



# Listening Test

Set 3

24 December 2025

- You will hear four recordings.
- Write your answers on the question paper.
- You will have time to read the questions before you listen.
- Use a pencil. Write clearly and follow instructions.
- At the end, you will have 10 minutes to transfer your answers.

## Part 1

Complete the table below. Write ONE WORD AND / OR A NUMBER for each answer.

UNIVERSITY LIBRARY SERVICE ENQUIRY		
Service	Details	Notes/Cost
Membership	Free for students	Required: student (1)_____
Book Loans	Max 8 books	Loan Period: (2)_____ weeks
Inter-library Loans	Cost: £(3)_____	Delivery: 2-3 days
Computer Use	Free access for all students	Max (4)_____ minutes
Printing/Copying	Black & White Colour	Cost: 5p per (5)_____ (6)_____p per page
Group Study Rooms	Capacity: (7)_____ people	Must book online
Training Workshops	Topics: research, software	Location: (8)_____
Library Cafe	Hot and cold drinks	Closes at (9)_____ pm
Lost Card	Replacement fee	£(10)_____

Required: student (1)\_\_\_\_\_. \_\_\_\_\_

Loan Period: (2)\_\_\_\_\_ weeks. \_\_\_\_\_

Cost: £(3)\_\_\_\_\_. \_\_\_\_\_

Max (4)\_\_\_\_\_ minutes. \_\_\_\_\_

Cost: 5p per (5)\_\_\_\_\_. \_\_\_\_\_

(6)\_\_\_\_\_p per page. \_\_\_\_\_

Capacity: (7)\_\_\_\_\_ people. \_\_\_\_\_

Location: (8)\_\_\_\_\_. \_\_\_\_\_

Closes at (9)\_\_\_\_\_ pm. \_\_\_\_\_

£(10)\_\_\_\_\_. \_\_\_\_\_

## Part 2

### Questions 11-20

Choose TWO letters, A-E.

What TWO benefits of living in university accommodation are mentioned?

['A. Guaranteed academic success', 'B. A structured support system', 'C. Lower overall living costs', 'D. Regular social events are organised', 'E. Easy access to public transport']

['A. Family apartments', 'B. Private landlord houses', 'C. Catered halls of residence', 'D. Self-catered studio flats', 'E. Homestay arrangements']

['A. The number of fellow students from their home country', 'B. Proximity to local entertainment venues', 'C. Their personal budget for rent and expenses', 'D. The social atmosphere they prefer', 'E. Availability of personal parking space']

['A. Basic furniture like a desk and chair', 'B. All bedding and towels', 'C. A personal mini-fridge', 'D. Cooking utensils and cutlery', 'E. Cleaning products for common areas']

['A. One-on-one academic tutoring sessions', 'B. Career development workshops', 'C. Social gatherings and parties', 'D. Group study support sessions', 'E. Financial planning seminars']

['A. Regularly cleaning their individual room', 'B. Actively participating in all hall events', 'C. Managing noise levels, especially at night', 'D. Reporting any maintenance issues promptly', 'E. Taking turns cooking for the entire flat']

['A. Weekly room cleaning service', 'B. All utility bills (electricity, water, heating)', 'C. Comprehensive contents insurance', 'D. High-speed internet access', 'E. A daily meal plan']

['A. Paying their security deposit', 'B. Registering for all their university courses', 'C. Completing an online induction module', 'D. Booking a specific time slot for moving in', 'E. Purchasing recommended textbooks']

['A. A direct booking service for private landlords', 'B. A list of approved and vetted properties', 'C. Free legal advice on tenancy agreements', 'D. Workshops on understanding tenant rights', 'E. A dedicated app for finding flatmates']

['A. Avoiding flatmate disagreements at all costs', 'B. Communicating openly with flatmates', 'C. Being flexible with personal routines', 'D. Participating in all hall committee meetings', 'E. Proactively resolving issues as they arise']

Which TWO types of university accommodation does the speaker describe in detail?

['A. Guaranteed academic success', 'B. A structured support system', 'C. Lower overall living costs', 'D. Regular social events are organised', 'E. Easy access to public transport']

['A. Family apartments', 'B. Private landlord houses', 'C. Catered halls of residence', 'D. Self-catered studio flats', 'E. Homestay arrangements']

['A. The number of fellow students from their home country', 'B. Proximity to local entertainment venues', 'C. Their personal budget for rent and expenses', 'D. The social atmosphere they prefer', 'E. Availability of personal parking space']

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['A. A direct booking service for private landlords', 'B. A list of approved and vetted properties', 'C. Free legal advice on tenancy agreements', 'D. Workshops on understanding tenant rights', 'E. A dedicated app for finding flatmates']

['A. Avoiding flatmate disagreements at all costs', 'B. Communicating openly with flatmates', 'C. Being flexible with personal routines', 'D. Participating in all hall committee meetings', 'E. Proactively resolving issues as they arise']

What TWO factors should students \*prioritise\* when choosing their accommodation?

