

OPEN WORLD

AUDIOSCRIPTS

C1

ADVANCED

**STUDENT'S
BOOK**

Anthony Cosgrove and Claire Wijayatilake

STARTER

 Track 002, page 8

Conversation 1

Speaker A: What aspects of learning English do you find the most difficult and the easiest?

Speaker B: I guess my weakest area would be my speaking. I'm quite a shy person really and when I speak I am really conscious of the errors I make, particularly with pronunciation.

Speaker A: Like what?

Speaker B: Well, there are certain words in English that aren't pronounced as you read them or certain groups of letters which can have different sounds depending on the word. For example, the letters *o-u-g-h* together. They can be pronounced *oo* as in *through* or *oh* as in *though* or *or* as in *thought*. I am always mixing the sounds up.

Speaker A: I know what you mean. I have the same problem. And what about the things you find the easiest?

Speaker B: Oh, I don't know. Probably reading.

Speaker A: Really? I have to say I struggle with multiple choice questions in readings. At this level of English, it can sometimes be hard to decide which one is correct.

Speaker B: That's true, but I would say that the fact that I read so much in my own language helps me.

Conversation 2

Speaker C: Tell me about any hobbies or interests that you have.

Speaker D: Music, that is to say, I'm a musician.

Speaker C: Oh, me too! What do you play?

Speaker D: The guitar. I'm actually in a moderately successful rock band. When I say moderately successful, I mean in my home city. We are not international rock stars by any stretch of the imagination. Having said that, we have opened for Foo Fighters and Metallica.

Speaker C: No way!

Speaker D: Yes way! In fact, when Metallica played, we got to spend time with them backstage. They're really cool guys. James Hetfield, you know, the lead singer and rhythm guitarist, even gave me one of his guitars.

Speaker C: You're having me on!

Speaker D: No. In fact, I played it for the first time that same night on stage. My old guitar stopped working for some reason right in the middle of a song and my spare had a broken string.

Speaker C: What a nightmare!

Speaker D: Yes, not exactly what you want to happen when you are supporting Metallica. But one of the Metallica technicians lent me one of James' guitars. And it turns out that James himself was watching us play at the time. He was so impressed by my playing that he told me to keep the guitar. Of course, I had him sign it for me as well.

Speaker C: You're so lucky! And I'm so jealous.

Conversation 3

Speaker E: Where did you go for your last holiday?

Speaker F: I went to Argentina.

Speaker E: Argentina, eh? That must have been lovely. Did you visit Buenos Aires?

Speaker F: Well, I flew into Buenos Aires airport and flew back from there as well, but I only spent two nights there in total.

Speaker E: Oh, why was that?

Speaker F: I was visiting some distant relatives on my father's side for the very first time, and they live in the south, at the top of Patagonia. I had a great time. Being so far south, we saw a lot of Antarctic wildlife. The penguins were amazing. And we took a boat trip and saw baby whales swimming with their parents. They were so close to the boat, I could almost touch them.

Speaker E: That sounds amazing.

Speaker F: I know, right?

 Track 003, page 10

Arantzazu: One of the biggest problems I have with vocabulary is false friends – words in English that have a similar spelling to words in my own language but which have a completely different meaning. Take for example the word *idiom*. In English, an idiom is a local expression that is used in a specific language, or in Spanish, *un modismo*. In my language we have the word *idioma*, which means a language, you know, so English and Spanish are *idiomas*. I keep a list of these false friends in my notebook, and every time I come across a new one I add it to that page.

Emre: I'm an auditory learner, so I imagine that I am hearing the words I learn. I like to think about for example words that rhyme. So to remember the difference between *recipe* and *receipt*, I imagine buying a bed sheet from a department store, and I get a receipt for my sheet. When a phrase rhymes like that, it helps me remember it.

Fred: I'm actually English but I have to confess, my spelling isn't great. Still, I remember my teacher, when I was a lad, explaining the difference between *compliment* and *complement*. I mean, you pronounce them the same, so how do you tell the difference? Well, according to my teacher, a compliment with an 'i' is when someone says something nice – and nice also has an 'i' in it, so *compliment* does too. And a complement with an 'e' is when something becomes complete, and that's also with an 'e'. Sounds silly, but it has stuck with me all these years.

Veronica: I don't know about you but I find prepositions really confusing in English. When I first started learning I would translate prepositions from English into Spanish, but I soon realised that doesn't work very well. Let me give you a simple example. In English you use the preposition *about* with the verb *dream*, to dream about something. In Spanish, we say *soñar con* or dream *with* something. So one strategy I have now is to make sure when I learn a new verb, I also record it with its dependent prepositions and I also write an example sentence to reinforce the correct preposition in my mind. Simple, but it works for me and I make far fewer mistakes than I used to.

 Track 004, page 12

Miroo: Well, you know, a lot of computer games originate from my country, South Korea. And they've gone on to conquer the world in a way. I started a blog, originally in Korean, for gamers. It's done really well, but of course it's restricted to people who know Korean. So now I've launched a new blog in English, and I hope it'll manage to get more visitors from all over the world. So far, so good, I'd say. I don't want there to be any mistakes in the content I write, so I'm going to work hard on my English, starting next week. The idea is that if I get enough followers in the future, then I'll be able to earn money from advertisers. And if I'm global, it could be huge!

Johan: I'm from Germany, and there's a great word in English that comes from German – *wanderlust* – and it's from the German words for *hiking* and *love*. But these days *wanderlust* means a love for exploring the world. I've definitely got it, and for me, that's the principal motivation for learning English. I've been saving up money by spending a year working on an oil rig and that comes to an end next month. And then the plan is for me to go backpacking around the world. The Grand Canyon in the USA is one destination I'm really excited about. So yeah, I imagine that I'll basically be on the road until I run out of cash.

Moufida: In my country, Tunisia, it's normal to be bilingual because French is widely spoken, along with Arabic, just like in many other North African countries. But in career terms, I'm concerned that if someone knows just those two languages, there might be a ... I think the term is glass ceiling, you know, you can only be promoted so far in an organization, but no further. But to really do well, you need to be proficient in English as well. I'm ambitious – my English is going to enhance my employability. In fact, I am taking the Cambridge Advanced exam in October. One thing is for certain: when I'm older, I'll still continue to work on my English, really push myself to improve. You never stop learning a language.

UNIT 1

Track 005, page 14

Sarah: I never realised how controversial it would be to quit social media. Being part of the digital generation, people assume I'm incapable of being disconnected for more than a few hours a day. When they find out I only have one social media profile – an inactive one at that – they tend to think I'm anti-social, weird or behind the times. Nothing could be further from the truth. In fact, I love hanging out with friends, playing sport and listening to music. I'd say I'm a pretty well-balanced person – just one who can't be bothered to follow every trend that comes along.

Track 006, page 14 & 15

Jimmy: Well, I've just hit the 100,000 followers mark, which is an important milestone for anyone trying to build their social media presence. The last year has been a bit overwhelming because I wouldn't call myself an extrovert, so being in the public eye has been quite challenging at times. I've had to face some criticism, which I suppose is inevitable. Some people say I come across as arrogant, which is strange because in real life, I'm not exactly bubbling over with self-confidence. The rewards have made it worthwhile though, so I'm not complaining.

Track 007, page 15

Daniel: One thing that changed my attitude to social media was when they invented those apps where people can track you. It's not that I'm dishonest about what I'm doing, but I do value my privacy. Another issue is the way some people behave online – as if there are no consequences to what they say and do. In the real world, they wouldn't get away with it. Although I have not been personally affected, I have heard horror stories about how devastating the effects of people's online behaviour can be.

Jo: I was reluctant to sign up for a social media account at first because it just seemed like a really impersonal way to keep in touch. I know that, like lots of people my age, I was a bit behind the times. But, to be honest, I've never looked back. It's really helped me relate to my teenage grandchildren and keep up to date with what they're up to. I've also found out about events in my local area and got involved in voluntary work, so it has actually opened up a whole new world for me.

Khaled: I'm a person who always takes people at face value, but with social media it pays to be a bit cautious. It's undeniable that a lot of people misrepresent themselves online in ways that may seem harmless but can have a negative impact on others. It's not so much about showing off their cars, designer clothes or fancy holidays; it's the fact that they portray themselves as always happy and surrounded by friends – as if their lives are perfect. This can make other people feel really inadequate.

Track 008, page 15

Speaker 1: My personal tutor is really amazing. He is like an encyclopaedia when it comes to the period of history we're studying. I'm sure I'm going to get a good grade with him as a teacher.

Speaker 2: My dad and I never talk politics because it always ends up in an argument. He has decided which political party he supports and refuses to even listen to any criticism of it, even in the face of the facts.

Speaker 3: A famous scientist visited our university last week. He has made many world-changing discoveries and won awards, but he never talks about his own achievements.

