



## Listening

### SECTION 1

### Questions 1-7

Questions 1-7

Complete the form below.

Write **THREE WORDS AND/OR NUMBERS** for each answer.

ITEM NUMBER	ITEM NAME	PROBLEM	SOLUTION PROPOSED
A193	<i>Example answer:</i> Steel load beds	Incorrect product <b>2</b> _____ is causing the beds to bend	Employee may be sent out same day to check on item
<b>1</b> _____	Screws	Drill bits are <b>3</b> _____	Buyer to issue <b>4</b> _____
F091	<b>5</b> _____	Incorrect <b>6</b> _____ type	Work will be completed <b>7</b> _____

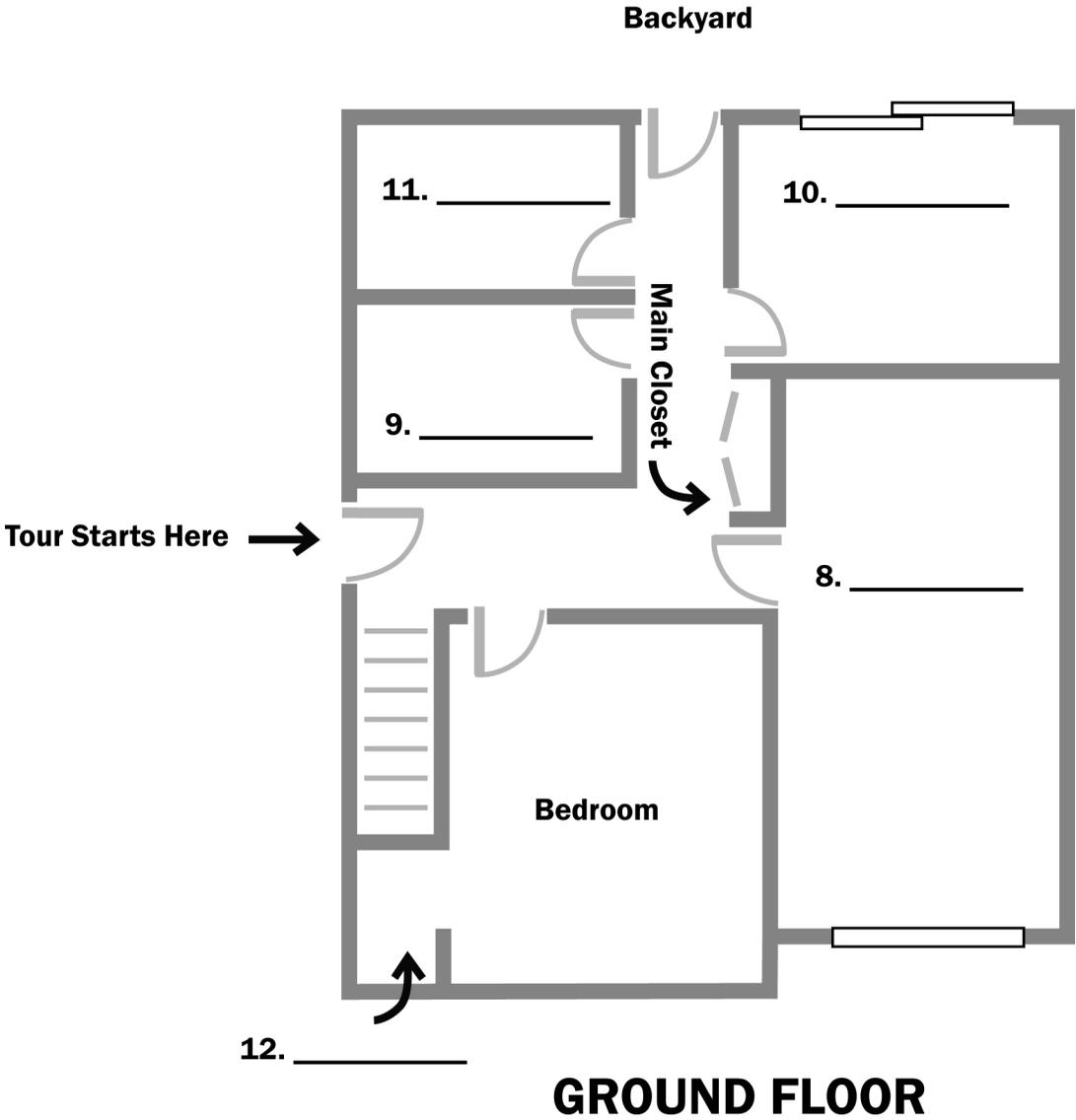
**SECTION 2**

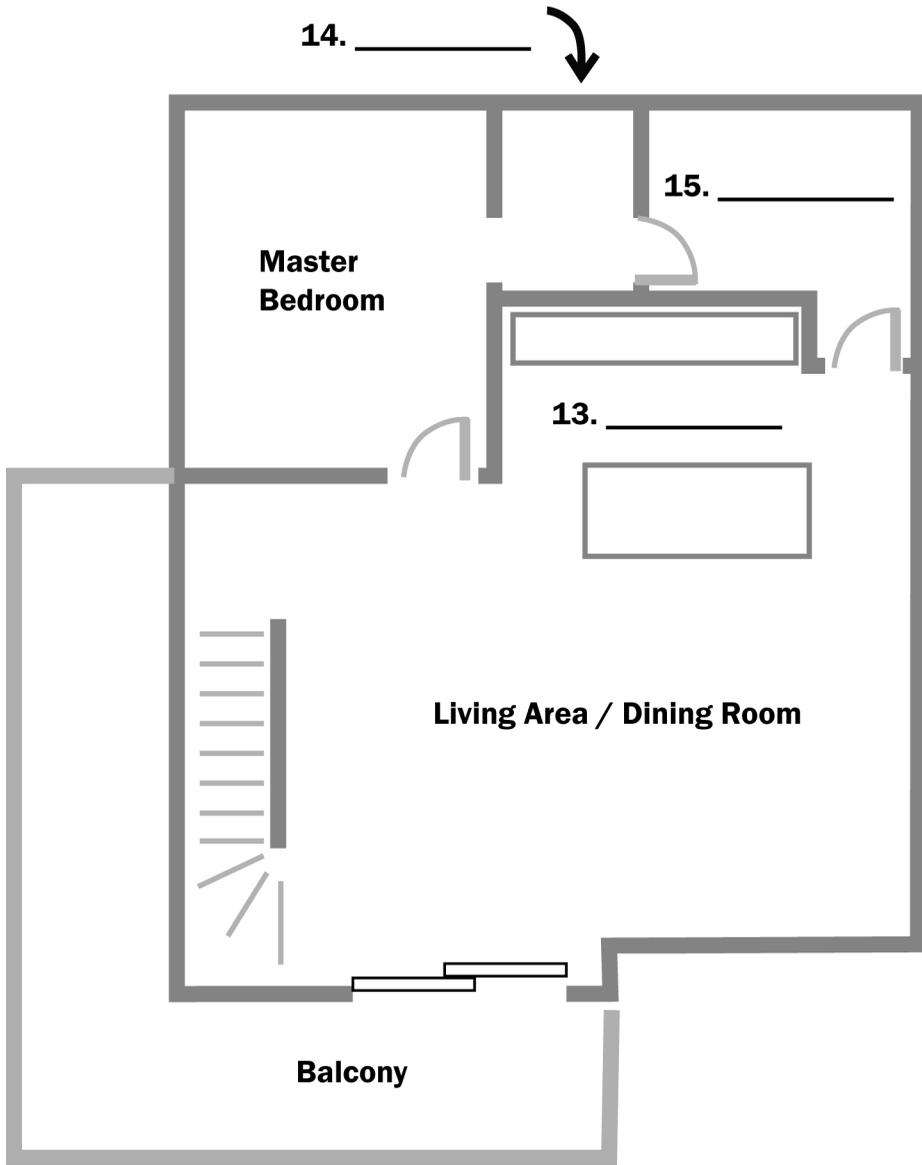
**Questions 8-15**

Questions 8-12

Label the floor plan below.

Write **NO MORE THAN THREE WORDS** for each answer.





**FIRST FLOOR**

**SECTION 3****Questions 16-25**

Write **NO MORE THAN THREE WORDS** for each answer.

Aim of the survey: to gather the opinions concerning rising **16** \_\_\_\_\_ amongst students at the university.