['A. Guaranteed academic success', 'B. A structured support system', 'C. Lower overall living costs', 'D. Regular social events are organised', 'E. Easy access to public transport']

['A. Family apartments', 'B. Private landlord houses', 'C. Catered halls of residence', 'D. Self-catered studio flats', 'E. Homestay arrangements']

['A. The number of fellow students from their home country', 'B. Proximity to local entertainment venues', 'C. Their personal budget for rent and expenses', 'D. The social atmosphere they prefer', 'E. Availability of personal parking space']

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['A. Avoiding flatmate disagreements at all costs', 'B. Communicating openly with flatmates', 'C. Being flexible with personal routines', 'D. Participating in all hall committee meetings', 'E. Proactively resolving issues as they arise']

What TWO items are students expected to provide for their room in university accommodation?

['A. Guaranteed academic success', 'B. A structured support system', 'C. Lower overall living costs', 'D. Regular social events are organised', 'E. Easy access to public transport']

['A. Family apartments', 'B. Private landlord houses', 'C. Catered halls of residence', 'D. Self-catered studio flats', 'E. Homestay arrangements']

['A. The number of fellow students from their home country', 'B. Proximity to local entertainment venues', 'C. Their personal budget for rent and expenses', 'D. The social atmosphere they prefer', 'E. Availability of personal parking space']

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['A. Avoiding flatmate disagreements at all costs', 'B. Communicating openly with flatmates', 'C. Being flexible with personal routines', 'D. Participating in all hall committee meetings', 'E. Proactively resolving issues as they arise']

What TWO types of activities does the Residential Life team typically arrange for residents?

['A. Guaranteed academic success', 'B. A structured support system', 'C. Lower overall living costs', 'D. Regular social events are organised', 'E. Easy access to public transport']

['A. Family apartments', 'B. Private landlord houses', 'C. Catered halls of residence', 'D. Self-catered studio flats', 'E. Homestay arrangements']

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['A. Avoiding flatmate disagreements at all costs', 'B. Communicating openly with flatmates', 'C. Being flexible with personal routines', 'D. Participating in all hall committee meetings', 'E. Proactively resolving issues as they arise']

Which TWO responsibilities are highlighted for students living in shared university accommodation?

['A. Guaranteed academic success', 'B. A structured support system', 'C. Lower overall living costs', 'D. Regular social events are organised', 'E. Easy access to public transport']

['A. Family apartments', 'B. Private landlord houses', 'C. Catered halls of residence', 'D. Self-catered studio flats', 'E. Homestay arrangements']

['A. The number of fellow students from their home country', 'B. Proximity to local entertainment venues', 'C. Their personal budget for rent and expenses', 'D. The social atmosphere they prefer', 'E. Availability of personal parking space']

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['A. A direct booking service for private landlords', 'B. A list of approved and vetted properties', 'C. Free legal advice on tenancy agreements', 'D. Workshops on understanding tenant rights', 'E. A dedicated app for finding flatmates']

['A. Avoiding flatmate disagreements at all costs', 'B. Communicating openly with flatmates', 'C. Being flexible with personal routines', 'D. Participating in all hall committee meetings', 'E. Proactively resolving issues as they arise']

What TWO services are included in the standard university accommodation fees?

['A. Guaranteed academic success', 'B. A structured support system', 'C. Lower overall living costs', 'D. Regular social events are organised', 'E. Easy access to public transport']

['A. Family apartments', 'B. Private landlord houses', 'C. Catered halls of residence', 'D.

Self-catered studio flats', 'E. Homestay arrangements']

['A. The number of fellow students from their home country', 'B. Proximity to local entertainment venues', 'C. Their personal budget for rent and expenses', 'D. The social atmosphere they prefer', 'E. Availability of personal parking space']

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['A. Avoiding flatmate disagreements at all costs', 'B. Communicating openly with flatmates', 'C. Being flexible with personal routines', 'D. Participating in all hall committee meetings', 'E. Proactively resolving issues as they arise']

What TWO tasks are compulsory for students to complete *\*before\** their arrival date?

['A. Guaranteed academic success', 'B. A structured support system', 'C. Lower overall living costs', 'D. Regular social events are organised', 'E. Easy access to public transport']

['A. Family apartments', 'B. Private landlord houses', 'C. Catered halls of residence', 'D. Self-catered studio flats', 'E. Homestay arrangements']

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['A. Avoiding flatmate disagreements at all costs', 'B. Communicating openly with flatmates', 'C. Being flexible with personal routines', 'D. Participating in all hall committee meetings', 'E. Proactively resolving issues as they arise']

What TWO resources does the university offer to students looking for private accommodation?

['A. Guaranteed academic success', 'B. A structured support system', 'C. Lower overall living costs', 'D. Regular social events are organised', 'E. Easy access to public transport']

['A. Family apartments', 'B. Private landlord houses', 'C. Catered halls of residence', 'D. Self-catered studio flats', 'E. Homestay arrangements']

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['A. Avoiding flatmate disagreements at all costs', 'B. Communicating openly with flatmates', 'C. Being flexible with personal routines', 'D. Participating in all hall committee meetings', 'E. Proactively resolving issues as they arise']

What TWO pieces of advice are given for having a positive living experience in halls?

['A. Guaranteed academic success', 'B. A structured support system', 'C. Lower overall living costs', 'D. Regular social events are organised', 'E. Easy access to public transport']

['A. Family apartments', 'B. Private landlord houses', 'C. Catered halls of residence', 'D. Self-catered studio flats', 'E. Homestay arrangements']

['A. The number of fellow students from their home country', 'B. Proximity to local entertainment venues', 'C. Their personal budget for rent and expenses', 'D. The social atmosphere they prefer', 'E. Availability of personal parking space']

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## Part 3

### Questions 21-30

Choose the correct letter, A, B or C.