Speaker 4: He tells some tall stories. They're not exactly untrue but you could say he tends to embellish what actually happened to make them a bit more colourful.

Speaker 5: One of the people I work with never contributes to team projects. He does his own work and if you ask him for help, he says he's busy. Oh, and he never offers to make tea for anybody else, although we all make it for him.

Speaker 6: Marco is always the first one into the office in the morning and the last to leave. He never misses a deadline and replies to emails in the evenings and at weekends. He's a model employee.

Track 009, page 16

- 1 Two of your children are twins, aren't they?
- 2 There should be more opportunities for young aspiring female directors, shouldn't there?

Track 010, page 17

Anthea: No, I don't. I use WhatsApp to send messages to my friends, and when I have something interesting to post, I use Instagram.

Robin: It depends what you mean by 'often'. I wouldn't say my social media habits are that different from anyone else of my age. I mean, I do update most of my accounts pretty much daily and check out the latest posts or tweets by people that I follow whenever I get a free moment. On the other hand, I can easily go a few days without any social media activity and to be honest, when I go out, I'm definitely not one of those people who is always staring at their phone.

Track 011, page 20

Heidi: Amalie, I can't believe you neglected to tell me we had an assignment due on Monday.

Amalie: I just assumed you knew, Heidi. I thought you'd have the sense to ask the teacher about the work you'd missed.

Heidi: Well, I didn't have the chance to talk to her, did I? I only got out of hospital on Friday. I thought you were my friend!

Amalie: I am your friend!

Heidi: You have a strange way of showing it!

Amalie: Well, listen. How about we try to get it done together tomorrow? You know me – I virtually specialise in doing things at the last minute. If we miss the class trip tomorrow, we could have a go at it then.

Heidi: Oh, no! I've had no fun at all lately. I hate missing trips – and this one sounds really great. I've always wanted to go to that art gallery.

Amalie: OK, well you'll just have to do it all on Sunday then.

Heidi: Sunday happens to be my mum's birthday. If I'm not there for that, I'll certainly be in her bad books. I'm famous for forgetting everyone's birthdays. Just for once, I'd like to show that I haven't forgotten. So it looks like there's really no hope of getting the assignment in on time.

Amalie: I suppose you could try emailing the teacher and explaining everything. She might let you have an extension, given that you were in hospital last week.

Heidi: Yes, good idea. That seems to be the best solution. Hey, sorry if I was a little shirty with you before. Catching up with everything has been really stressful! Let me buy you a coffee to make up for it.

Amalie: Sure, why not?

 Track 012, page 27

Conversation 1

Passenger 1: Sorry to bother you, but is it okay if I sit here? It's just that there's a plug to charge my laptop. I need to do some work on my way to Manchester.

Passenger 2: Yes, of course. I'll move my things. I'm afraid I've made a bit of a mess.

Passenger 1: That's quite all right. I don't need much space. Thank you so much.

Conversation 2

Tourist: Hi, we've just arrived in York and we're a little confused about how to get around. Would you be so kind as to give us some advice?

Clerk: Certainly. You might find this city map useful. It shows all the major attractions. On the other side, you can see the opening hours. And here's a bus timetable and the numbers of some taxi companies.

Tourist: That's wonderful, thank you.

Clerk: Is there anything else I can help you with?

Tourist: Well, if it's not too much trouble, could you recommend somewhere to buy a few small souvenirs?

Clerk: Yes, the cathedral shop is excellent.

Tourist: We're off to the cathedral now so that's perfect. Thank you so much.

Clerk: Glad to be of help.

Conversation 3

Customer: Hi, I'm really sorry but I actually asked for avocado on my salad, not chicken.

Waiter: Oh, I'm sorry about that.

Customer: Sorry to be a nuisance but would you mind changing it? I'm vegan, so I don't eat chicken.

Waiter: Yes, of course. My mistake. I'll bring you some more drinks while you're waiting. On the house.

Waiter: How was your meal?

Customer: Delicious, thanks. Can I have the bill please?

Waiter: Sure. I'd be very grateful if you could give us some feedback on our website. All customers who do so are entered into a prize draw where you could win a free meal for two.

Customer: It would be my pleasure.

UNIT 2

 Track 013, page 31

Interviewer: Most of us work throughout the year largely in order to fund a few precious days of holiday. But a privileged few are able to live on the road and make a living by writing about their experiences for their online followers.

I'm referring of course to professional travel bloggers, and I have two of the most successful here with me in the studio today. Elsa, Rodney, welcome.

Elsa & Rodney: Thank you.

Interviewer: Elsa, how do other people generally regard travel blogging and travel bloggers like yourself?

Elsa: Well, you might think they'd all envy us – you know, what's not to like about roaming round the world and making an excellent living from it? However, most of my followers are aware that it has taken a lot of dedication and sacrifice to get me here. I quit a really lucrative job to do this. I got rid of my apartment, and now, everything I own can be squeezed into a 75-litre rucksack. Now, I don't know anyone who'd swap what they have for that! I'm often asked how I can possibly get by, but the truth is that if you haven't used something you own in the last 24 hours, you don't need it. People know I'm passionate about what I do and that I spend hours updating my blog, responding to comments ... And there's a common belief that I'm an incredibly skilled negotiator because I can talk hotels into actually paying me to stay with them. But the simple truth is that usually, I approach them and they just say they're up for it! Just like that! And there's no sign that's about to change, fingers crossed! My services are still in demand.

Interviewer: Rodney, you've built up a huge following with your travel blog. What's the secret to attracting such a wide readership?

Rodney: Well, content is king, as they say. Lots of bloggers make a point of uploading new content as often as they can, but for me, the focus has to be on quality over quantity. And even if you've managed to get lots of keywords into your articles, tagged them appropriately and so on so that search engines can find them, well, lots of other blogs have all that too, so what makes yours stand out? Maybe you're a vegan, so you do the vegan travel blog. Or you're travelling in a van. Or you do the vegan van travel blog – now you're talking!

Interviewer: Elsa, your blog's been established for seven years now. Do you ever look back at your very first blog posts?

Elsa: Occasionally, and it's intriguing to see how my style has developed as a writer. At times I still have to spend hours getting an article just right – planning, drafting and redrafting and proofreading. But I have to say I'm not particularly proud of those first few posts. I can't often see what their intent was. I mean, they weren't poorly written, but nor were they really focused on giving the reader what they wanted. More like 'This was my itinerary

when I was in Mozambique', rather than 'Here are five gorgeous isolated beaches you can go to in Mozambique' ... They still read well I guess, but so few people saw them that it's not worth losing sleep over!

Interviewer: You're both clearly very successful bloggers now, but would you say you've made mistakes?

Rodney: Oh inevitably, especially when I was starting out, just learning the ropes. But it was often quite a while before it dawned on me that I'd got something wrong, and so the followers I thought I might be able to reach ultimately never ended up following me.

Elsa: Yes, as with any web service, we need to get what is referred to in the business as authority, or the recognition that yours is a quality page which other people link to and so on. That doesn't come overnight. The authority your site has now is a result of your content creation a year or two back. And you may not be aware that you screwed up when you created the content all that time ago.

Interviewer: Sure! Well, you must have had some absolutely amazing ...

 Track 014, page 33

Mum: Hello?

Rudy: Mum! Hi, it's me!

Mum: Rudy, hello love! I'll just get your dad ... It's Rudy! We've been looking at the atlas to try and work out where you are!

Dad: Rudy?

Rudy: Hi Dad. It's great to hear you.

Mum: So how's it going?

Rudy: Oh, it's absolutely gorgeous here – I'm loving every moment. It's actually rather hotter than I thought it would be.

Dad: How was your flight?

Rudy: Fine, I was expecting a bit of turbulence, but actually it was quite smooth. I guess that's the way with these huge jumbo jets.

Mum: So are you still near the airport?

Rudy: No, I took a night-bus up to the far north of the island. That's where I am now.

Mum: A night-bus? Oh dear, rather you than me!

Rudy: Yeah, well it was marketed as a 'super deluxe high-speed luxury executive coach'.

Dad: That sounds alright!

Rudy: Yeah, except the description was pretty misleading. The heating didn't work, and it was incredibly slow – I mean it stopped in just about every single village on the way so it took considerably longer than I had expected.

Mum: Oh dear. So I guess you didn't get much sleep and you must be completely exhausted?

Rudy: Well I guess I should be, but in actual fact, it was great to chat to the other people on the bus. And this morning I had some fairly strong coffee at the bus station, so now I'm ready for action!

Mum: So what's the first thing you're planning to do today?

Rudy: Well I wanted to kick things off with something a bit more extreme, so I'm going waterskiing for the first time.

Dad: Oh now you're talking! I did it a few times when I was younger. You'll love it!

Mum: But be careful though ...

