

B 2 R 2 GT

SECTION 1

Questions 1-14

Read the text below and answer Questions 1-7.

Choosing the correct sunscreen

Whatever your age, skin colour or skin type, it's essential to select the right protection against the sun's radiation. Many skin cancers are caused by exposure to the sun, which also ages the skin with wrinkles, spots and discolouration. Even on cloudy days, and behind windows, up to eighty per cent of the sun's power can reach the skin.

With so many products on the market, including mineral versus chemical sunscreens and from lotions and sticks to sprays, selecting the one that works best for you can be a bit challenging.

Amount of protection

An important factor in choosing any product is to look for its 'Sun Protection Factor' (SPF). Experts suggest an SPF of at least 30.

Type of protection

There are two types of solar radiation, known as 'Ultra-violet A' (UVA) and 'Ultra-violet B' (UVB). Products should be labelled 'broad-spectrum' to show protection from both varieties.

Type of skin

Those with dry skin may wish to pick a sunscreen with hydrating ingredients, such as glycerin, while people with normal skin can probably use just about any product. People with oily skin should seek out oil-free creams or lotions, as these are less likely to clog pores in the skin, and are quick-absorbing with matte finishes which won't leave the skin looking shiny or greasy. Mineral blockers, which use high-density metal oxides to cut out UV radiation, are recommended over chemical filters, which may cause irritation for people with sensitive skin.

Type of use

Water-resistant sun blocks are recommended when swimming or sweating, though must be reapplied after forty to eighty minutes.

Beyond these recommendations, choice comes down to personal preferences. The most important thing is to find a product that works for your skin and stick with it.

Questions 1-7

Do the following statements agree with the information given in the text?

In boxes 1-7 on your answer sheet, write In

TRUE if the statement agrees with the information

FALSE if the statement contradicts the information

NOT GIVEN if there is no information on this

1. Whenever the sun shines, there is danger to the skin.
2. Sticks and sprays are available in both mineral and chemical varieties.
3. The degree of screening is important whatever the skin type.
4. The functioning of the skin can be affected by sunscreens.
5. Advice is given on products which affect the appearance of the skin.
6. Metal oxides block UV in different ways than chemical screens.
7. Personal preference is the most important factor when choosing a sunscreen.

Read the text below and answer Questions 8-14.

SEA BREEZE FERRIES: HOW TO EMBARK

Welcome to Sea Breeze Ferries! We hope you have a pleasant voyage. There are a number of safety considerations that are important when you first come on board.

EMBARKING GUIDE

Foot passengers and those with bicycles

Once on board, proceed to the passenger decks, no passengers are allowed below these decks once the ship is underway. Cycles should be placed in the designated area; padlocks are optional and are not provided.

Motorcycle, car, and motor home users

After a marshal has allocated you a parking space, the driver should switch off their engine and leave the vehicle in first gear. No passengers must remain on the car deck. Pets should be taken from the car deck to the designated space on upper deck 2. Passengers must not return to their vehicles under any conditions until told to do so at the port of arrival.

Cars with caravans or trailers

Marshals will place chocks around the wheels of trailers and caravans once parked.

Pets

Following boarding, all pets should be taken from the car deck to the designated space on upper deck 2.

Minibuses and coaches

All passengers and their drivers must leave their vehicles once parked. Make sure all belongings for the voyage are taken, as passengers may not return until instructed at arrival.

Commercial vehicles, including lorries

It is a requirement that all paperwork is shown to the purser once embarked. Original certificates for hazardous goods must be presented and any alterations countersigned. Drivers must vacate their vehicles once this is done and may want to use the special commercial drivers' lounge during the voyage.

Night sailings

Passengers must leave all emergency pathways open and may not sleep on deck. Lounge chairs are free to use but recliners must be booked and paid for in advance.

Questions 8-14

Look at the safety information, 8-14, and the list of passenger categories, **A-J**, below. Match each piece of safety information with the correct passenger category.

Write the correct letter, **A-J** in boxes 8-14 on your answer sheet.

8. Must use a special area on the upper decks.
9. Should wait for their vehicle to be secured by an official.
10. Should go to the upper decks when boarding is complete.
11. Should supply their own lock if they wish to secure their vehicle.
12. May access a special lounge area.
13. Should complete reservation and payment beforehand.
14. Must avoid blocking routes that may be used in an emergency.

