

SECTION 3 *Questions 21-30*

Questions 21-23

Write NO MORE THAN TWO WORDS for each answer.

Lorrain

- has been with them in the course for **21**
- has left because she has got a **22**
- has returned to **23**

Questions 24-30

Circle the correct letters A-D.

24. Steve's mark could have been better if he had

- A** not made mistakes in his project.
- B** done a better book review.
- C** written more words.
- D** chosen a different topic for his project.

25. Steve's book review was

- A** too long.
- B** not as good as his project.
- C** excellent.
- D** fairly good.

26. Steve's tutor criticises which aspect of his project?

- A the beginning
- B the argument about road pricing
- C the end
- D the length

27. The tutor recommends that Frances should do

- A a PhD but not an Phil.
- B an Phil or a PhD.
- C another project.
- D her work more carefully.

28. As regards getting funding, the tutor thinks Frances's

- A chances are slim.
- B chances are greater than many other students'.
- C exam results will be decisive.
- D chances are better now than in the past.

29. The last time a student in the department achieved a first in their exams was

- A three years ago.
- B thirty years ago.
- C last years
- D in the first three years the college was open.

30. Steve does not plan to go on to do research because he wants to

- A stop studying.
- B do lots of really exciting things.
- C earn some money to do the things he would like to do.
- D return to his job.

SECTION 4 *Question 31-40*

Questions 31-33

Write NO MORE THAN THREE WORDS for each answer.

Notes:

The speaker specialises in management **31**

Bullying in the workplace costs the **32** up to £4 billion a year.

Bullying is caused by

- insufficient experience,
- insecurity, or
- a lack of **33** on the part of managers.

Questions 34-40

Write NO MORE THAN THREE WORDS for each answer.

Main methods of bullying

- Setting **34** tasks.
- Constantly moving the goalposts.
- Stopping individuals **35** to criticism.
- Not **36** or replying to e-mails. This means you cannot expect your staff to **37** you.
- Using technology. Companies should develop an **38** of practice.

Task

In groups **39** other bullying strategies and ways in which they can be **40**