Rudy: Of course I will, Mum. But yeah, I have to admit I'm feeling slightly anxious about it ...

Mum: You're not going to end up spending too much on this trip, are you?

Rudy: Don't worry, the trip today was pretty cheap actually because I booked it so far in advance. You know me – I like to keep things fairly economical if I can!

Mum: Yeah. Well, keep us posted.

Dad: Enjoy the day.

Rudy: Alright, speak soon then.

Track 015, page 35

Examiner: In this part of the test, I'm going to give you each three pictures. I'd like you to talk about two of them on your own for about a minute.

Here are your pictures. They show people preparing to use various modes of transport. I'd like you to compare two of the pictures, and say why the people shown might have chosen each mode of transport, and what the drawbacks of travelling in these situations could be.

Track 016, page 35

Examiner: In this part of the test, I'm going to give you each three pictures. I'd like you to talk about two of them on your own for about a minute.

Here are your pictures. They show people preparing to use various modes of transport. I'd like you to compare two of the pictures, and say why the people shown might have chosen each mode of transport, and what the drawbacks of travelling in these situations could be.

Giuseppe: OK, well, the two photos I'd like to focus on are the helicopter crew, and the cyclist. In both cases they're all getting ready to travel, but the fundamental difference is the kind of journey they're about to make. I guess the helicopter crew are a rescue team or paramedics or something along those lines. They're clearly in a hurry to get someone to hospital for what is presumably emergency treatment, and the helicopter is perfect because it enables them to get there at the greatest speed. In contrast, the young man looks as if he's a student and has chosen to hire a bike,

which must be a convenient and inexpensive way to get around the city. One disadvantage that both modes of transport have in common is that they involve some element of risk or danger. Cycling in busy traffic can be hazardous, although wearing a helmet and using cycle lanes make it safer. Similarly, the helicopter rescue team might have to go up a mountain or out to sea in all sorts of weather conditions, meaning that they sometimes risk their lives to save others.

Examiner: Thank you.

Track 017, page 36

Narrator: Now turn to part 3. You will hear an interview in which two psychologists called Matthew Partridge and Emma Macedo are talking about the benefits of holidays. For questions 1–6, choose the answer (A, B, C or D) which fits best according to what you hear. You'll hear the recording twice. You now have seventy seconds to look at part 3.

Presenter: My first guest today is psychologist Matthew Partridge, who's written extensively on people's reasons for wanting to go on holiday. Matthew, why is it that we love our holidays so much?

Matthew: Because we really value them, and of course many adults still cherish happy memories of childhood holidays. But as to why, well it's largely dependent on the age of the person you're interviewing. There are lots of common answers, like having carefree time in an unfamiliar place. Adults love having quality time with their kids, who in turn are actually more interested in exciting stuff like roller-coaster rides, or sensory experiences like splashing in the sea. In contrast, for adults it's almost the reverse – what they most value is the calm, quiet time where they don't have to do anything! The other end of the spectrum, as it were.

Presenter: Sure. Well my second guest is also a psychologist. Emma Macedo, welcome to the show.

Emma: Thank you.

Presenter: Emma, work has been done to measure the fun people have on holiday. Tell us about that.

Emma: Yes, there was a study in the Netherlands, and in order to get a meaningful picture of a complex issue, several hundred holidaymakers were interviewed about their enjoyment of their holidays. And what emerged from that was the notion of a holiday happiness curve. For the first ... say ten percent of the time, people often report a lower mood, perhaps caused by congestion driving to the airport or something. This then improves for a substantial central section of the break, followed quite often by a quick dip, perhaps as it dawns on people that it's coming to an end. But they tend to enjoy the closing stages, perhaps trying to

make the most of the time remaining, or even looking forward to getting back home again.

Presenter: How easy or difficult is it to interpret tourists' accounts of their enjoyment levels during their holidays?

Matthew: It tends to be very tricky. I once asked groups of tourists on a five-day cycling tour of Scotland to keep diaries on their travels, which I would then use for my research. I did the same with groups on a three-week cruise of the Arctic too, and conducted follow-up interviews on their return home. Many of the diary entries focused to quite a substantial extent on the daily obstacles encountered. But when I spoke to them later, these snags that had marred the excursion at the time were rapidly forgotten, and their recollections were overwhelmingly positive. So they had what we can call a rose-tinted view of their time away.

Presenter: So researching holiday experience can be more complex? What do you both think?

Emma: Absolutely. Depending on what kind of job a person has, if they've got deadlines to get out of the way before their holiday, this can lead to stress. But it's questionable whether that stress should be seen as being holiday-related, rather than work-related.

Matthew: And similarly, people can come back from their holidays feeling fantastic, having totally forgotten about work for a week – like Emma was describing. But the moment they walk back into their office, there's this backlog of work that confronts them. And that can give rise to negative feelings. But again, should this be put down to the holiday? Or just treated as a sort of side-effect of having been away? I think you could argue either way.

Presenter: I see. And does research into tourism give us plenty to feel positive about or does it leave us feeling rather disappointed?

Emma: Well, you don't always get a consensus when you look at different pieces of research, but it's undeniable that a trip away, however long it is, does you a huge amount of good. And it can lead to improved performance when you get back to work or study after your holiday. This should be looked at in parts of the world where it's not standard to have statutory holiday pay. For example, in the US, workers only get about 10 days off annually, compared to over 20 in Europe, so employees are not necessarily feeling the same benefits. But what's most depressing, I suppose, is that with all you gain from a holiday in terms of psychological and physical wellbeing, it all tends to be so brief and wear off after a week or two. And then you're back to your pre-holiday levels.

Presenter: I see. Any tips for getting the most out of our holidays?

Matthew: Various things. One is to immerse yourself in the place you're going to visit ahead of the trip, for example by reading a novel set there, or studying the guidebook. And if possible, don't restrict yourself to just one holiday a year if you really want to get the psychological benefit that traveling can have, for yourself and your travel companions.

Emma: Sure, people tend to have holidays only occasionally because of the cost, the logistics, and all the time required to make plans. But ideally we should be doing the opposite. And it's easier to get the trip you want if you reserve well ahead, while there's plenty of availability. That's assuming you already know who you'll be wanting to go with of course!

Presenter: Great. Thank you both very much.

Narrator: Now you'll hear part 3 again.

Repeat Dialogue

Narrator: That's the end of part 3.

Track 018, page 39

Conversation 1

Call operator: Hello, Fasttrack Rentals. Can I take your name, please?

Customer: Sure, it's Bryan del Rey. I'm looking to rent a car on Friday.

Call operator: OK. How long would you like the vehicle for?

Customer: Just for six days.

Call operator: OK, in that case, I would suggest you go for our weekly rental package. It will work out cheaper for you than paying a daily rate. But before I can give you any prices, I'll need to know what type of car you are looking to rent.

Customer: OK, well, there are three of us and we will need space for our suitcases and other luggage, so what would you recommend?

Call operator: I would suggest a five-door saloon car, with plenty of space in the boot. Prices start at £30 per day or £150 at the weekly rate.

Customer: That sounds fine. By the way, I have a Spanish driving license. Am I correct in assuming I'm OK to use that?

Call operator: Yes, that is fine as long as you are over 21 years of age.

Customer: No problem there. What about insurance?

Call operator: Well, we offer bronze, silver and gold packages. Bronze works out the cheapest as there is no extra cost on top of the rental, but there is an insurance excess of £500 in the event of an accident. Coverage is third party, fire and theft only. Silver has an additional £20 per week charge but has a lower

excess of £300. It offers fully comprehensive cover with the exception of scratches and dents to the vehicle, which you would still be liable for. Gold comes in at £50 extra but offers no insurance excess and full cover for any damage including cosmetic damage. You also get free breakdown cover.

Customer: I think we'll go for the Gold package. Better safe than sorry.

Call operator: OK, great. Now, I need to take down a few personal details in order to get things set up. Can I start by asking you to spell your name ...?

Conversation 2

Customer: Wow, you got here fast. I only called 20 minutes ago.

Mechanic: We aim to please. So what seems to be the problem?

Customer: Well, I'm no expert, but I think there is a problem with the cooling system. The car is constantly overheating.

Mechanic: OK, can you pop the bonnet open? I'll take a look ... Could you start her up for me, please?

Customer: Sure ...

Mechanic: OK, I think I've got to the bottom of this? The radiator is leaking. We need to get you towed to a garage.

Customer: OK, is that included as part of the breakdown coverage?

Mechanic: Yes, it is. I'll contact the tow truck team right away.. They should be here within the hour. They'll tow you to either your final destination or to one of our recommended garages. They'll have you up and running again in no time.

