.

Reading Part 4: Reading for Viewpoints - Q2

quicker ways of bringing her family to Canada.

Reading Part 4: Reading for Viewpoints - Q3

it provides an opportunity to apply for residency.

Reading Part 4: Reading for Viewpoints - Q4

is undergoing successful reform.

Reading Part 4: Reading for Viewpoints - Q5

better budgeting for senior-care programs.

Reading Part 4: Reading for Viewpoints - Q6

abuse still happens to caregivers.

Reading Part 4: Reading for Viewpoints - Q7

complain about their workplace conditions,

Reading Part 4: Reading for Viewpoints - Q8

the labour laws.

Reading Part 4: Reading for Viewpoints - Q9

won’t solve the problem.

Reading Part 4: Reading for Viewpoints - Q10

they will want to leave Canada.