Bill 82 is expected to cause a(n) **17** \_\_\_\_\_ rise in tuition fees if it is passed in **18** \_\_\_\_\_.

Charter Students is a group that seeks to protect student **19** \_\_\_\_\_.

The interviewee supplemented tuition she received from her parents with **20** \_\_\_\_\_.

The interviewee currently lives **21** \_\_\_\_\_.

If Bill 82 is passed, the interviewee would likely borrow money or find **22** \_\_\_\_\_.

According to Charter Students, increasing tuition too much could cause Canada to lose **23** \_\_\_\_\_.

The interviewee feels improving course curriculums and **24** \_\_\_\_\_ would be a healthy use of her **25** \_\_\_\_\_.

**SECTION 4**

**Questions 26-40**

Questions 26-33

Complete the student's notes below.

Write **ONE TO THREE WORDS AND/OR A NUMBER** for each answer.

**The American Cowboy**

Part 1 – Where the image came from

Part 2 – What **26** \_\_\_\_\_ today

**Part 1 – Where the image came from**

1500 AD

-present day Mexico

-Vaqueros herders looked after livestock brought from **27** \_\_\_\_\_

1500 AD – 1700 AD

-Spanish colonies expanded in the Americas and thus ranching practices did, too

1750-1790

-the word 'cowboy' is first used to refer to young males of **28** \_\_\_\_\_

1800-1900

-Hispanic and Anglo settlers exchange goods and **29** \_\_\_\_\_

-Mexican-American War starts in **30** \_\_\_\_\_, cultural exchange slows

-Anglo populations start evolving the ranching practices of the Vaqueros

-Anglo populations spread through south and **31** \_\_\_\_\_ USA

-titles 'cowherd', 'cowpuncher' and 'cowpoke' come into use

-'cowboy' is more commonly used to refer to **32** \_\_\_\_\_ cattle rancher

-American cowboy **33** \_\_\_\_\_ becomes distinctly different from the Mexican cowboy

Questions 34-40

Choose **FOUR** letters, **A-H**.

Which **FOUR** words reflect what the American cowboy came to represent in 20th century America?

- A** societal restrictions
- B** individualism
- C** conformity
- D** rebellion
- E** hippie movements
- F** liberty
- G** opportunity
- H** traditional societal structure

**34** \_\_\_\_\_

**35** \_\_\_\_\_

**36** \_\_\_\_\_

**37** \_\_\_\_\_

Choose **THREE** letters, **A-F**.

Which **THREE** words reflect what the American cowboy represents today?

- A** generosity
- B** individualism
- C** heroism
- D** altruism
- E** the pursuit of happiness
- F** ambition

**38** \_\_\_\_\_

**39** \_\_\_\_\_

**40** \_\_\_\_\_

**Answers:**

1. B201
2. thickness/thinness
3. stripping screws
4. claim for replacement / D1 form
5. truss
6. weld
7. on-site
8. garage
9. bathroom
10. bedroom
11. laundry room
12. walk-in closet
13. kitchen
14. walk-in closet
15. en suite bathroom
16. tuition fees
17. 12%
18. September
19. rights and equality
20. personal savings
21. on campus
22. a second job
23. talented students
24. transportation
25. tuition fees
26. the image means
27. Spain
28. cattle herding families
29. culture
30. 1848
31. midwestern
32. an adult male
33. clothing/attire/look
34. G
35. B
36. F
37. D
38. B
39. C
40. D

**Band score calculator:**

Band score	9	8.5	8	7.5	7	6.5	6	5.5
Score / 40	39-40	37-38	35-36	32-34	30-31	26-29	23-25	18-22

5	4.5	4	3.5	3	2.5
16-17	13-15	10-12	8-10	6-7	4-5

## SECTION 1

### *Audio Script*

**Quality Control Manager:** Good morning, Goodman Custom Fabricators, Sarah speaking. How may I help you?

**Designer:** Good morning, my name is Kevin Rousseau, Chief Designer for MES Exploration Inc. We placed an order with you for a number of custom oil and gas sector products. Um, most of the products are fine; however, we've had issues with three items.

**Quality Control Manager:** OK. Can you provide me with your order number and product codes for the items in question?

**Designer:** Yes, the order number is KB23944. The items are A193, B201, and F091.

**Quality Control Manager:** I am pulling up the information at the moment, please hold. Ah, here you are Mr. Rousseau. Let's start with the first order, the steel load beds. What seems to be the problem?