UNIT 3

Track 019, page 44

Speaker 1: Did you know that the word *salary* derives from the Latin word for salt, *salarium*? It may be one of the cheapest and most readily available items on your shopping list today, but salt has had a tremendous importance in economies across the world throughout history. Due to legal restrictions in its production, it was precious enough to be welcomed as payment for wages as well as in trade. I had always wondered why we say someone is 'not worth his salt' when we mean he is not good enough. So is that linked to salt being used to pay workers? Another thing I learnt is that salt is still used as currency today among the nomads of the Danakil plains in Ethiopia.

Track 020, page 44

Speaker 2: The benefits of using seashells as currency were many: they are small, light, durable and easy to transport. Perhaps the key advantage was that they have very specific shapes and distinctive textures, making forgery a challenge.

Apparently, China was the first to use them as currency, which surprised me as the cowry shells came from places like the Maldives and other parts of the Indian and Pacific oceans. I need to do some more research on how they managed to transport them so far. One really fascinating fact is that the Chinese language still reflects this aspect of China's history as words related to money contain the symbol for a cowry shell!

Track 021, page 44

Speaker 1: I've heard the expression 'not for all the tea in China' used to say there is no price high enough, but I didn't realise it related to the time when tea was actually a form of currency. From the 9th century onwards, the Chinese Emperor had a monopoly on tea, making it hard for ordinary people to get hold of and easier for his empire to oversee. Tea bricks were produced in the Chinese province of Sichuan and transported in caravans of yaks and camels. The bricks were of various sizes and qualities, the poorest quality ones containing extras like twigs, soot and wood shavings. It's not clear if these went on to be drunk but I don't think they would have made a very appetising cuppa!

Speaker 2: This form of currency actually relates to the present day rather than to a period of history. In many parts of Africa, pre-paid mobile phone minutes have been serving as de facto currency. In fact, it would be interesting to see how widespread this actually is. It occurs because regulations affecting banks mean that account holders are not permitted to transfer money via their phones. As up to 99.5% of connections are pre-paid in countries such as Nigeria, Ghana and Uganda, users' credit can be used for digital purchases such as games and song downloads. The airtime can also be exchanged for cash with phone dealers or even bartered for goods and services.

Track 022, page 49

Bruno: I've been trying to get my head around Bitcoin and crypto-currency but I find it all so confusing. Could you give me a breakdown of what they are and how they work, in simple terms?

Alice: I'll do my best.

Bruno: OK, so let's start with the obvious question – what is it exactly?

Alice: Well, Bitcoin is a cryptocurrency, a form of electronic cash.

Bruno: Well, I know that much.

Alice: Good. So you are aware then that cryptocurrencies are decentralised digital currencies without a central bank or single administrator that can be sent from user to user on the peer-to-peer bitcoin network without the need for intermediaries.

Bruno: You've lost me there.

Alice: OK, let me rephrase that. Basically they're internet-based currencies but outside of the control of banks and international currencies.

Bruno: OK, right. Is that good?

Alice: Well, yes, in theory. The idea is that Bitcoin is controlled by the users and that it cuts out the middle man.

Bruno: I'm sorry. What do you mean by 'cuts out the middle man'? I don't know that term.

Alice: In this context it means that you are not paying fees to banks or other financial services when you buy and sell or transfer money.

Bruno: Right. I like the sound of that. So how does it work? What I mean is: how can I get it?

Alice: Well, you start by installing a wallet on your computer.

Bruno: A wallet? I'm afraid I don't follow.

Alice: Well, put simply, it's a piece of software on your computer that allows you to send, receive or transfer Bitcoin. It's literally an electronic wallet where you keep your Bitcoin.

Bruno: OK. So how do people buy and sell with Bitcoin?

Alice: To pay for something, you log into your wallet. You receive a Bitcoin address, sometimes in the form of a QR code and you enter how much Bitcoin you want to send. You then add the transaction to the network.

Bruno: I am sorry, I didn't quite get that last part. You said something about QR codes, right?

Alice: Yes, what I mean by that is those funny square codes that look a bit like barcodes. A lot of businesses use them these days.

Bruno: Oh yes, I know what you mean. OK, I get that part. But I do have another question. If Bitcoin is decentralised like you say, who administers it and verifies these transactions?

Alice: All transactions are tracked on the blockchain, which, to put it in a nutshell, is a type of electronic ledger, or record book. Each transaction is verified by volunteers, often called 'miners'. I won't go into details but Bitcoin miners can also earn Bitcoin by doing this work.

Bruno: OK. And one last question. What are the advantages and disadvantages of Bitcoin and other cryptocurrencies?

Alice: Well, apart from the ones I have already mentioned, it is very secure and resistant to online fraud because of its cryptography, and it cannot be counterfeited or hacked. Having said that, it is a target for online scammers, so like anything involving money online, you do need to be careful. The other big disadvantage at the moment is its volatility.

You have probably seen on the news that the real world monetary value of Bitcoin has gone up and done a lot over the last few years.

Bruno: So what you are saying is it's a bit like the stock market and if you invest in Bitcoin, you could lose money.

Alice: Exactly. Like everything in life, there is an element of risk involved, but many experts think it and other cryptocurrencies could revolutionise the world of finance in the same way that email and social media have changed how we communicate.

Bruno: Thanks, Alice. I'll certainly look into it more now.

Track 023, page 50

Narrator: Now turn to part 4. Part 4 consists of two tasks. You'll hear five short extracts in which people are talking about events and services related to money. Look at Task 1. For questions 1–5, choose from the list (A–H) what each speaker says was the purpose of each event or service. Now look at Task 2. For questions 6–10, choose from the list (A–H) how each speaker feels about the event or services he or she describes. While you listen you must complete both tasks. You now have 45 seconds to look at part 4.

Speaker 1: Have you ever heard of Gamers for Giving? It's a gaming tournament held in Michigan, which founder Zach Wigal describes as a 'celebration of gaming culture'. Well, that's right up my street anyway, but to make it 100 times more worthwhile, the proceeds of around half a million dollars go to Gamers Outreach, who place 'Gaming Go-Karts' in Children's hospitals. These are robust gaming systems with the latest software that can be wheeled into a patient's room to give access to what Wigal calls 'recreation therapy'. Volunteers act as digital activity managers, distributing games, solving technical issues and even playing with the kids. Sounds like the perfect excuse to have some fun!

Speaker 2: Apparently, these days there's a drive to start 'money management' skills earlier and earlier. I don't think we ever thought about money management when I was a kid, apart from which sweets to buy with our pocket money, but this organisation called Coalition for Personal Economic Literacy has set up so-called 'standards in economic education' for children from kindergarten upwards. According to them, a fourth grader should be able to understand how basic pay and tax deductions work. By the age of 12, they are supposed to understand about government benefits and earned versus unearned income. To my mind, kids should be kids. They have plenty of time to learn about all that when they're older.

Speaker 3: It seems unlikely in these days of digital reselling that people still get up early on a Saturday morning to go to a muddy field or carpark to rummage through stuff other people are throwing out. Or so I thought. They do say 'one man's trash is another man's treasure' and this seems to apply perfectly to car boot sales. There's something in the atmosphere which sets them apart from other shopping experiences. There's always the remote but thrilling chance that you might find the bargain of a lifetime. I love the amateur entrepreneurship and good-natured haggling at these events. It's fascinating to see what other people are selling – and buying.

Speaker 4: Recently I attended a free business seminar. While I was registering for it, I was asking myself how on earth the organisers could put on such an event without charging for admission. I mean, surely they'd have to rent the venue and pay the speakers? What was the point? I attended the event with that question in mind and I soon had it answered. There were lots of paid extras on offer, such as virtual reality experiences and consultations with experts. There was even a photo booth that let you share pictures of yourself on social media. Over the day, the organisers definitely weren't out of pocket, and had certainly achieved their aim of getting themselves into the public eye.

Speaker 5: I have so many loyalty cards for different stores it's getting out of hand. To be honest, I can't keep track of them and don't even know how they all work. So, I was interested to read an article about how research has shown that the savings for the customer are barely worth the effort of getting these cards. For example, you would have to shop in a particular supermarket every week for two years to get a free weekly shop. The ones that actually benefit from these schemes are the companies that operate them. The information they gain through the use of loyalty cards affords them major strategic and financial advantages. Given all this, I don't think I'll bother with them anymore.

Narrator: Now you'll hear part 4 again.

Repeat Speakers 1–5

Narrator: That's the end of part 4.

Track 024, page 53

Conversation 1

Customer: Hi I'm interested in opening a joint account with my partner. Could you tell us what we need to do?

Teller: Sure. Are either of you already customers?

Customer: Yes, I have my current account with you but my partner banks elsewhere.

Teller: That's fine. We just need to see some proof of identify for both of you. Either a passport or driving licence with a photo on. You'll need to deposit at least £20 initially.

Customer: No problem. And can you explain a little bit about how your online banking works?