List of Passenger Categories

- A. All foot passengers & passengers in private vehicles
- B. Cyclists
- C. Passengers requiring special seating
- D. Passengers with caravans and trailers
- E. Passengers in wheelchairs
- F. Passengers travelling with animals
- G. Passengers carrying hazardous goods certificates

- H. Passengers travelling at night
- I. Lorry drivers with commercial cargoes
- J. Lorry drivers transporting livestock

SECTION 2 **Questions 15-27**

Read the text and answer Questions 15-21,

Choosing the Right Colours for your Business¹

When considering your company's packaging and logo, picking the right colour could be essential. For example, in an experiment to test customers' use of green and red buttons, it was expected that green would perform better as it's linked with 'go' and movement such as with traffic lights. However, red outperformed green by 21%, probably because it's more of an urgent, attention-seeking colour.

The way you feel about colours can be influenced by your age and gender. One study showed that, on average, men dislike the colour purple, whilst women feel the opposite, but both dislike the colour brown. Blue is the safest colour with all ages, especially those over 70, as most people are able to see the colour blue more clearly than any other colour, even those with colour-vision deficiencies.

Colour can be powerful, evoking particular emotions. This is why it's important to choose a colour that reflects your brand. The restaurant and hospitality Industry have shown that orange makes people agitated, so they won't stay long (useful in fast food restaurants). Browns are soothing, so people will stay (useful in bars).

This is a bit of a tricky topic as colours do affect people differently, especially in different cultures, although there are some colours, such as gold, that are more universally understood. Other colours invite more subjective interpretations. In the UK, for example, white signifies peace and purity and is often used at weddings. In other cultures, white is seen to be synonymous with death

It's clear to see that colour can have a profound impact on bringing a brand, product, or design to life, in addition to its possible uses as a behavioural tool. It's imperative to test colours thoroughly and not to make any assumptions about their impact. The way you interpret colours may not be the same as the way in which your customers see them.

¹From: <https://urplanet.org/ux-design-colour-psychology-theory-accessibility-40c095cc1077>

Questions 15-21

Answer the Questions below.

Choose **NO MORE THAN THREE WORDS** from the text for each answer.

Write your answers in boxes 15-21 on your answer sheet.

15. Colour is important for which aspects of an organisation's branding?
16. Which colour is mentioned as being the most eye-catching?
17. Which colour often provokes differences of opinion?
18. Which colour is the easiest to perceive?
19. Which colour can make people feel restless?
20. Which colour represents different things to different people?
21. What's the most important thing for businesses to do before choosing brand colours?

Read the text and answer Questions 22-27.

When Things Go Wrong at Work: The Disciplinary Procedure

When things go wrong at work and employers need to discipline or even dismiss an employee, most countries, including the UK, have statutory procedures that must be adhered to. Failure to follow these could result in an employer being taken to court by an employee.

In cases where the employee's behaviour or conduct is called into question, employers should ensure that they follow the processes outlined below. Similar processes should be followed when an employee's capacity to execute tasks may be lacking, or when specific roles are no longer viable/necessary, and the employee is facing redundancy.

The first thing for management to do is to formally write to the employee, setting out the alleged misconduct and presenting any evidence that has been brought to the management's attention. A meeting between management and the employee should be arranged without unreasonable delay. The meeting should be conducted at a reasonable time and place so that it is easy for the employee to attend. Sufficient time must be given for the employee to consider their response to allegations, but the onus is also on the employee to make sure they attend the meeting.

Once arguments on both sides have been considered, the employer must make a decision and ensure that this is communicated to the employee in writing. The employee has the right to appeal. If an appeal is registered, the employer should be represented, as far as is possible, by a more senior manager than the one who attended the first meeting. The appeal meeting need not take place before the disciplinary action or dismissal.

In the initial meeting and in an appeal, if one is lodged, the employee has the right to be accompanied by a person of their choosing.

Questions 22-27

Choose **NO MORE THAN TWO WORDS** from the text for each answer.

Complete the flow chart below.

Write your answers in boxes 22-27 on your answer sheet.

Statutory Workplace Disciplinary Procedure in the UK

The following statutory employee disciplinary procedure must be undertaken in cases of misconduct. Similar procedures must be undertaken in cases of a skill gap (capability) and 22. _____



The employer must send a letter to the employee outlining the employee's alleged misconduct or behaviours and must invite the employee to a meeting. The timings and locations of the meeting must be 23. _____



employers
The employer must give the employee time to think about their 24. _____



employees
It is the employee's responsibility to 25. _____



After the meeting, the employer must provide the employee with their decision 26. _____
The employee has the right to appeal. This 27. _____ take place before disciplinary or dismissal processes.