**Designer:** The steel load beds are supposed to be able to withstand up to 3 tonnes of weight. However, they appear to be bending with loads of only 2.5 tonnes. Our structural engineer feels the beds sent to us are thinner than they are described on your website. We'll need this issue solved by the end of next week to keep our project on track.

**Quality Control Manager:** I apologize for the problem you have encountered with the steel load beds. OK, as the beds are quite large, I'll arrange for someone in QA to visit you later today to assess the issue. If there has indeed been some mix-up regarding bed thickness, we will of course provide a full replacement at no cost to you. I can personally ensure the replacement will get to you well before your deadline.

**Designer:** That arrangement should work fine. Thank you.

**Quality Control Manager:** Can you indicate what the issue is with the other items?

**Designer:** Yes. We've received several complaints from our manufacturers that the screws we ordered from you are easily stripped by the drill bits we use here at the factory.

**Quality Control Manager:** You mean the screw heads are being stripped, right? Not the thread.

**Designer:** That's right.

**Quality Control Manager:** Hmm, we've never received a complaint of this nature about B201 screws. They are very robust.

**Designer:** Yes, I was also surprised. We've ordered them many times before and never had a problem. My feeling is that this batch of screws is defective.

**Quality Control Manager:** Could it be the drills you are using?

**Designer:** I thought that at first, too. We had a project manager look into this issue, and he assures me no alterations have been made to any of our drills or drilling techniques.

**Quality Control Manager:** OK. To file a claim for a replacement of defective items, I'll need you to fill out a D1 form. I can email that to you after we finish this call. I'll also need you to give several of the defective screws to our QA representative to be brought back and analyzed.

**Designer:** OK, no problem.

**Quality Control Manager:** And what's the issue with F091?

**Designer:** Yes, we ordered a truss F091 with custom welding. Unfortunately, the welds on the product are not the welds we had requested. We want the interior of the truss to be welded using double-V joints, not single-bevel joints.

**Quality Control Manager:** Ah, yes. I can see a note in your file indicating the need for custom welding. I'm so sorry about this. The welder must have overlooked the 'notes' section of the order. I'll tell you what, I'll arrange for a welder to join the QA specialist at your plant today. He can redo the welding for you on-site. Should only take a few hours.

**Designer:** That would be terrific, thanks. What time do you think they will be by?

**Quality Control Manager:** Hmm, I can arrange for anytime after 3.

**Designer:** Would 3:15 work?

**Quality Control Manager:** Could we say a quarter to four to be safe? They will need some time to get to your factory.

**Designer:** That should work fine.

**Quality Control Manager:** OK, just punched that into my computer.

**Designer:** Thank you.

**Quality Control Manager:** My pleasure. Is there anything else I can do for you today?

**Designer:** That's it. Thanks very much.

**Quality Control Manager:** Have a great day, Mr. Rousseau.

## SECTION 2

### *Audio Script*

**Real estate agent:** Now comes the fun part; where you can begin to envision living in your new house. As you enter the foyer, I want to draw your attention to the contemporary elephant grey wall colouring. You'll notice how this complements the crisp white marble floor tiles. These walls are nine feet in height which makes the entrance feel very open and spacious.

To your right, you have the staircase leading up to the first floor where we have a reverse layout. I'll explain what I mean by that in a moment. If you notice the flooring on the stairs, you will see that other than the foyer and the two bathrooms, the entire house is covered in the finest quality walnut hardwood.

Moving to the end of the foyer, this door leads directly to the finished garage. As you can see, it has more than enough room to fit a car and bikes, and you could likely get a barbeque and some seasonal items in there, too.

If we turn down the hallway to the left, we have the main closet on our right. The first door on your left will lead you to the first of two bathrooms. This four piece bathroom which features both a stand-alone tub and a state-of-the-art shower. This luxurious shower panel doesn't only look great, it allows for a variety of washing spray patterns. The bathroom has been fixed with the same marble tiling as the foyer and has a glass bowl sink. It's a great room and is very guest friendly.