Teller: Yes, it's really easy. We will send you each a card reader along with your debit cards within five working days. You'll need your card reader to make payments by bank transfer. And it's easy to manage your payees online. Once you have set up a payee, you won't need to do so again for future transactions.

Customer: But what about security?

Teller: You'll have a password and you'll set up security questions with secret answers to protect your account. Once you're in your account, you can set up, cancel or change standing orders and direct debits.

Customer: Sorry, what's the difference between a standing order and a direct debit? I thought they were the same?

Teller: Well, they're very similar. A standing order is always the same amount, whereas a direct debit can be changed by the recipient. So, for example, electricity bills will be different every month, so would be paid by direct debit, whereas something like a club membership will be the same every time.

Customer: Oh, I see. So, shall we fill in the forms now ...

Conversation 2

Customer: Hi. I bought these boots online and they don't fit very well. I was planning to exchange them, but I've just had a look and the next size up is not available. Could I get a refund, please?

Shop assistant: Can I see your receipt please? Unfortunately, we can't give a refund on these items because they were in the sale. We can give you a credit note instead.

Customer: Sorry, what's a credit note?

Shop assistant: It means you can replace the boots with anything in the shop up to the amount you paid for them, which was, er ... £36.50.

Customer: What if I can't find anything I want?

Shop assistant: The credit note is valid for up to six months from today.

Customer: Oh, that sounds OK then. I'll have a look around and if I can't find anything, I'll come back in a few weeks.

Conversation 3

Dominique: Pete, I need to borrow some money off you. I am flat broke.

Pete: Sorry, Dominique, but this time I cannot bail you out. I'm barely getting by

myself at the moment, what with the course fees being due next month. I can just about afford to pay those but then I am pretty much living hand-to-mouth until the end of the semester.

Dominique: Then I'm in even deeper trouble. I dipped into the money I put aside for the tuition fees, just to get by, and now I don't know where I'm going to find the money. I can't ask Mum and Dad for anything as they have already given us both more than they can afford. And I have maxed out my credit card, so I can't use that to get me out of jail.

Pete: Have you spoken to the bank about extending your overdraft?

Dominique: No, not yet. I am reluctant to get into more debt.

Pete: I don't think you have a choice here – it's that or be expelled from the course. If you are worried about the debt, perhaps you should consider a part-time job, you know, in a bar or restaurant somewhere. They're advertising for someone to work Saturdays in that clothes shop in town, the one next to our favourite coffee shop.

Dominique: But that would mean losing my Saturdays.

Pete: I know, but you have to face up to reality. Sooner or later you are going to have to pay your own way. You have sponged off me and Mum and Dad long enough.

Track 025, page 53

Dominique: Pete, I need to borrow some money off you. I am flat broke.

Pete: Sorry, Dominique, but this time I cannot bail you out. I'm am barely getting by myself at the moment, what with the course fees being due next month. I can just about afford to pay those but then I am pretty much living hand to mouth until the end of the semester.

Dominique: Then I am even deeper trouble. I dipped into the money I put aside for the tuition fees, just to get by, and now I don't know where I am going to find the money. I can't ask Mum and Dad for anything as they have already given us both more than they can afford. And I have maxed out my credit card so I can't use that to get me out of jail.

Pete: Have you spoken to the bank about extending your overdraft?

Dominique: No, not yet. I am reluctant to get into more debt.

Pete: I don't think you have a choice here – it's that or be expelled from the course. If you are worried about the debt, perhaps you should consider a part-time job, you know, in a bar or restaurant somewhere. They're advertising for someone to work Saturdays in those clothes shop in town, the one next to our favourite coffee shop.

Dominique: But that would mean losing my Saturdays.

Pete: I know, but you have to face up to reality. Sooner or later you are going to have to pay your own way. You have sponged off me and Mum and Dad long enough.

UNIT 4

Track 026, page 55

Darren: Hi everyone, my presentation today is about a groundbreaking discovery that was announced in the US by two scientists, Konstantin Batygin and Mike Brown. They've actually uncovered evidence of a "new" planet in our solar system, called Planet 9. It orbits the sun, and so it can be considered part of our solar system although its orbits actually take ten to twenty thousand years. Unlike bodies such as Pluto, which aren't of sufficient size to be considered as planets, this one definitely meets the criteria. Planet 9 is about 80 billion kilometres away from Earth, much further away when compared to the other planets in our solar system. Neptune, for example, is around four billion kilometres away. But the way that it dominates its region of the solar system is what has been characterised as 'planet-like' by various commentators.

Beyond Neptune is a collection of smaller bodies known as the Kuiper Belt. This is a collection of thousands of icy bits of debris, and the existence of this new planet in this region is thought to account for the fact that these frozen objects are moving as if orbiting around something that hadn't previously been seen. What is more, each of these objects was found to be orbiting at an absolutely identical angle. The probability of that happening randomly is about 0.007 percent, so it is reasonable to assume there must actually be something there, even if it can't be seen!

Track 027, page 55

Darren: Now, of course, all the planets in the solar system have been known about since ancient times, with the exception of two which were found more recently. So if indeed this is a planet, it would be a third newly discovered one, making the discovery a real rarity. And it would be the ninth planet away from the sun, hence its name.

One of the biggest questions is how it came into being. One theory is that Planet 9 was one of the first bodies formed in our solar system, along with Uranus and Neptune, and all these planets went on to grab all the gas that was around them. However, Planet 9 is unique in that it ended up being solid, with a core of iron. Over time, Planet 9 ended up being much further away than all the others from the sun, possibly because it was ejected into a distant orbit after being drawn towards Jupiter and being acted on by its gravitational pull.

If all this sounds rather vague, it's because much of this theory is just that, hypothesis as opposed to fact. Of course, there's a great deal about the solar system that we can be virtually 100 percent sure about, but what makes Planet 9 so amazing is that it shows that our awareness of it is incomplete, even after all these years. Of course, it's possible that Batygin and Brown might be proved wrong or that there may be no conclusive evidence one way or the other, but that remains to be seen.

 **Track 028, page 61**

HR Manager: How do GPFT's core values reflect your own beliefs about the environment?

Mariza: That's a good question. I'm passionate about reducing household emissions, and I know the company shares this vision ...

HR Manager: Being a recent graduate, do you think you have enough experience for this post?

Mariza: Let me put it this way. Whilst it is true that I've only been in full-time work for a year, during that time I have gained valuable skills by being involved in running various student groups. I'm sure this will benefit me in the role with GPFT.

HR Manager: How would someone who knows you well describe you?

Mariza: I think it depends. If you asked a colleague or line manager, they'd say I'm committed, focused and serious. But my friends look upon me as a bit of a joker!

HR Manager: What do you think you'd be doing if you hadn't chosen this career?

Mariza: That's something I haven't considered before. I've always been fascinated by the environment and wildlife, so perhaps I'd have trained as a vet.

HR Manager: What do you hope you'll be doing in ten years' time?

Mariza: Let me think about that for a second. Well, I'd like to be making a difference, to be building a better future in some way. And I very much hope that can be with GPFT.

 **Track 29, page 62**

Narrator: Now turn to part 2

You will hear a student called Matt Brady giving a presentation on the subject of wildlife repopulation. For questions 1–8, complete the sentences with a word or short phrase.

You now have 45 seconds to look at part 2.

Matt Brady: Hi. I'm Matt Brady and I've been doing some research recently into rewilding. Now, I've found a number of different definitions of rewilding but, essentially, it's a way of carrying out

conservation that involves returning areas to their natural state – without any buildings, cultivation or anything. It often includes bringing back the wild animals that used to live in an area before they were either killed off or forced out because the habitat became unsuitable.

The term rewilding has been in use in print for the last 30 years, although interestingly it still seems to be absent from dictionaries. But with its raised profile in the media, I imagine this will change before long.

In many cases, rewilding happens in the kind of locations not usually associated with a good ecological balance. One recent example is the area of Knepp in England, where land around an old castle has been left for nature to take over again. I think that, given Knepp's proximity to a major airport, this is an impressive achievement and really shows what can be done.

On the Knepp estate, many species are now extremely common. Deer are one example, and the barbastelle, a species of bat described as Europe's rarest mammal, has been seen flying overhead. The estate also now boasts more of the purple emperor – a kind of butterfly – than anywhere else in the country.

And while the approach at Knepp was to repopulate with diverse wildlife, other projects have targeted one specific species. Examples include successful attempts to bring back one of Wales's most loved birds of prey, the red kite. A working farm in Raeder was set up as a feeding station for kites, and now thrives as a tourist attraction.

Rewilding can sometimes teach us new things. After successful reintroduction in Poland in the 1950s, the Dutch have reintroduced bison. What nobody was expecting was to find that these animals have all but abandoned the forests that have been their traditional stomping ground, and are now making their homes among the sand dunes of the Dutch coastline.