What does Chloe identify as the primary challenge with the examination registration portal?

['A. Its complex user interface.', 'B. Its tendency to crash during peak hours.', 'C. Its difficulty in confirming registration status.']

['A. A mandatory additional fee.', 'B. Exclusion from sitting the exams.', 'C. A reduction in module credits.']

['A. Changes are only possible with a tutor's approval.', 'B. Students should expect modules to be final after a specific date.', 'C. Late changes incur a significant administrative charge.']

['A. Attendance at a compulsory preparatory workshop.', 'B. Submission of an academic portfolio beforehand.', 'C. Completion of an online pre-assessment test.']

['A. All students must pay a separate exam fee.', 'B. Fees are typically included in tuition, except for late charges.', 'C. Only international students are required to pay exam fees.']

['A. Contacting the disability support office directly.', 'B. Submitting an online application with medical evidence.', 'C. Discussing their needs with their personal tutor.']

['A. A letter from a family member.', 'B. An official medical certificate.', 'C. A sworn affidavit.']

['A. A straightforward process if medical proof is provided.', 'B. Only possible in exceptional, unforeseen circumstances.', 'C. Not permitted, with deferral being the only option.']

['A. Approximately one month before the exam period.', 'B. Two weeks prior to the start of examinations.', 'C. The exact date is variable but usually published early.']

['A. They should resolve the clash directly with their module convenors.', 'B. They must submit a formal clash report via the student portal.', 'C. The university automatically adjusts timetables to prevent overlaps.']

According to Dr. Evans, what is the most significant consequence of late examination registration?

['A. Its complex user interface.', 'B. Its tendency to crash during peak hours.', 'C. Its difficulty in confirming registration status.']

['A. A mandatory additional fee.', 'B. Exclusion from sitting the exams.', 'C. A reduction in module credits.']

['A. Changes are only possible with a tutor's approval.', 'B. Students should expect modules to be final after a specific date.', 'C. Late changes incur a significant administrative charge.']

['A. Attendance at a compulsory preparatory workshop.', 'B. Submission of an academic portfolio beforehand.', 'C. Completion of an online pre-assessment test.']

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['A. They should resolve the clash directly with their module convenors.', 'B. They must submit a formal clash report via the student portal.', 'C. The university automatically adjusts timetables to prevent overlaps.']

What advice does Dr. Evans give regarding changing registered modules?

['A. Its complex user interface.', 'B. Its tendency to crash during peak hours.', 'C. Its difficulty in confirming registration status.']

['A. A mandatory additional fee.', 'B. Exclusion from sitting the exams.', 'C. A reduction in module credits.']

['A. Changes are only possible with a tutor's approval.', 'B. Students should expect modules to be final after a specific date.', 'C. Late changes incur a significant administrative charge.']

['A. Attendance at a compulsory preparatory workshop.', 'B. Submission of an academic portfolio beforehand.', 'C. Completion of an online pre-assessment test.']

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['A. Approximately one month before the exam period.', 'B. Two weeks prior to the start of examinations.', 'C. The exact date is variable but usually published early.']

['A. They should resolve the clash directly with their module convenors.', 'B. They must submit a formal clash report via the student portal.', 'C. The university automatically adjusts timetables to prevent overlaps.']

Chloe mentions a specific exam that requires what additional action?

['A. Its complex user interface.', 'B. Its tendency to crash during peak hours.', 'C. Its difficulty in confirming registration status.']

['A. A mandatory additional fee.', 'B. Exclusion from sitting the exams.', 'C. A reduction in module credits.']

['A. Changes are only possible with a tutor's approval.', 'B. Students should expect modules to be final after a specific date.', 'C. Late changes incur a significant

administrative charge.']

['A. Attendance at a compulsory preparatory workshop.', 'B. Submission of an academic portfolio beforehand.', 'C. Completion of an online pre-assessment test.']

['A. All students must pay a separate exam fee.', 'B. Fees are typically included in tuition, except for late charges.', 'C. Only international students are required to pay exam fees.']

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['A. They should resolve the clash directly with their module convenors.', 'B. They must submit a formal clash report via the student portal.', 'C. The university automatically adjusts timetables to prevent overlaps.']

What clarification does Dr. Evans provide about examination fees?

['A. Its complex user interface.', 'B. Its tendency to crash during peak hours.', 'C. Its difficulty in confirming registration status.']

['A. A mandatory additional fee.', 'B. Exclusion from sitting the exams.', 'C. A reduction in module credits.']

['A. Changes are only possible with a tutor's approval.', 'B. Students should expect modules to be final after a specific date.', 'C. Late changes incur a significant administrative charge.']

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['A. All students must pay a separate exam fee.', 'B. Fees are typically included in tuition, except for late charges.', 'C. Only international students are required to pay exam fees.']

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['A. Approximately one month before the exam period.', 'B. Two weeks prior to the start of examinations.', 'C. The exact date is variable but usually published early.']

['A. They should resolve the clash directly with their module convenors.', 'B. They must submit a formal clash report via the student portal.', 'C. The university automatically adjusts timetables to prevent overlaps.']