Across the hall, we have the first of three bedrooms. The smallest of the three, it has sliding glass patio doors leading to the backyard. It would be ideal as an office or a spare bedroom. Please notice that the charming spherical light fixture, which can be dimmed for mood setting.

The door at the end of the hall leads to the backyard. Terrific for barbecues. I'll take you out there in a moment. First, take a look at the laundry room. Instead of having it crammed in the garage or a basement, it is in a finished room on its own with a linen closet, wash basin and a brand new washer and dryer set.

Going back to the front entrance, the final door next to the stairs leads to the second bedroom. The largest of the three rooms, this bedroom's three large windows boast a great view of your front yard. There is also a very large walk-in closet. This would be a great guest bedroom or nursery.

Ok, let's head upstairs. I'll explain what I meant by 'reverse layout'. As you can see, the stairs lead right up into your living area and dining room. Of course, these would traditionally be found on the ground floor, but this trendy design has taken a new approach. Keeping with the modern feel, it is a completely open concept and will allow you to really be creative with the decorating.

There is a massive wrap-around balcony that can be seen through all the windows on the first floor. Many of the other unit dwellers have set up flower beds and full dining sets outside on this balcony to take advantage of warm summer nights.

The kitchen is often a selling point for these units. You'll notice the island is solid charcoal granite with a dual sink. Plenty of space for all of your appliances and utensils, but also a built-in carving board right on the counter for easy prep work. The fridge and dishwasher are both matching stainless steel appliances.

And finally, to round off the interior of the house, I present what is typically used as the master bedroom. Big enough for a king-sized bed, dresser, mirror, and more, the best part is the walk-in closet.

The walk-in closet leads right into your en suite, which features another luxury shower, toilet and sink. The second door leads out from the bathroom back to the kitchen area for guests.

So that completes the tour. Let's head downstairs and out the back door where we can relax on the patio.

## SECTION 3

### Audio Script

**Student:** Excuse me? Hi! Do you have a quick minute?

**Stranger:** Uh – well - I'm on my way to class. The lecture starts in fifteen minutes. What can I do for you?

**Student:** If you don't mind lending me five minutes of your time, I am conducting research on the opinions of rising tuition fees amongst students and professors alike, given the recent proposal of Bill 82 which would see a 12% increase in tuition fees effective September if passed. I have a brief questionnaire, very basic questions, that could lend to the survey.

**Stranger:** Ah, well, I *am* in a bit of a rush, but ... only a few minutes, right?

**Student:** Yes, I assure you. I'll make it easy for you and fill out the first question on here which asks your gender.

**Stranger:** Alright, how do I start?

**Student:** Thank you so much. I should probably introduce myself first; I'm David Morgan. I'm a third year sociology major and the founder of *Charter Students*, which is essentially a non-partisan group that serves as a voice of advocacy for students' rights and equality. The survey can be completed anonymously, but I will have to ask you some demographic questions to bracket you. First: what program and year are you in currently and are you studying full-time or part-time?

**Stranger:** This is my third year of criminal psychology, studying full-time.

**Student:** Ok, perfect. And how many years do you have left?

**Stranger:** Two down, two to go.

**Student:** Alright, great. Seeing as how you have already paid two years tuition, what was your source of funding? Was it scholarship and bursaries, work/employment income, funds from family, personal savings, government student loans, additional debt loans (such as a line of credit), or other sources?

**Stranger:** It was a combination between my personal savings and funding from my parents.

**Student:** OK. While attending university, are you working full-time, working part-time or unemployed?

**Stranger:** With my school workload, I can only manage to work part-time; and I'm even finding that heavy.

**Student:** Ok, so in order to maintain your living and education costs, have you taken any measures such as living at home, cutting back on non-essentials, finding summer employment, or anything else?

**Stranger:** I live on campus, which is a very expensive option, but I feel it has helped me focus on my studies. I took up the part-time job to help cover some of the costs of textbooks and other living expenses, such as groceries and gas for my car. I work a full-time job during the summer months and put this money towards fall tuition.

**Student:** OK. If tuition costs were increased by 10% while you're still attending university, what would be your course of action?

**Stranger:** It's hard to say for sure, but I would definitely need to find an additional source of income. With only 15 hours a week, I'm just covering my car and groceries. I'd probably need to take out a line of credit and get a second job. I've invested too much to quit now.