It's probably fair to say these projects are popular, on the whole. They are set up, I think, for idealistic reasons. But some can prove controversial, such as the reintroduction of the grey wolf population to Yellowstone National Park in the US in the 1990s. This was based on experts anticipating the number of elk and other animals that would be killed on average by each wolf, but this figure turned out to be conservative, to say the least.

There seems to be growing public support for these rewilding programmes now, with funding being made available to support them. And many of these initiatives, once set up, manage to carry on in the absence of any human involvement whatsoever.

And when that happens, then I think it shows the project achieved what it set out to do.

Narrator: Now you'll hear part 2 again.

Repeat presentation

Narrator: That's the end of part 2.

 **Track 030, page 64**

Scientist: Here are five things we wouldn't have without space travel.

One: camera phones. From the 1960s, NASA researchers worked to create the digital devices that were small and portable enough to enable astronauts to take high resolution images while in space. Today, one third of all camera phones contain the same technology.

Two: espresso machines. In order for astronauts to remain alert throughout their missions, the European Space Agency came up with a way of using pressurised steam to make a more potent cup of coffee. So next time you order an espresso, remember that it is the drink of astronauts.

Three: smoke and carbon monoxide detectors. Now a common feature in homes and workplaces all over the world, these were first devised for the Skylab programme in the 1970s, to ensure that astronauts would become aware of any potentially lethal leaks of gas on the space station.

Four: freeze-dried food. One solution to the challenge of feeding astronauts in space was the development of freeze-dried food. Nowadays, fruit, ice cream and many other products can also be made to last longer in the same way.

Five: foil blankets. These metallic sheets, used on Earth in extreme temperatures, were developed as a way of protecting both spacecraft and people in space.

 **Track 31, page 65**

Woman: I've always been fascinated by Elon Musk, the guy who set up PayPal. He's managed to run several other successful companies in highly competitive areas and make a success of them. A shining example of this is Tesla, the manufacturer of electric cars. But for me Musk's crowning achievement has got to be the company he founded in 2002: SpaceX, the space exploration company. Musk is motivated by worthy goals – he wants a sustainable future, and believes that the use of space and its resources is key to making that a reality. His ultimate aim is to make space travel no less than 90 percent cheaper. It wouldn't be an overstatement to describe Elon Musk as a visionary and a genius. He's shown on several occasions that he's got what it takes to achieve the impossible. For example, he's managed to reduce the cost of rocket

launches by developing a rapidly reusable launch system. He also managed to defy the odds by achieving the first sea landing of a rocket, on a barge which he charismatically named 'Of course I still love you'. In 2018, he managed to pull off a stunt that left the whole world dumbfounded. He did nothing less than launch a car into orbit from one of his rockets. To cap it all, it was of course Musk's own Tesla Roadster, driven by an astronaut wearing a spacesuit and named 'Starman'.

UNIT 5

Track 032, page 66

Jacintha: What do you think makes something go viral on the internet? Can you deliberately design content which has a high chance of going viral?

Mario: Well, apparently, there is a science to it – virality. Supposedly the key to it is triggering an emotional connection, such as nostalgia or awe.

Jacintha: Possibly, but then different people have different emotional responses to things. No, I think the relevance of the post matters more. Whenever a current major event is in the news, it immediately generates hundreds of responses – videos, pictures, comments, memes and so on.

Mario: Yes, but it's the news story that goes viral, and usually the kinds of posts you are talking about tend to vanish into thin air after a few days. To my mind, to go viral a post has to have something unique and unexpected about it. The problem is pinning down how to achieve this.

Jacintha: It's probably more of an art than a science, meaning you can't always put your finger on exactly what features of a post cause it to go viral. I mean, sometimes it is obvious, but at other times you think, 'Why on earth did that go viral?'

Track 033, page 66

Zara: Yesterday I read an article about AI – you know, artificial intelligence. It blows my mind seeing just how many different areas of life it can be applied to. For example, medicine. Apparently, thanks to a model called deep learning, machines can now detect certain eye conditions as successfully as humans.

Jake: Are you sure it's true? I'm slightly sceptical to be honest. The other day, I was using one of these online diagnostic chats to try and find out what was wrong with my cat. It was absolutely useless. It didn't give any meaningful responses to the symptoms I was typing in. I actually think it's quite irresponsible to present a machine as an 'expert', particularly a vet or even worse, a doctor.

Zara: Well, it's definitely true that you need to be cautious with these things as their ultimate aim is to make money, but the high-grade applications that they use in hospitals are obviously a lot more reliable than those used by random websites.

Jake: I read recently that you can get artificial 'lawyers' too. They charge a lot less than real ones!

Zara: But if their advice is wrong, it will cost you a lot more in the long run.

Track 034, page 66

Jim: I haven't been able to finish the project because my internet went down two days ago. After we had the fibre optic connection put in, the connection had really sped up but for some reason, it's now slowed down again. I've been on the phone to them three times, but you know what they said ...

Rosie: Let me guess – switch it off and on again! That's what they usually suggest.

Jim: Exactly. Not rocket science, right? Anyway, have you got your project done?

Rosie: No, I've got technical problems too. I really need to log on to the VLE to download the topics and guidelines but I've mysteriously been locked out. When they prompt me to sign in, I can't enter my username or password. I'm also a bit worried about some of my files being corrupted. I haven't bothered to back them up in ages.

Jim: I know what you mean. I always forget to do that and occasionally I pay the price when I find an important file won't open just when I need it. And another thing – there's a problem with the ink in my printer, so even if I manage to do the research on my phone and write the paper, I often can't print it out. It's driving me crazy.

Track 035, page 70

Richard: OK, so we're here to evaluate the state of the computers in the college and see what we can do to improve the situation in some way. So can you give me a summary of where we are now?

Elizabeth: Yes, the main issue is the budget has not allowed for any new hardware in over two years. That's a long time when you're talking about computers. The number of complaints from students has increased over the year. They can't always get access to a computer when they want it. The printers break down more than they used to because they are so old. We really need to make it easier for them to get their work done.

Richard: OK, so it's clear we need to get some newer computers and far more of them now that the number of students is

higher than ever. I think we should also get a few of the newer printers that allow you to scan and copy as well as at least one heavy-duty printer.

Elizabeth: Yes, that sounds good. We have had problems with some of the software packages as well. Basically, we need to get the latest versions, particularly if we are getting more modern computers, as they'll be incompatible. And one other issue is the virus protection packages need to be updated regularly. Quite a few students have complained of damage to their files due to infection from viruses sent through emails.

Richard: Right. So we definitely need to add far more money to the budget for next year. But what about policies? Is there anything we can do to make things better through our conditions of use?

Elizabeth: Well, now you come to mention it, yes there is. For example, we allow students to stay in the computer room as long as they want. Perhaps we should change that and introduce a time limit, say, of two hours per session? That way they won't be tempted to waste time and it will be a more efficient use of the facilities. What do you think?

Richard: I agree. At the moment, some students distract others by talking, so I think as well as limiting the time they can spend, we should change the rules and make it a quiet zone. I think overall, these changes will make things better for them.

Track 036, page 71

Dialogue 1

Speaker A: Pauline always uses the class computer for too long – it's not fair. I'm going to tell her exactly what I think of her!

Speaker B: You wouldn't dare!

Dialogue 2

Speaker A: Why did you share that meme about a local politician? It's obvious you'd get in trouble with Mum and Dad.

Speaker B: My friends dared me to do it.

Dialogue 3

Speaker A: So how are we going to balance the budget with all these new hardware investments?

Speaker B: Well, dare I say it? We're going to have to let staff go.

Dialogue 4

Speaker A: How are we going to finish this blog post by the end of the day?

Speaker B: I dare say we'll manage.

Dialogue 5

Speaker A: I daren't tell Sue that I've dropped her laptop. She'll go mad!

Speaker B: Well, you're going to have to.

Dialogue 6

Speaker A: If you hadn't been so lazy, you'd have got your work finished.

Speaker B: How dare you speak to me like that!

Dialogue 7

Speaker A: I'm just borrowing your credit card to order a pizza online.

Speaker B: Don't you dare!

Track 037, page 72

Lily: OK, which one shall we start with?

Pablo: The first one that jumps out at me is SatNav – Satellite Navigation – I mean, personally, I'd be lost without it – quite literally! I remember the old days of having to plan your route in advance on a scrap of paper. You had to keep pulling over to check where the next turnoff was. I wouldn't want to go back to that.

Lily: You're really showing your age! But, seriously, I agree with you but only up to a point. Sometimes SatNavs are more trouble than they're worth. One day I almost ended up in a river because of one!

Pablo: Yeah, that kind of thing has happened to me, but I still wouldn't be without mine. So, what about targeted advertising? That's an absolute pain in the neck. It's just a sophisticated form of spam. I mean, say I've just bought a toaster. For the next however long, all the pop ups I see are about toasters. How many toasters do they think a person needs?