What is the first step for students seeking special examination arrangements?

['A. Its complex user interface.', 'B. Its tendency to crash during peak hours.', 'C. Its difficulty in confirming registration status.']

['A. A mandatory additional fee.', 'B. Exclusion from sitting the exams.', 'C. A reduction in module credits.']

['A. Changes are only possible with a tutor's approval.', 'B. Students should expect modules to be final after a specific date.', 'C. Late changes incur a significant administrative charge.']

['A. Attendance at a compulsory preparatory workshop.', 'B. Submission of an academic portfolio beforehand.', 'C. Completion of an online pre-assessment test.']

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['A. Contacting the disability support office directly.', 'B. Submitting an online application with medical evidence.', 'C. Discussing their needs with their personal tutor.']

['A. A letter from a family member.', 'B. An official medical certificate.', 'C. A sworn affidavit.']

['A. A straightforward process if medical proof is provided.', 'B. Only possible in exceptional, unforeseen circumstances.', 'C. Not permitted, with deferral being the only option.']

['A. Approximately one month before the exam period.', 'B. Two weeks prior to the start of examinations.', 'C. The exact date is variable but usually published early.']

['A. They should resolve the clash directly with their module convenors.', 'B. They must submit a formal clash report via the student portal.', 'C. The university automatically adjusts timetables to prevent overlaps.']

Liam refers to a friend's experience. What evidence did Dr. Evans state is crucial for mitigating circumstances claims?

['A. Its complex user interface.', 'B. Its tendency to crash during peak hours.', 'C. Its difficulty in confirming registration status.']

['A. A mandatory additional fee.', 'B. Exclusion from sitting the exams.', 'C. A reduction in module credits.']

['A. Changes are only possible with a tutor's approval.', 'B. Students should expect modules to be final after a specific date.', 'C. Late changes incur a significant administrative charge.']

['A. Attendance at a compulsory preparatory workshop.', 'B. Submission of an academic portfolio beforehand.', 'C. Completion of an online pre-assessment test.']

['A. All students must pay a separate exam fee.', 'B. Fees are typically included in tuition, except for late charges.', 'C. Only international students are required to pay exam fees.']

['A. Contacting the disability support office directly.', 'B. Submitting an online application with medical evidence.', 'C. Discussing their needs with their personal tutor.']

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['A. Approximately one month before the exam period.', 'B. Two weeks prior to the start of examinations.', 'C. The exact date is variable but usually published early.']

['A. They should resolve the clash directly with their module convenors.', 'B. They must

submit a formal clash report via the student portal.', 'C. The university automatically adjusts timetables to prevent overlaps.']

Regarding rescheduling an exam due to illness on the day, Dr. Evans clarifies that it is generally:

['A. Its complex user interface.', 'B. Its tendency to crash during peak hours.', 'C. Its difficulty in confirming registration status.']

['A. A mandatory additional fee.', 'B. Exclusion from sitting the exams.', 'C. A reduction in module credits.']

['A. Changes are only possible with a tutor's approval.', 'B. Students should expect modules to be final after a specific date.', 'C. Late changes incur a significant administrative charge.']

['A. Attendance at a compulsory preparatory workshop.', 'B. Submission of an academic portfolio beforehand.', 'C. Completion of an online pre-assessment test.']

['A. All students must pay a separate exam fee.', 'B. Fees are typically included in tuition, except for late charges.', 'C. Only international students are required to pay exam fees.']

['A. Contacting the disability support office directly.', 'B. Submitting an online application with medical evidence.', 'C. Discussing their needs with their personal tutor.']

['A. A letter from a family member.', 'B. An official medical certificate.', 'C. A sworn affidavit.']

['A. A straightforward process if medical proof is provided.', 'B. Only possible in exceptional, unforeseen circumstances.', 'C. Not permitted, with deferral being the only option.']

['A. Approximately one month before the exam period.', 'B. Two weeks prior to the start of examinations.', 'C. The exact date is variable but usually published early.']

['A. They should resolve the clash directly with their module convenors.', 'B. They must submit a formal clash report via the student portal.', 'C. The university automatically adjusts timetables to prevent overlaps.']

When does Dr. Evans anticipate the final examination timetable will be released?

['A. Its complex user interface.', 'B. Its tendency to crash during peak hours.', 'C. Its difficulty in confirming registration status.']

['A. A mandatory additional fee.', 'B. Exclusion from sitting the exams.', 'C. A reduction in module credits.']

['A. Changes are only possible with a tutor's approval.', 'B. Students should expect modules to be final after a specific date.', 'C. Late changes incur a significant administrative charge.']

['A. Attendance at a compulsory preparatory workshop.', 'B. Submission of an academic portfolio beforehand.', 'C. Completion of an online pre-assessment test.']

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['A. Approximately one month before the exam period.', 'B. Two weeks prior to the start of examinations.', 'C. The exact date is variable but usually published early.']

['A. They should resolve the clash directly with their module convenors.', 'B. They must submit a formal clash report via the student portal.', 'C. The university automatically adjusts timetables to prevent overlaps.']

What is the university's procedure for students reporting exam timetable clashes?

['A. Its complex user interface.', 'B. Its tendency to crash during peak hours.', 'C. Its difficulty in confirming registration status.']

