

FOR OFFICIAL USE



National
Qualifications
2019

Mark

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X827/75/01

**ESOL
Listening**

WEDNESDAY, 22 MAY

9:00 AM – 9:35 AM (approx)



Fill in these boxes and read what is printed below.

Full name of centre

--

Town

--

Forename(s)

--

Surname

--

Number of seat

--

Date of birth

Day

--	--

Month

--	--

Year

--	--

Scottish candidate number

--	--	--	--	--	--	--	--	--	--

Total marks — 25

Attempt ALL questions.

You will hear three different recordings. **Before you hear each recording, you will have one minute to read the questions.** You will hear each recording twice, with a gap between each playing. After you hear the second playing of each recording you will have one minute to finish answering the questions.

As you listen to the recordings, you may take notes on the separate sheet provided.

You may NOT use a dictionary.

Write your answers clearly in the spaces provided in this booklet. Additional space for answers is provided at the end of this booklet. If you use this space you must clearly identify the question number you are attempting.

Use **blue** or **black** ink.

You are not allowed to leave the examination room until the end of the test.

Before leaving the examination room you must give this booklet to the Invigilator; if you do not, you may lose all the marks for this paper.



Total marks — 25
Attempt ALL questions

Recording 1

Listen to the recording and attempt the questions which follow. You will hear the recording twice. You now have one minute to read the questions in Recording 1 before the recording begins.

1. Complete each sentence below using **NO MORE THAN THREE WORDS**.

- (a) When people call 999 for no good reason, the lives of real
_____ may be put in danger. 1
- (b) The phone operators are _____
calls that are not genuine. 1
- (c) One hoax caller rang to protest about a wrong order at a
_____. 1
- (d) Some nuisance callers may be affected by
_____. 1
- (e) It is not unusual for people to misuse the emergency number for
common conditions such as _____. 1

Questions 2–5: Choose the correct answer for each question and tick (✓) **one** box.

2. Chief Superintendant Singh suggests that emergency services can be contacted: 1
- A to provide information as well as save lives. ☐
- B after a crime has been committed. ☐
- C when the situation might be dangerous. ☐
- D in any unusual or embarrassing situation. ☐



Recording 1 questions (continued)

3. The Fire Service makes people pay for non-emergency calls: **1**

- A to raise money for fire and traffic victims. ☐
- B because too many cats need to be rescued. ☐
- C if they consider people's lives are not at risk. ☐
- D even in an accident where no one is at fault. ☐

4. The online videos of non-emergency calls have: **1**

- A made people twice as likely to dial 999. ☐
- B helped reduce the number of misuse calls. ☐
- C discouraged people from dialling 101. ☐
- D helped start a public education campaign. ☐

5. Chief Superintendent Singh's main message is: **1**

- A people should think carefully before dialling 999. ☐
- B if an animal is trapped do not call emergency services. ☐
- C there are charges for accidental calls to emergency services. ☐
- D people who make time-wasting calls to 999 will be prosecuted. ☐

[Turn over



* X 8 2 7 7 5 0 1 0 3 *

Recording 2

Listen to the recording and attempt the questions which follow. You will hear the recording twice. You now have one minute to read the questions in Recording 2 before the recording begins.

Choose the correct answer for this question and tick (✓) **one** box.

6. This talk comes from:

1

A a public meeting.

☐

B a business lesson.

☐

C a radio programme.

☐

D a TV programme.

☐

7. Complete each sentence below using **NO MORE THAN THREE WORDS**.

(a) Wilson Worldwide Recruitment aims to _____

_____ with international employment opportunities.

1

(b) How much of the process WWR carries out is the decision of the

_____ .

1

(c) Some businesses use WWR because they are _____

at interviewing.

1

(d) Kathryn talks about an unfortunate interview when a candidate was in

_____ .

1



* X 8 2 7 7 5 0 1 0 4 *

Recording 2 questions (continued)

Questions 8–10: Choose the correct answer for each question and tick (✓) **one** box.

8. Kathryn's advice for a Skype interview is:

1

A create an interesting background.

☐

B drink only water.

☐

C show only your face.

☐

D pay attention to the lighting.

☐

9. The biggest problem for Kathryn's friend was the:

1

A camera angle.

☐

B microphone settings.

☐

C Internet connection.

☐

D noisy dog.

☐

10. The best title for this talk is:

1

A how to run a recruitment company.

☐

B presenting yourself at interviews.

☐

C how to do a good online interview.

☐

D the increase in online recruitment.

☐

[Turn over



* X 8 2 7 7 5 0 1 0 5 *

Recording 3

Listen to the recording and attempt the questions which follow. You will hear the recording twice. You now have one minute to read the questions in Recording 3 before the recording begins.

Questions 11–13: Choose the correct answer for each question and tick (✓) one box.

11. Generation X refers to people born:

1

- A during the Second World War. ☐
- B soon after 1945. ☐
- C around 1970. ☐
- D in the 1990s. ☐

12. Which of these is characteristic of Generation X?

1

- A They questioned traditional values. ☐
- B They often got divorced. ☐
- C Their parents were often absent. ☐
- D Their childhoods were stable. ☐

13. Generation Y is sometimes called the Snowflake Generation because:

1

- A their parents took them skiing. ☐
- B snowflakes are all similar. ☐
- C they had the chance to be independent. ☐
- D their parents protected them too much. ☐



* X 8 2 7 7 5 0 1 0 6 *

Recording 3 questions (continued)

14. Complete each sentence below using **NO MORE THAN THREE WORDS**.

- | | |
|---|---|
| (a) Ashley says the atmosphere on campuses _____
_____ these days. | 1 |
| (b) Ashley says students should not have to experience
_____. | 1 |
| (c) Some speakers have been _____
_____ campuses because of controversial ideas. | 1 |
| (d) Craig thinks there's _____
_____ free speech on campuses today. | 1 |

Choose the correct answer and tick (✓) **one** box.

15. Throughout the interview the speakers are: 1

- | | | |
|---|----------------|--------------------------|
| A | friendly. | <input type="checkbox"/> |
| B | argumentative. | <input type="checkbox"/> |
| C | reserved. | <input type="checkbox"/> |
| D | angry. | <input type="checkbox"/> |

[END OF QUESTION PAPER]



MARKS

DO NOT
WRITE IN
THIS
MARGIN

ADDITIONAL SPACE FOR ANSWERS AND ROUGH WORK



* X 8 2 7 7 5 0 1 0 8 *

MARKS

DO NOT
WRITE IN
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ADDITIONAL SPACE FOR ANSWERS AND ROUGH WORK



* X 8 2 7 7 5 0 1 0 9 *

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