Lily: I can see what you're saying, but you're looking at it from a customer's point of view. If you are trying to sell, it's an amazing advantage to be able to find out who is in the market for your products. You might see their advert and return the toaster you'd bought and buy theirs instead.

Pablo: There's some truth in that, I suppose. I hadn't thought of it like that. OK, so the one that I'm most impressed by, in a way, is smart home devices, you know, like Alexa or other devices that allow you to control things in your house. You simply speak to the device and it does what you ask. Amazing, really. I love having mine.

Lily: That's not always the case, though. We bought my Granddad one of those devices to help him around the house. The problem was that it kept misunderstanding what he was saying and he found it very frustrating. Don't get me wrong, I think these devices are very impressive, but I think they still need improving.

Pablo: OK, what about the TV recommendations. I really like it when an app recommends something to watch based on what I've watched before. Like, in my case, I'm hooked on detective programmes and every time a new one comes out, I'm the first to know. Don't you think that's brilliant?

Lily: Not necessarily. Sometimes they get it wrong. I rarely enjoy the shows they recommend, but I'll admit it's quite clever. So, the last one is about grading exams and tests. What do you think of that one?

Examiner: Thank you. Now you have about a minute to decide which of these things can benefit people the most.

Pablo: OK, so we didn't have time to talk about exam marking but I don't think this is the most beneficial to people. It's useful for, say, teachers but does not benefit everyone. And anyway, I'd prefer to have a human being mark my writing paper.

Lily: Yes, and I would also rule out targeted advertising and TV recommendations. I mean, they are nice things to have, but I think most people could live without them quite easily.

Pablo: OK, I agree with that. So that leaves us satellite navigation and smart home devices. I would go for the latter. Having one at home has changed my life.

Lily: That's a fair point, but I don't think you can say that they benefit everyone. On the other hand, everyone does have a SatNav in their car these days, so I would go for that option.

Pablo: That's true, but I would still have to go for smart devices. They do so much more than just tell you how to get somewhere.

Lily: OK, I guess we will have to agree to disagree here.

Examiner: Thank you.

Track 038, page 72

Question 1

Lily: I can't really imagine, to be quite honest with you. I suppose we would have been healthier and more active but, on the other hand, we would have been much less informed, especially about what's going on in other parts of the world.

Pablo: You make a good point but I'm not completely convinced. I think what we have gained is a lot of fake news, junk mail, online bullying and so on. Before the internet, we knew what we needed to know – genuine news from reliable news agencies. One thing I agree about, though, is that we wouldn't have spent so much time sitting around scrolling through social media feeds.

Question 2

Pablo: To my mind, this really depends on which part of the world you're talking about. In the developed world, where parents pay a lot of money in taxes, I think it's fair to say the State should take responsibility for this. Increasingly, the internet is a vital tool in education and not having access would undeniably disadvantage students.

Lily: Well, I think that's true in part. The

thing I'm not so sure about is that over-reliance on the internet often leads to disinterest in reading, and some teachers use it to avoid actually teaching the students themselves. There are so many other priorities when it comes to spending our tax dollars.

Question 3

Lily: I certainly don't think it is crucial at all. In fact, it makes life too easy for them in a way. Nowadays, everything is handed to children on a plate. They can hardly cope when the internet goes down for a few minutes. What is vital for students, in my view, is a library membership.

Pablo: I think that's true in part. Primary school children can manage very well without their own computer. By the time they are about 15 or 16, they could probably do with having one of their own and by the time they go to university, it is a must.

Question 4

Pablo: Well, what I hope will happen is that the internet will become faster and not go down so often. It would be good to see computers that don't become obsolete so quickly as well.

Lily: I'd also like to see all of that but it's not very realistic because manufacturers want to sell more computers, so it is in their interests that people need to upgrade regularly. Personally, I hope there will be a better interface between operating systems in the not too distant future.

Track 039, page 74

Extract 1

Narrator: Now turn to part 1.

You will hear three different extracts. For questions 1–6, choose the answer (A, B or C) which fits best according to what you hear. There are two questions for each extract. You'll hear each extract twice.

Extract one. You hear two friends talking about Bitcoin, a type of digital currency. Now look at questions one and two.

Male: I've been wondering whether I should buy some Bitcoin.

Female: Mmm, well, at one point the price of Bitcoin fell over 80% within just a few months. So, I suppose it depends whether you could stand to lose that money. If you can, go ahead. You might just make a profit.

Male: Well, what I've read is that if you educate yourself and follow a few simple rules, you can reduce your risk. For example, there are different exchanges you can buy from and you need to make sure you buy from one with a proven reputation. Then, it's advisable not to leave your Bitcoins on the exchange, but move them into your own personal online wallet.

Female: Well, I don't doubt that's true

but however many safeguards you put in place, you can still get drawn into some very sophisticated scams. For instance, a friend of mine, a real tech wiz, was persuaded by an online friend to join a scheme which promised to double his Bitcoin. Sure enough, for the first month or so, he was getting what he had been promised. But suddenly the website just vanished – along with his money. And that guy supposedly knew what he was doing.

Repeat Extract 1

Narrator: Extract two. You hear two friends talking about online crime. Now look at questions three and four.

Female: Would you say the internet has made it easier to commit crimes like fraud?

Male: Absolutely! The internet definitely facilitates crime and also diversifies criminal activity. In the past, there was a limit to what fraudsters could accomplish, but now the number of ways to trick people out of their money is almost limitless.

Female: But don't you think people in general need to wise-up? If they weren't so greedy, they wouldn't fall for these scams. I mean, say someone sends you an email, a letter or whatever saying you've won a prize in a competition that, by the way, you didn't enter, but you need to send money to claim your prize ... surely you'd be suspicious ...

Male: Well, you do have a point there, but some people are very trusting. For instance, imagine a woman in her 80s. All her life she has taken people at face value. A poor old lady like that is a gift to these tricksters. It's vulnerable people like that that need to be protected.

Female: Yes, well, I can't argue with that. I'd support the harshest penalties being given to people who exploit the weaknesses of others like that.

Repeat Extract 2

Narrator: Extract three. You hear two friends discussing the use of robots. Now look at questions five and six.

Male: So, do you think using robots in the workplace enhances the work environment?

Female: Well, they certainly have the edge over humans in some areas. Think about going into a radioactive zone after a leak in a nuclear reactor, for example. And there are some jobs, like cleaning the sewers, that are intolerable for humans but robots don't feel disgust and can't smell, so they are not bothered.

Male: Yes, you've got a point there, but what I've heard is that the jobs for humans that operate alongside robots have become less challenging and actually rather tedious. I'll give you an example.

I read about a man who used to deliver materials within a huge factory. He really enjoyed his job as he moved around and got to know everyone in different departments. Then a robot took his job. He was stuck in one place, doing one boring part of the process the robot couldn't handle. His job satisfaction plummeted.

Female: That's a fair point and it is unfortunate, but I'm also sure it boosted productivity. It's like in farming. A lot of the poetry and interaction has gone but overall more is produced. So, what's more important?

Repeat Extract 3

Narrator: That's the end of part 1.

Track 040, page 77

Conversation 1

Customer: Hi. I'm having problems with resetting my password. Could you help me please?

Tech Support: Sure. What exactly seems to be the problem?

Customer: Well, first of all, when I try to enter my old password, the system says it's not recognised. I've checked it three times and I keep getting the same message.

Tech Support: OK. Is Caps Lock on? Don't forget that passwords are case-sensitive.

Customer: Oh, that hadn't occurred to me. Hold on ... Yes, you were right. I feel so foolish.

Tech Support: Not to worry. You're not the first person to make that mistake and I'm sure you won't be the last. Would you like me to stay on the line while you change your password?

Customer: Well, if you wouldn't mind. OK, new password ... Oh, now that's not working.

Tech Support: Just to check, you also need to include a symbol in there somewhere, you know like a question mark or something.

Customer: Oh, I see. So if I add in, say, an asterisk at the end, that should work. Let me give that a go ... [sound of typing] ... yes, that's it. Brilliant. Thanks a lot.

Tech Support: Don't mention it.

Conversation 2

Customer: Hi. I think my computer's been infected by a virus. It's got really slow and it's difficult to download stuff.

Tech Support: OK, let me check a few things with you. Have you recently installed any new software on your computer or have you opened any email attachments from people you don't know?

Customer: No. I am very careful to make sure anything I install is from a reputable source and I know the risks in opening unknown attachments with regards to malware and so on.

Tech Support: OK, good. Let's take a different approach then. Have you tried closing down any other computer programmes that you have running in the background?

Customer: No, how do I do that?

Tech Support: Click on Control, Alt and Delete all at the same time to access Task Manager. There are some tabs along the top. First click on Apps and close any you're not using. Then do the same with Processes.