['A. A mandatory additional fee.', 'B. Exclusion from sitting the exams.', 'C. A reduction in module credits.']

['A. Changes are only possible with a tutor's approval.', 'B. Students should expect modules to be final after a specific date.', 'C. Late changes incur a significant administrative charge.']

['A. Attendance at a compulsory preparatory workshop.', 'B. Submission of an academic portfolio beforehand.', 'C. Completion of an online pre-assessment test.']

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## Part 4

Complete the notes below.

Write NO MORE THAN TWO WORDS for each answer.

31. Effective timetable planning is crucial for achieving academic success and maintaining a good \_\_\_\_\_.
32. Students often struggle with initial timetable creation due to the sheer \_\_\_\_\_ of available modules.
33. A key initial step is to thoroughly check all \_\_\_\_\_ requirements for your specific degree program.
34. Before selecting optional modules, consider how each one aligns with your future career \_\_\_\_\_.
35. Using a \_\_\_\_\_ planning tool can help visualise potential overlaps and free periods.
36. Students should aim to schedule their most demanding subjects during their personal \_\_\_\_\_.
37. It is advisable to allow for unexpected events by incorporating some \_\_\_\_\_ into your weekly schedule.
38. Neglecting to factor in \_\_\_\_\_ can lead to significant stress and poor time management.
39. Regularly reviewing and \_\_\_\_\_ your timetable is essential for adapting to changing circumstances.
40. Seeking advice from a personal \_\_\_\_\_ can provide valuable insights into optimal scheduling strategies.



## Answers

### Part 1

1. card
  2. four
  3. 3
  4. 60
  5. page
  6. 20
  7. 6
  8. Seminar Room
  9. 5
  10. 10
- 

### Part 2

11. ['B', 'D']
12. ['C', 'D']
13. ['C', 'D']
14. ['B', 'D']
15. ['C', 'D']
16. ['C', 'D']

17. ['B', 'D']

18. ['A', 'C']

19. ['B', 'D']

20. ['B', 'E']

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## Part 3

21. C

22. A

23. B

24. B

25. B

26. B

27. B

28. C

29. A

30. B

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## Part 4

31. work-life balance

32. volume

33. core module

34. aspirations

35. digital

36. peak productivity

37. buffer time

38. travel time

39. adjusting

40. academic tutor

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## Transcripts

### Part 1

You will hear a conversation between a university student and a library assistant.

First, you have some time to look at questions 1 to 5.

[pause]

Now listen carefully and answer questions 1 to 10.

[pause]

Library Assistant: Good morning! Welcome to the University Library. How can I help you today?

Student: Hi. I'm a new student and I'd like to find out about using the library services.

Library Assistant: Of course! We're here to help. To start, you'll need to register for membership. It's free for all registered students.

Student: Great! What do I need for that?

Library Assistant: For membership, you'll need your university student card. So, that's the answer for question number 1.

Student: Okay, I have that with me.

Library Assistant: Excellent. Once you're a member, you can borrow books. Each student can borrow a maximum of eight books at a time.

Student: And how long can I keep them for?

Library Assistant: The standard loan period is four weeks for most books. You can renew them online if no one else has reserved them. That's for question number 2.

Student: That's good to know. What if I need a book that isn't available here? Can I get it from another library?

Library Assistant: Yes, we have an inter-library loan service. We can get books from other university libraries. There's a small charge for this service, which is three pounds per item. And it usually takes two to three days for the book to arrive. So, question number 3 is three pounds.

Student: Three pounds, got it. What about computers? Do you have computers I can use?

Library Assistant: Absolutely. We have many computers available on the ground floor. They're free to use for all students, but there is a time limit during busy periods. You get sixty minutes free access, and then you might need to re-book if there's a queue. You'll put sixty for question number 4.

Student: Sixty minutes, okay. And what about printing and copying?

Library Assistant: We have facilities for both. Black and white printing is five pence per page. Colour printing is a bit more expensive, at twenty pence per page. These are the answers for question number 5 and question number 6 respectively. You can top up your printing credit at the main desk.

Student: Thanks. Are there any study rooms for groups?

Library Assistant: Yes, we have several group study rooms on the first floor. They're very popular, so booking is essential. Each room can accommodate up to six people. You can book them online through the library website. That's the detail for question number 7.

Student: Perfect! Do you offer any workshops? Like, for research skills or software training?

Library Assistant: We certainly do. We run regular workshops on academic research, citation styles, and various software programs. These are held in our dedicated Seminar Room, which is also on the first floor. You'll find a schedule on our website. So, for question number 8, the answer is Seminar Room.

Student: That sounds really useful. One last thing, is there a cafe in the library? I might need a coffee during my study sessions.

Library Assistant: Yes, there's a small cafe on the ground floor, just by the entrance. It serves hot and cold drinks and some snacks. It closes a bit earlier than the library itself, usually at five pm. You can write 'five' for question number 9.

Student: Good to know! Oh, and what happens if I lose my student card? Is there a replacement fee?

Library Assistant: Unfortunately, yes. There's a replacement fee of ten pounds for a lost card. We recommend you report it immediately if it goes missing. And that's our last question, question number 10.

Student: Right, I'll be careful with it then! Thanks so much for all your help.