SECTION 3 Questions 28-40

Questions 28-33

The text, 'Helping with Health, has eight sections, A-G

Choose the correct heading for each section from the list of headings below.

Write the correct number, i-ix, in boxes 28-33 on your answer sheet

Example	Answer
Section A	iii

List of Headings	
i.	No surprises
ii.	Being prepared
iii.	An unacknowledged problem
iv.	Increasing complexity
v.	Hidden illnesses
vi.	Lending an ear
vii.	Using plain language
viii.	A helping hand
ix.	A major demand

- 28. Section B
- 29. Section C
- 30. Section D
- 31. Section E
- 32. Section F
- 33. Section G

Helping with Health

A. Having medical treatment and going to hospital can be bewildering, even frightening. Here we review some of the ways administrators, medics and adult patients can make the experience both more comfortable and more effective

All the good work health professionals put into treatments can be undone if their patients don't understand instructions and procedures. It is estimated that up to half of US adults have trouble interpreting medical information. Poor medical understanding has been described as a 'hidden epidemic', meaning conditions remain untreated or get worse. The elderly (those over 75), or those with poor levels of general literacy, are most likely to be unable to understand medical diagnoses and advice, drug dosages and regimes, how to operate medical equipment, or implement healthier lifestyles.

B. Simplification is the key. This can be achieved by decreasing the complexity of healthcare systems and using clear, unambiguous language in official forms and letters. Medics need to explain conditions and procedures in layman's terms and utilize visual aids whenever possible. Helping patients recognise signs or symptoms, such as those of an impending heart attack, may be vital in keeping them alive. Asking patients to repeat or explain symptoms, actions or medication routines in their own words is a way to check understanding. Involving patients' family members in their treatment can also be of great help.

C. Making sure a patient knows and understands what's going to happen to them is important in reducing anxiety. Being faced with a needle is a good example. In a survey, over three-quarters of patients said they preferred being given a warning than none at all. The exception were elderly patients who preferred to be distracted by conversation before being jabbed. A fear of needles in a medical setting, Trypanophobia, affects at least ten per cent of patients and can lead to panic attacks or fainting due to a rapid fall in blood pressure. Medics can help by giving patients breathing exercises to help them relax or muscle tensioning routines to increase blood pressure.

D. Complex surgical procedures need more explanation and more empathy. Patients may not want to know the gory details about what will happen to their bodies while under anaesthetic but will want to know the reasons and, most importantly, the benefits of surgery. The aftereffects and follow-up procedures also need to be carefully explained. Under the umbrella term of 'therapeutic communication', this includes, most importantly, medics being silent and listening compassionately to patients, demonstrating acceptance of their concerns, and allowing patients to lead conversations by asking open-ended questions.

E. For those facing procedures on their own, many hospitals now provide volunteer chaperones. The presence of a sympathetic companion can do a lot to alleviate anxiety. Most hospitals now also have non-denominational religious staff members who can provide spiritual support, which has been shown to be related to better health outcomes. For sensitive procedures, medical centres can offer a professional chaperone. In these cases, the chaperone is a medically trained individual who can assist patients and make sure sensitive exams and procedures are done in a safe, comfortable, and professional way. These professionals can help protect patient dignity and also prevent any misunderstanding between a patient and their clinician.

F. A recent report by Britain's National Health Service (NHS) acknowledged that 'language barriers in the health care setting can lead to problems such as delay or denial of services, issues with medication management, and underutilisation of preventive services'. The latest UK census showed that eight per cent of the population's main language was not English and, of these, almost three-quarters of a million could not speak English well, while

approximately 140,000 could not speak it at all. In the States, sixty-six million people, or over a fifth of its population, speak a language other than English at home. The need for translated documents and hospital interpreters is clear. The NHS offers its information in at least eleven different languages, including on its '111' telephone helplines. It also has registered interpreters available for one-hundred-and-twenty different languages.

G. For patients to get the most out of their visit to a healthcare worker, it's best that they go prepared. Time is valuable, so keeping to the point is important. With symptoms, such as a pain, patients must come prepared with specific descriptions. There are four things to mention: where the pain is, its frequency (for example, every morning or after meals), its duration (how long - seconds or hours), and how it feels (sharp like a knife or dull, like a mild toothache). It's important that the patient is honest in consultations, admitting to lifestyle choices that may cause them embarrassment, remembering that medical professionals are not judgemental. Lastly, patients should make sure they understand instructions and advice, and shouldn't be reticent in asking questions or asking for things to be repeated.

