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.

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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.

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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** ..... .

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