Library Assistant: You're very welcome. Don't hesitate to ask if you have any more questions.

## Part 2

You will hear a representative from the university's Accommodation Office giving a talk about student housing.

Good morning, everyone, and welcome to the University of Westbury's student orientation. My name is Sarah Jenkins, and I'm from the Accommodation Office. Today, I'm here to give you an overview of the various housing options available to you and to answer any initial questions you might have.

Firstly, let's talk about the main benefits of choosing university-managed accommodation. Many students find that living in our halls offers significant advantages, particularly for those new to university life or even to the city. For **\*\*questions 11 and 12\*\***, consider these points. Our halls provide a incredibly structured support system, with resident assistants and wardens available to help you settle in and navigate any challenges. It's a fantastic way to quickly build a social network, with regular events fostering community spirit. For example, our Residential Life team organises a wide range of activities. As for the types of accommodation, we primarily offer two main categories within our university housing portfolio: catered halls of residence and self-catered studio flats or apartments. Catered halls include meal plans, which many find convenient, especially during their first year. Self-catered options give you more independence to cook for yourselves.

Moving on to **\*\*question 13\*\***, about choosing your accommodation. When selecting where you'll live, it's crucial to prioritise a few key factors. Your personal budget for rent and living expenses is paramount, of course. Also, give serious thought to the kind of social atmosphere you prefer. Do you thrive in a bustling, lively environment, or do you prefer somewhere quieter for study and relaxation? Consider your individual needs carefully.

Now, for **question 14**, regarding what's provided in your room. All rooms in university halls come fully furnished with a bed, desk, chair, wardrobe, and bookshelf. However, you are expected to bring certain personal items. This includes all your own bedding, such as sheets, duvets, and pillows, as well as towels. For those in self-catered accommodation, remember that cooking utensils, cutlery, and crockery are also your responsibility. These are not supplied.

Regarding the social aspect, for **question 15**, let me elaborate on the role of our Residential Life team. They are instrumental in organising numerous events throughout the year. These typically include various social gatherings and parties, which are excellent for meeting new people. They also run group study support sessions, helping students to collaborate and succeed academically.

Living in shared accommodation, as covered by **question 16**, comes with certain responsibilities. We expect all residents to be respectful of their flatmates. This means actively managing noise levels, especially during evening hours and at night, to ensure everyone has a conducive environment for study and rest. Furthermore, promptly reporting any maintenance issues, whether it's a leaky tap or a broken light, is vital to ensure a comfortable and safe living space for everyone.

In terms of costs, **question 17** asks what services are included in your fees. Your standard university accommodation fees are comprehensive. They include all utility bills – that's electricity, water, and heating – so you don't need to worry about separate payments for those. High-speed internet access, both wired and Wi-Fi, is also included, which is essential for your studies and staying connected.

For **question 18**, about pre-arrival tasks, there are a couple of compulsory things you must complete before you arrive. Firstly, your security deposit must be paid in full by the specified deadline to secure your room. Secondly, you need to complete an online induction module. This covers important information about living in halls, safety procedures, and university policies. It's designed to help you prepare thoroughly for your move.

If you're considering private accommodation, which some of you might be, especially after your first year, **question 19** relates to the resources we offer. Our Housing Office provides a regularly updated list of approved and vetted properties and landlords in the local area. This gives you peace of mind that you're looking at reputable options. Additionally, we run workshops specifically designed to help students understand their tenant rights and responsibilities, offering valuable legal advice and practical guidance.

Finally, for **question 20**, some advice for having a positive living experience in halls. The most important thing is open communication with your flatmates. Talk about any issues that arise, discuss shared responsibilities, and just generally get to know each other. And when issues do come up, which they inevitably will in shared living, be proactive in resolving them. Don't let small problems fester; address them calmly and constructively.

That concludes my presentation. Thank you for listening. Are there any questions?

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## Part 3

Narrator: You will hear a conversation between two university students, Chloe and Liam, and their academic tutor, Dr. Evans, discussing the upcoming examination registration process.

Dr. Evans: Right, come in Chloe, Liam. Thanks for making time to discuss this. As you know, the examination registration period is now open, and I wanted to ensure you're both clear on the process and to address any concerns you might have. It's crucial not to leave this to the last minute.



Chloe: Thanks, Dr. Evans. I've actually already tried to go through the online portal, but I encountered a bit of a snag. It wasn't the interface itself, which is actually quite intuitive, nor did it crash, but rather, I found it quite difficult to get a definitive confirmation that my registration had been successfully submitted. It just sort of... hung there, without a clear 'thank you' page or email. It left me questioning if I'd actually done it right.

Liam: Oh, I had a similar experience! It's unnerving. Anyway, I was mostly worried about the deadline. What happens if someone misses it? I know there's a lot of information online, but it's sometimes contradictory.

Dr. Evans: That's a very important point, Liam. The university is extremely strict on deadlines for examination registration. Historically, any student who fails to register by the official cut-off date is automatically assessed a mandatory late registration fee. It's non-negotiable, and believe me, it's quite substantial, precisely to deter procrastination. There are no exceptions for simply forgetting.

Chloe: So, no chance of being excluded from the exams entirely for being a day late, just a hefty fine?