**Student:** OK, so I'll note here that you would stay the course but need to find funding. You would be surprised how many students responded that they would likely need to drop out. Ok, just another couple of questions.

**Stranger:** No problem.

**Student:** Your opinion of current tuition fees: Are they too high, appropriate levels or too low?

**Stranger:** Still too high, in my opinion. I've seen reports that the Canada is ranked amongst some of the highest tuition fees in the world. It's facts like this that have made me consider doing my degree abroad.

**Student:** Actually, this is why I'm conducting this research. We are spearheading a petition based on the final results of this survey. Part of our argument is that increasing prices are pushing talented students away. OK, the final question is where do you most want to see your tuition fees spent: more course selection, curriculum improvements, student financial assistance, reducing class size, research, safety on campus, transportation, recreation, teaching assistants or other?

**Stranger:** Oh that's a long list. Let me take a quick look at it. Can I choose more than one answer?

**Student:** Yes, you may choose as many as you like.

**Stranger:** Well curriculum improvement for sure. And... hmm, this may not be the typical response, but I would say transportation. Given the fact that the campus is quite expansive and public transportation or shuttle service between various areas is virtually non-existent, it makes it difficult for students like me to make it from one class to another with any time to spare. Listen, I don't mean to be rude, but I should hurry off.

**Student:** Absolutely, thank you very much for stopping. I really appreciate all the candid answers.

**Stranger:** No problem. Good luck with the survey.

**Student:** Keep an eye out for our publication next month on page 9 of University Times Monthly. Thanks again.

**Stranger:** I'll look out for it. Have a good one.

## SECTION 4

### *Audio Script*

**Lecturer:** For many, the cowboy has come to embody the values of altruism and individualism, and is today seen as quintessentially 'American'. But how accurate is this view? And why do so many people hold it? Well, in today's lecture, I'm going to examine the iconic American cowboy, where the image came from and what the image means today.

But let's start with a bit of background. The story of the cowboy stems as far back as the early 1500s, and these origins weren't even within what we today call the USA. In territory of what is now present day Mexico, the *vaqueros*, or "horse-mounted livestock herders", were early Spanish settlers that looked after horses and cattle brought to the New World from Spain. Now as Spanish colonies expanded over the next 200 years, these ranching practices spread with them into areas that are now Texas, Arizona, New Mexico and California. From 1750-1790, the use of the term 'cowboy' began, and mainly made reference to the young males of cattle herding families.

By the 1800s, Hispanic and Anglo settlers were communicating and exchanging goods regularly, and this led to further cultural exchange. Livestock production and cattle ranching were in full swing throughout southwestern America by the start of the Mexican-American War in 1848. In the hundred years to follow, the adopted roping skills, horsemanship and saddle design of the *Vaqueros* would be evolved by the Anglo populations, which were now spreading quickly across the south and midwestern areas of modern USA. A new breed of horseman took form, and titles such as 'cowherd', 'cowpuncher' and 'cowpoke' became commonplace. In fact, the word 'cowboy' was still in use at this time, but had evolved to refer to an adult male cattle rancher instead of a boy.

Much of the modern American cowboy's attire was adopted between 1800 and 1900. The leather leg coverings commonly referred to as 'chaps', the leather cowboy boots and the cowboy hat we know today, they were all evolved from their Spanish originals. By the turn of the Twentieth Century, the American cowboy had a distinctly different look from the Mexican cowboy.

So let's move on to look at the evolution of the American cowboy as an icon. Around the year 1900, the American cowboy was seen as a symbol of the culture developing in the New World, and was thus closely associated with opportunity and the individualism and liberty afforded by hard labour. The stress on 'individualism' was amplified by the middle of the Twentieth Century, when the cowboy came to represent a departure from traditional societal restrictions and conformity. In fact, the cowboy was seen as 'outside the mold' of traditional American societal structure, and this encouraged elements of the image, like bell bottom pants and cowboy hats, to be incorporated into the hippie movements of the sixties, a massive American movement based upon rebelling against societal expectations. When we look at the cowboy today, that sense of individualism still holds true, but it is coupled with strong sentiments of heroism and altruism, predominantly stimulated by Hollywood movies and other elements of modern pop culture.

So that is the American cowboy in a nutshell: a 500-year-old icon that continues to evolve.