SECTION 2 *Questions 11–20*

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*Choose the correct letter, **A**, **B** or **C**.*

11 The Counselling Service may contact tutors if

- A they are too slow in marking assignments.
- B they give students a lot of work.
- C they don't inform students about their progress.

12 Stress may be caused by

- A new teachers.
- B time pressure.
- C unfamiliar subject matter.

13 International students may find stress difficult to handle because

- A they lack support from family and friends.
- B they don't have time to make new friends.
- C they find it difficult to socialise.

14 A personal crisis may be caused by

- A studying for too long overseas.
- B business problems in the student's own country.
- C disruptions to personal relationships.

15 Students may lose self-esteem if

- A they have to change courses.
- B they don't complete a course.
- C their family puts too much pressure on them.

16 Students should consult Glenda Roberts if

- A their general health is poor.
- B their diet is too strict.
- C they can't eat the local food.

17 Students in financial difficulties can receive

- A assistance to buy books.
- B a loan to pay their course fees.
- C a no-interest loan to cover study expenses.

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18 Loans are also available to students who

A can't pay their rent.
B need to buy furniture.
C can't cover their living expenses.

19 The number of students counselled by the service last year was

A 214.
B 240.
C 2,600.

20 The speaker thinks the Counselling Service

A has been effective in spite of staff shortages.
B is under-used by students.
C has suffered badly because of staff cuts.

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