Dr. Evans: Precisely. Exclusion is reserved for more serious breaches, but the fine is certainly enough to make you wince. Now, another common query revolves around module choices. Once you've registered for your examinations, particularly after the final add/drop date for modules has passed, your selections are considered definitive. Any attempts to change modules after this point are almost always rejected, unless there are truly exceptional, documented circumstances. So, in essence, you should consider your registered modules final. There's no provision for administrative charges for late changes because, quite simply, they aren't permitted.

Liam: That makes sense. I'm pretty sure I've finalised everything on my end. But Chloe, didn't you mention one of your modules had a special requirement?

Chloe: Oh yes! For my Advanced Research Methods module, the exam registration process isn't just about clicking boxes. We have to ensure our academic portfolio, which accounts for 40% of the final grade, is submitted via the departmental portal *\*before\** the main examination period commences. If that isn't in, you can't sit the final written exam. It's an integral part of the assessment.

Dr. Evans: That's correct, Chloe. A good reminder for everyone to check their specific module guides carefully. Regarding fees, just to clarify a point Liam brought up earlier, your examination fees are generally incorporated within your overall tuition fees. You won't typically see a separate line item for them unless, as we discussed, you incur that late registration penalty. So, no need to worry about paying a separate exam fee for each paper, regardless of your student status.

Liam: That's a relief. One of my friends, actually a postgraduate student, was asking about special arrangements. He has a specific learning difficulty and wondered about extra time.

Dr. Evans: Ah yes, special arrangements are handled through the Disability and Dyslexia Support Service. The critical first step for any student seeking such provisions, whether it's extra time, a separate room, or assistive technology, is to formally submit an online application to the DDS Service, accompanied by current and appropriate medical evidence from a qualified professional. They assess each case individually and then communicate approved adjustments to the examination office. Without that formal application and evidence, we can't make any adjustments.

Chloe: What about if someone gets ill just before an exam? Liam's friend mentioned missing a deadline because of a severe flu, for example.

Dr. Evans: That falls under 'mitigating circumstances'. If you're genuinely unwell or there's another unforeseen, serious personal circumstance preventing you from sitting an exam, you can apply for mitigating circumstances. However, the university requires robust, independent corroborating evidence. In most cases of illness, an official medical certificate from a registered doctor, clearly stating the nature and period of incapacitation, is absolutely crucial. A letter from a family member simply isn't sufficient. This must be submitted within a strict timeframe, usually within a few days of the missed assessment.

Liam: So, if someone is ill on the actual day of an exam, can they simply reschedule it?

Dr. Evans: That's a common misconception. Rescheduling an exam for the same examination period due to illness on the day is generally not permitted by the university. The standard procedure, if your mitigating circumstances application is approved, is for a deferral. This means you would be allowed to sit the exam in the next available examination period, typically the resit period, without penalty. It's important to understand the distinction; a deferral doesn't mean rescheduling for a few days later in the current cycle. It's about moving it to the next official opportunity.

Chloe: That's good to know. And when do we expect the final examination timetable to be released? It would be helpful to start planning.

Dr. Evans: We aim to publish the definitive examination timetable approximately one month prior to the commencement of the examination period. So, you should keep an eye on the student portal around then. We know planning travel and work commitments is important, so we try to give ample notice. The exact date varies slightly each year, but that's the general window.

Liam: And what if there are clashes? Is that something we just have to deal with?

Dr. Evans: Absolutely not. The university makes every effort to avoid direct timetable clashes, but with hundreds of modules, they can occasionally occur. If you identify a clash where two of your registered exams are scheduled for the exact same time, you must report it immediately. The procedure is to submit a formal clash report through a specific link on the student portal. Do not attempt to resolve it yourself or assume it will be automatically fixed. The examinations office will then investigate and make alternative arrangements for one of the papers. It's your responsibility to check your personal timetable when it's released and report any issues promptly. So, to summarise, please ensure your registration is complete and confirmed, check module-specific requirements, and be proactive in seeking help if you foresee any issues. The earlier, the better. Is there anything else you wanted to cover?

Chloe: No, I think that clarifies a lot for me. Thank you, Dr. Evans.

Liam: Yes, thanks for clearing everything up. It's a complex process.

Dr. Evans: You're very welcome. Good luck with your studies, and remember those deadlines!

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## Part 4

Narrator

You will hear a university lecturer discussing the importance of effective timetable planning for students.

Lecturer

Good morning everyone, and welcome to this session on a topic that is absolutely fundamental to your success here at university, yet often overlooked until it becomes a crisis: effective timetable planning. It might sound mundane, but trust me, mastering your schedule is akin to mastering your academic journey. Today, we're going to delve into some key strategies and considerations for building a robust and sustainable timetable. We'll be looking at a series of guidelines, almost a checklist, if you will, that can help you navigate the complexities of module selection and personal time management.

So, let's begin with our first crucial point, which I've labelled as point 31 on your hypothetical guide. Effective timetable planning is, first and foremost, crucial for achieving academic success, that much is obvious. However, it extends beyond just grades. It's equally vital for maintaining what we call a healthy work-life balance. Without a clear schedule that allocates time not only for studies but also for personal well-being, social activities, and rest, you risk burnout. Many students, particularly in their first year, throw themselves entirely into their studies, neglecting other aspects of their lives, only to find themselves exhausted and demotivated by the end of the semester. A well-planned timetable ensures that you integrate all these components, leading to a more holistic and enjoyable university experience.