Everybody wins when the barriers to efficient and effective medical treatment. are broken down. It's estimated that diagnostic errors and incorrect medication contribute to the death or disability of up to 160,000 patients in the US every year. Forging strong, understanding, and trusting bonds between patients and medical professionals will help both the health of individuals and the long-term health of nations.

Questions 34-37

Choose the correct response, A, B, C or D.

Write the correct letter in boxes 34-37 on your answer sheet

34. Medication is often less effective than it could be because:

- A. drug labels can be difficult to understand.
- B. it is of poor quality.
- C. it is given to the over 75s.
- D. people do not have healthy lifestyles.

35. The article mentions that injections, or the prospect of an injection, can lead to

- A. irregular breathing.
- B. light headedness.
- C. muscle tension.
- D. shock.

36. Patients undergoing sensitive tests or treatment may be able to get access to:

- A. a dignity advisor.
- B. a volunteer chaperone.
- C. a psychotherapist.
- D. a trained and qualified chaperone.

37. The NHS may face problems due to language barriers because

- A. it's difficult to recruit enough interpreters.
- B. an increasing proportion of the population do not speak English.
- C. it's more likely that people could become ill.
- D. telephone helplines are only in English.

Questions 38-40

Complete the summary using **NO MORE THAN TWO WORDS** from the text for each answer.

Write your answers in boxes 38-40 on your answer sheet.

Patients should prepare for healthcare visits by being ready to describe 38. _____ such as pain, in detail including location, frequency, duration, and sensation. Honesty about 39. _____ is crucial, even if embarrassing. Understanding medical advice and asking questions is important. 40. _____ and incorrect medication contribute to significant patient harm annually in the US. Strong bonds between patients and medical professionals enhance treatment efficiency and effectiveness, benefiting individual and national health.

Answers – B 2 R 2 GT

Section 1

Questions 1-14

1. TRUE

The text mentions that the skin is in danger even on cloudy days or when behind glass.

2. NOT GIVEN

The text mentions that sunscreens are available in two forms (mineral' and 'chemical) and three application types ('lotions and sticks to sprays'), but it doesn't say whether sticks and sprays are available in both mineral and chemical forms.

3. TRUE

The article mentions the importance of screening with no mention of particular skin types (which comes later in the text).

4. TRUE

Some sunscreens may clog or block pores in the skin (holes in which sweat is produced), so oil-free sunscreens are recommended for people with oily skin.

5. TRUE

The text then goes on to advise those with oily skin to use screens with matte finishes to prevent the skin from appearing shiny or greasy.

6. NOT GIVEN

Though the two types of sunscreens are mentioned, no information is given on how they work.

7. FALSE

The text concludes with the phrase 'Beyond these recommendations', which means personal preferences must come after consideration of these, and so are less important.

8. F (Passengers travelling with animals)

To answer this question correctly, you need to understand that 'pet' is a synonym for 'animal'. The 'Pets' section of the text mentions that pets should be taken to a designated space on upper deck 2.' The phrase, 'designated space', has a similar meaning to 'special area'.

9. D (Passengers with caravans and trailers)

To answer this question correctly you need to understand that 'official' in the question, has a similar meaning to 'marshal' in the text. The 'marshal will secure the vehicle with 'chocks'. A 'chock' is a wedge or block (often made of wood) which is placed against a wheel to stop it from moving.

10. A (All foot passengers and passengers with private vehicles) To answer this question correctly, you need to understand that 'motorcycle, car, and motor home' are all examples of privately owned vehicles.

11. B (Cyclists)

To answer this question correctly you need to understand that padlocks are option and not provided' in the text, is another way of saying 'should provide their own lock' in the question.

12. I (Lorry drivers with commercial cargoes)

To answer this question correctly you need to understand that 'may want to use' in the text, is another way of saying 'may access' in the question. J (Lorry drivers transporting livestock) is not correct as livestock is not mentioned in the text.

13. C (Passengers requiring special seating)

To answer this question correctly, you need to understand that a 'recliner' is a type of seat, and that 'must be booked and paid for in advance' in the text, means the same as 'complete reservation and payment beforehand' in the question.

14. H (Passengers travelling at night)

To answer this question correctly, you need to understand that 'must leave all emergency pathways open' in the text, means the same as 'Must avoid blocking routes that may be used in an emergency' in the question.

Section 2 Questions 15-27

15. packaging and logo

To answer this question correctly, you need to understand that 'packaging and logo' in the text, have a similar meaning to 'branding' in the question. Also, 'important' and 'essential' are close synonyms.

16. red

To answer this question correctly you need to understand that 'attention seeking' in the text has a very similar meaning to 'eye-catching' in the question.

