

Test 5. Questions 1–10

Complete the notes below.

Write **ONE WORD AND/OR A NUMBER** for each answer.

Bright Tech Store – Customer Service Form

1. Customer's surname: _____
2. Product problem: laptop becomes very _____
3. Date of purchase: 12th of _____
4. Laptop model: Silver _____
5. Phone number: _____
6. Email: _____
7. Repair time: about _____ days
8. Customer chooses a _____
9. Store location: _____ Street
10. Store opens at _____ a.m.

Test 32 – IELTS Listening Part 2

Questions 11–20

You will hear a coordinator giving new visitors information about **Westbrook Community Farm**.

Questions 11–15

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

11. What was the main reason for establishing Westbrook Community Farm?

- A. to offer professional training to farmers
- B. to create a shared outdoor area for residents
- C. to provide vegetables for local businesses

12. When may members of the public visit without making an arrangement?

- A. Wednesday
- B. Saturday
- C. Sunday

13. What is included in the standard membership fee?

- A. the use of gardening equipment
- B. a regular box of vegetables
- C. attendance at practical classes

14. Which activity is recommended for people with no gardening experience?

- A. looking after fruit trees
- B. working inside the greenhouse
- C. helping with the watering

15. What must visitors take on their first visit?

- A. gardening gloves
 - B. photo identification
 - C. a packed lunch
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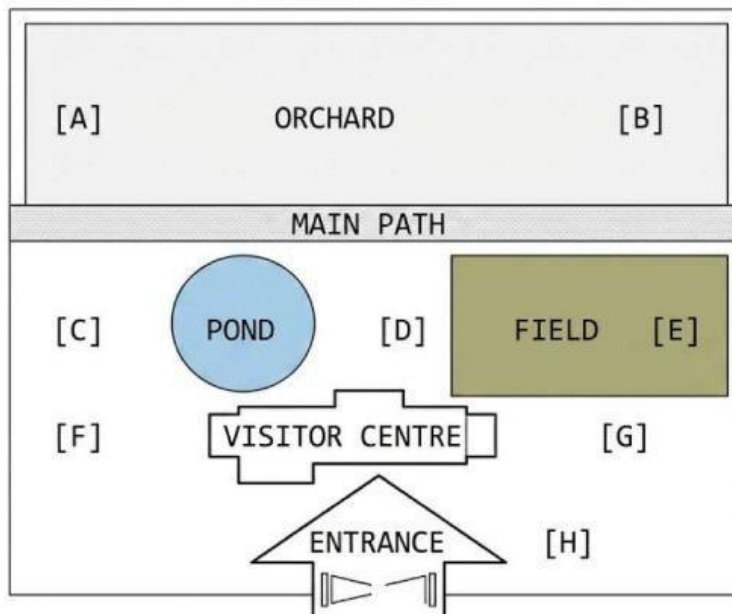
Questions 16–20

Label the plan below.

Write the correct letter, **A–H**, next to Questions 16–20.

Westbrook Community Farm

NORTH 



- 16. Tool shed _____
- 17. Bicycle parking _____
- 18. Greenhouse _____
- 19. Beehives _____
- 20. Compost area _____

Test 46 – PART 3 – Research on Bullying at School

Questions 21 and 22

Choose **TWO** letters, A–E.

Which **TWO** findings did **both students find surprising**?

- A. Bullying often continues away from school.
- B. Classmates can influence how long the behaviour continues.
- C. Many victims keep the problem secret.
- D. Unhappy experiences may affect the student responsible.
- E. Most online attacks come from unknown people.

Questions 23 and 24

Choose **TWO** letters, A–E.

Which **TWO** changes do **both students agree would make the research stronger**?

- A. Study children below secondary-school age.
- B. Talk to pupils one at a time.
- C. Continue collecting information for more months.
- D. Ask family members to take part.
- E. Repeat the project in several schools.

Questions 25–30

What opinion do **both students share** about each resource?

Choose **SIX** answers from the box and write the correct letter, A–H, next to Questions 25–30.

Opinions

- A. It makes the issue appear too simple.
- B. It provides a practical course of action.
- C. It represents too few viewpoints.
- D. It uses comedy in a suitable way.
- E. It may discourage honest answers.
- F. It focuses more on reasons than effects.
- G. Its appearance should interest students.
- H. It gives little support after a case is reported.

Resources

- 25. Poster _____
- 26. Video _____
- 27. Podcast _____
- 28. Teacher guide _____
- 29. Survey _____
- 30. School policy _____

Test 35 – IELTS Listening Part 4

Questions 31–40

You will hear a researcher talking about a project using floating plant islands in city ponds.

Complete the notes below.

Write **NO MORE THAN ONE WORD AND/OR A NUMBER** for each answer.

Floating Plant Islands in City Ponds

Aims of the research

- The project tested whether areas of plants on the water could lower 31 _____ in city ponds.
- Researchers also examined whether the islands could provide suitable places for 32 _____.

Organisation of the project

- Three ponds were chosen, and each was close to a busy road.
- The main part of each island was made from reused 33 _____.
- Plants were selected because their 34 _____ could grow far below the surface.
- The team collected new water samples after every 35 _____.

Results

- There was little change during the first month.
- Later, the water became less difficult to see through and looked 36 _____.
- More 37 _____ were seen underneath the plants.
- On warm days, the top of the water was up to 38 _____ cooler.

Problems

- Some young plants were pulled out by 39 _____.
- Rubbish was often found near the islands after weekends.

Suggested improvement

- A simple 40 _____ could prevent visitors from getting too close to the islands.