Moving on to point 32, one of the primary hurdles students encounter during the initial phase of timetable creation is often the sheer volume of available modules. Universities typically offer a vast array of courses, and while this diversity is a tremendous advantage, it can also be overwhelming. Deciding between elective A, elective B, and a seminar C, all while ensuring they fit into your degree structure, can be a daunting task. The sheer number of choices can lead to analysis paralysis, where you spend so much time deliberating that you miss deadlines or make rushed decisions. Understanding this challenge is the first step towards overcoming it.

Now, let's consider item 33, a foundational step that cannot be overstressed. Before you even begin to contemplate optional modules or extracurricular activities, it is absolutely essential to thoroughly check all core module requirements for your specific degree program. These are the non-negotiable courses, the bedrock of your academic discipline. Failing to register for a mandatory module in the correct semester can have serious repercussions, potentially delaying your graduation or forcing you into an undesirable catch-up situation. Consult your program handbook, the university's online course catalogue, and ideally, speak with your academic advisor to confirm these prerequisites. They are not merely suggestions; they are critical components that define your progress.

Following on from that, let's address point 34. Once your core modules are in place, the exciting part begins: selecting your optional modules. Here, a strategic approach is vital. Before making your selections, take time to consider how each one aligns with your future career aspirations. Are you aiming for a specific industry, a postgraduate degree, or a particular type of role? Your optional modules can significantly enhance your CV and provide you with specialised skills and knowledge that are directly relevant to your post-university goals. Don't just pick something because it sounds easy or because your friend is doing it. Make informed choices that serve your long-term objectives.

Turning our attention to practical tools, point 35 highlights the utility of modern technology. Utilising a digital planning tool can significantly streamline the process of creating and managing your timetable. While paper planners certainly have their charm and utility for some, digital calendars – such as Google Calendar, Outlook Calendar, or dedicated university scheduling apps – offer unparalleled flexibility. They allow you to easily visualise potential overlaps, identify free periods, set reminders, and make instant adjustments. Many even integrate with your university's learning management system, providing automatic updates for lecture times and locations. Embrace these tools; they are designed to make your life easier.

This leads us directly to point 36, which focuses on optimising your personal energy. When scheduling your most demanding subjects or study blocks, you should aim to place them during your personal peak productivity times. We all have different biological rhythms. Are you a morning person who feels most alert and focused before noon? Or do you find your concentration sharpest in the late afternoon or evening? Identify these windows of high mental clarity and allocate your most challenging academic tasks – perhaps a complex theory lecture or an intense problem-solving session – to these periods. Conversely, lighter tasks, like administrative work or group discussions, can be scheduled during your lower energy times. This strategy maximises your efficiency and reduces mental fatigue.

Now, let's discuss item 37, which is often overlooked by students. It is highly advisable to allow for unexpected events by incorporating some buffer time into your weekly schedule. Life at university is unpredictable. A friend might need help, a seminar might run over, or you might simply need a break to clear your head. If your timetable is packed solid from morning till night with no breathing room, any minor disruption can throw your entire week into disarray, causing stress and missed deadlines. Designate a few hours each week as flexible 'buffer time' – periods where you have no fixed commitments. This provides a crucial safety net and allows for spontaneity without derailing your academic plans.

Point 38 addresses a common pitfall, especially for students studying across a large campus or multiple sites. Neglecting to factor in travel time between lectures or campus locations can lead to significant stress and poor time management. A ten-minute walk between buildings might seem negligible, but if you have back-to-back classes in different faculties, that ten minutes can quickly become twenty or even thirty, especially if you need to navigate crowded corridors or adverse weather. Always check the physical locations of your classes and generously estimate the time it will take to move between them. Arriving late regularly is not only disruptive to your learning but also disrespectful to your lecturers and fellow students.

Our penultimate consideration, point 39, emphasizes the dynamic nature of effective planning. Regularly reviewing and adjusting your timetable is essential for adapting to changing circumstances. Your initial timetable is a hypothesis, a best guess. As the semester progresses, you'll gain a clearer understanding of your workload, the demands of different modules, and your personal energy fluctuations. Perhaps a particular module is more time-consuming than anticipated, or you've joined a new society that requires a fixed commitment. Don't be afraid to tweak your schedule. Be flexible, be responsive, and adapt your plan as new information comes to light. It's an iterative process, not a one-off event.

Finally, we arrive at point 40, a piece of advice that can be invaluable, especially if you feel overwhelmed. Seeking advice from a personal academic tutor can provide valuable insights into optimal scheduling strategies. Your academic tutor is not just there for academic guidance on your studies; they are also a fantastic resource for practical advice on university life. They have experience with countless students, understand the typical demands of your degree program, and can offer personalised strategies tailored to your specific situation and learning style. Don't hesitate to book a meeting with them to discuss your timetable concerns. Their objective perspective can often illuminate solutions you hadn't considered.

So, to summarise, timetable planning is an ongoing process that requires foresight, flexibility, and a willingness to adapt. By considering these ten points, you'll be well on your way to creating a schedule that supports your academic success, fosters your well-being, and ultimately helps you make the most of your university experience. Thank you.

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