17. purple

The text states that: 'men dislike the colour purple, whilst women feel the opposite' This is an example of the 'differences of opinion' mentioned in the question. The word 'provokes' means the same as 'causes' in this sentence.

18. blue

In order to answer this question correctly, you need to understand that as most people are able to see the colour blue more clearly than any other in the text, means the same as 'easiest to perceive' in the question. 'Perceive' in the question means the same as 'see' (second paragraph) in the text.

19. orange

In order to answer this question correctly, you need to understand that 'agitated' in the text, means the same as 'restless' in the question

20. white

In order to answer this question correctly, you need to understand that '*...white in the UK signifies peacefulness and purity and is often used in weddings. Whereas other cultures see it as a colour synonymous with death*', is an example of a colour (white) meaning 'different things to different people'

21. (to) test (colours)

In order to answer this question correctly you need to understand that 'imperative' in the text, is a synonym for 'most important' in the question.

22. redundancy

Three causes for disciplinary action or dismissal are listed. The last is 'redundancy'. The adjective 'viable' or the verb 'needed' do not summarise this concept in a single word

23. reasonable

The synonyms of 'timings and location', 'time and place' are described by the adjective 'reasonable'

24. response

The verb 'consider' is used in both the text and the flow chart

25. attend

The responsibility or 'onus' on the employee, is to attend.

26. in writing

The decision must be given to the employee in writing.

27. need not

Dismissal or disciplinary action can be taken before an appeal is heard.

Section 3 Questions 28-40

28. vii (Using plain language) The paragraph mentions explaining in Tayman's terms'- simple language that the average patient will understand.

29. i (No surprises)

'No surprises' echoes the opening topic sentence of 'making sure a patient knows and understands what's going to happen'

30. vi (Lending an ear)

This refers to the need to listen to patients - most importantly, medics being silent and listening

31. viii (A helping hand)

A helping hand' is an idiomatic expression to mean any sort of support.

32. ix (A major demand)

The large numbers of non-English users is reinforced by a number of statistics

33. ii (Being prepared)

This section emphasises how patients can prepare in advance to ensure a successful meeting with a medic or carer.

34. A (drug labels can be difficult to understand)

Some find medication difficult to understand, as mentioned in Paragraph A. Option B, quality is not mentioned and is not the reason that medication is not effective, as is also the case with over 75s (Option C) and not having healthy lifestyles (Option D) which is not related to medication effectiveness.

35. B (light headedness)

Light headedness is associated with fainting, as mentioned in Paragraph C. It may be easier to arrive at the answer by eliminating the incorrect answers. Breathing exercises (not 'irregular breathing Option A) is mentioned as an antidote to panic, which injections could lead to. The same is true of 'muscle tension' (Option C), to prevent fainting. Shock (Option D) is not mentioned in the paragraph.

36. D (a trained and qualified chaperone)

The text says that for 'sensitive procedures, medical centres can offer a professional chaperone'. It goes on to say that the chaperone is 'medically trained'. 'Sensitive procedures' is a synonym for 'sensitive tests or treatment' and 'medically trained' is very close in meaning to 'trained and qualified'. Although the word 'dignity' is mentioned in the text, there is nothing about 'a dignity advisor' (Option A), 'Volunteer chaperones' (Option B) are mentioned in relation to 'those facing procedures on their own' not 'sensitive procedures'. Psychotherapists (Option C) are not mentioned in the text.

37. C (it's more likely that people could become ill)

The quote in Paragraph F mentions that 'language barriers in the health care setting can lead to [the] underutilisation of preventive services. By not using approaches to prevent medicine because they don't understand advice, non-English speakers may be more likely to become ill. There is no mention of difficulty in recruiting interpreters (Option A) and the fact that there are interpreters in over 120 languages suggests this is not the case. The numbers of non-English speakers are mentioned but nothing on whether they are increasing or not (Option B). The same languages available as translations in NHS publications, also extend to helplines, making (Option D) untrue.

38. symptoms

To answer this question, look at paragraph G. The text mentions With symptoms, such as a pain, patients must come prepared with specific descriptions. Link 'describe' in the question to 'descriptions' mentioned in the text.

39. lifestyle choices

To answer this question, again look at paragraph G. The text mentions 'It's important that the patient is honest in consultations, admitting to lifestyle choices that may cause them embarrassment...'

40. diagnostic errors

The text in paragraph G mentions 'It's estimated that diagnostic errors and incorrect medication contributes to the death or disability of up to 160,000 patients in the US every year.' Link 'harm' in the question to 'death or disability' in the text.