

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**