Customer: OK, anything else?

Tech Support: Yes, it's best if you restart your computer before trying to use it again. That should do the trick. If not, call me back on the same extension number you used. I may need to remotely access your computer.

Conversation 3

Customer: Hello. I'm calling because I'm having trouble with your online payment portal. It was working OK on my PC but now I want to use it on my phone. I've downloaded the app but I can't seem to make a payment.

Tech Support: OK. Go to Settings and select Apps. Can you see our App there?

Customer: OK, bear with me a moment ... Yes, I've got it. What now?

Tech Support: OK. We're going to delete it and reinstall it. So, what are the options you can see for the app?

Customer: There are only two: Uninstall or Force Stop.

Tech Support: Right. Click on uninstall. Now go to the App store and search for our App. Click download.

Customer: OK, I'm doing that now. OK, done.

Tech Support: Good. Now open the App and go to the drop-down menu. Click on 'add user information'. You need to enter your name, address and card details and set up a password. After you've done that, restart your phone and you should be able to make your payments. Give us another call if you have any further problems.

UNIT 6

Track 041, page 81

Speaker 1: I guess there's this stereotype that we all live in skyscrapers, apartment blocks or Hollywood mansions because of the influence of TV and movies, you know, and how they portray life here. For a start, mansions are confined to the super rich, so they don't really reflect the reality of the majority of people. Sure there are plenty of skyscrapers and apartment blocks in the centres of large cities where land is more expensive but less so out in the suburbs. A lot of folks live in a

bungalow, often in a subdivision, which is usually, like, maybe a couple of hundred homes all together, built in the same style. And a lot live in duplexes; these are houses where the upstairs is one home and the downstairs is another. Or you can get a condo. A condo, which by the way is short for condominium, is usually a kind of apartment within a building or area, managed by a homeowners association. They usually have shared facilities for the homeowners to use, like swimming pools, gardens, play areas and so on.

Speaker 2: Well, in my country, there aren't really many blocks of flats, except in cities. I'd say that most people live in houses. That said, a lot of larger houses have been converted into separate flats so that they can be rented, sometimes as studio flats, you know, small flats that combine the living room, kitchen, and sometimes even the bedroom into a single space. But most people live in their own houses, usually either terraced or semi-detached. There are also a lot of bungalows, often for older people because they have problems climbing stairs. Head out into the countryside and you'll find more cottages as these were often the homes built for agricultural workers in the past. Some of the more traditional ones even have thatched roofs, you know, made of straw or something similar. Personally, I'm not sure I'd want to live in a cottage though. They tend to have lower ceilings which, for a tall bloke like myself, means I'm constantly banging my head on door frames. Oh, and also it's in the countryside that you tend to find stately homes. These are essentially enormous mansions built by the aristocracy in days gone by, typically with huge areas of land called estates or grounds. Some are still lived in but many of them have become tourist attractions.

Track 042, page 82

Examiner: Do you enjoy living in your current home?

Candidate 1: Absolutely, because my friends and I share a flat, so it's a very sociable environment. I love the fact that I am independent and don't have my parents telling me what to do or how to organize my home as ...

Candidate 2: Well, actually it depends what you mean by home because I live in student accommodation during term-time, and with my parents during the holidays, and ...

Candidate 3: Yes and no – you see, one thing I love about it is being with my family because we're very close, but on the other hand, our house is rather cramped! It would be nice if there was more space ...

Track 043, page 82

Examiner: What's the most interesting tourist attraction where you live?

Candidate 1: I guess it depends on what you mean by tourist attraction. I imagine that many people would say the Museum of Archaeology because it has a fascinating collection of exhibits and attracts tourists from all over the world. However, for me personally, it has to be the waterpark. It's one of the biggest in my country and is a great way to spend a day out.

Candidate 2: Definitely the district of Coyoacán. It's one of the oldest parts of my city and has some amazing architecture. It's a lovely place to explore. And for fans of history, you can visit the houses of Frida Kahlo and Leon Trotsky, both of which are museums. I particularly love the Frida Kahlo house with its bright colours and art collection.

Candidate 3: To be honest, off the top of my head, I can't think of one. My hometown is not really a tourist town and it doesn't really attract visitors. There is no tourist industry as such. However, lots of tourists visit the region I am from because it has some amazing archaeological sites, so I suppose I would have to go for that.

Track 044, page 82

Will: OK, so welcome to my podcast. Today we're looking at some of the most peculiar buildings on the planet. I've been asking you to nominate your own particular favourite building, whether it's a mansion or a stable – I don't care, as long as it's distinctive. So, I've got a few people on the line right now and they're gonna tell us about their own favourite for up to 30 seconds. Then I'm going to open it up to a vote. OK, so first up is Karolina from Poland.

Karolina: Hi, hi everyone.

Will: Hi Karolina, thanks for joining us, and you've got 30 seconds to tell us about your favourite building.

Karolina: OK, so the building I want to nominate is in Sopot in Poland. It's called *Krzywy Domek* in Polish: that can be translated as *Crooked House* in English. It was designed by two Polish architects, and they were inspired by illustrations in a story-book produced for kids. The building looks as though it's been squeezed between a giant's fingers, with the way it sort of twists and turns. It's really eye-catching. Being right in the centre of town, it's easily the most-photographed building in Sopot. I mean it's impossible to walk past and not to! And it certainly gets people talking. So if you're in Poland, you really should make a point of going to Sopot and seeing this local landmark for yourself!

Will: OK, thank you Karolina, well, we certainly get the picture, and I can see why this building appeals so much to you. That was Karolina, with the Crooked House in Sopot in Poland. OK, next we have Hossam.

Hossam: Hello Will.

Will: Welcome Hossam, where are you calling in from?

Hossam: From Egypt. From Alexandria to be precise. And I want to tell you about a building here that I think is outstanding. It's our national library – the Bibliotheca Alexandrina: It was actually designed by Norwegian architects, with the winning design being selected from something like 1,400 entries. Building work got under way in 1995, and it was completed just in time for it to be inaugurated in 2002. It's a huge building, and up to eight million books can be stored there, although not all this space is being used, as far as I know. It's a really elegant building, and it's often compared to an eye in appearance.

Will: Great, thank you Hossam, and it certainly sounds like an intriguing building. Let's go to our next caller.

Ivan: Hello Will, this is Ivan calling from Russia.

Will: Great to have you with us, Ivan. So which building would you like to put forward?

Ivan: Well, this is rather a different sort of building to the others that have been nominated.

Will: I'm intrigued Ivan, tell us more.

Ivan: Well, I want to talk about the Sutyagin House in Arkhangelsk in Russia. It was intended to be the tallest wooden house in the world. It's 50 metres and 13 storeys tall, but it was constructed without a building permit being issued, you see. The owner was a builder so did all the renovation work himself. But unfortunately he was sent to prison for extortion before it could be completed. Then, because under local planning laws timber buildings were only permitted up to two storeys, the building was declared a fire hazard, and the local authorities had the main tower demolished. That was in 2008. And a few years later the rest of the building burned down. So that was that!

Will: How fascinating! And Mr Sutyagin certainly sounds like a character!

Track 045, page 84

Boss: OK lads, listen up please. Big new job starting today. Before we get in the van and get going, I just want to fill you in on a few details. OK?

Builders: Alright.

Boss: So, we're going to be making a start on an attic conversion today.

Builder 1: Oh right, another one?

Boss: Yeah, what, do you have something against attic conversions?

Builder 1: No, they're cool. Fine by me!

Boss: That's good, well, we made a name for ourselves doing them, so that's what we've got a five-star rating for on Google.

Builder 2: So, who's the client?

Boss: Well, they're a lovely young couple, Mr and Mrs Khan. And guess what – Mrs Khan is expecting.

Builder 1: Expecting?

Boss: Expecting a baby, in seven weeks. And they aren't going to want us lot crashing about when the baby's home. So I've given my word that we will do our utmost to get the job done quickly.

Builder 2: Well, we'll need about ten weeks for an attic conversion.

Boss: Well, the baby's not going to wait that long. We've got seven weeks. Do you get the picture?

Builder 1: OK.

Boss: So, I've made a list of jobs to get done on the first day, which I'll be giving out shortly. We're working to a tight schedule on this one lads. And we have no option but to meet that deadline. OK? Any questions? Good! You know the drill. Let's make a start.

Track 046, page 86

News reader: So much for the idea of 'Finders keepers'! 500,000 dollars, which was found stashed behind the walls of a house, has been returned to the heirs of the dead man who hid the cash at least 11 years ago. Carrie Mathis has the details.

Reporter: When \$500,000 in cash was found behind the walls of a house during building works, a dispute quickly broke out as to who was the rightful owner. The firm of contractors who found the money argued that they had the right to it, while the new homeowner claimed it was rightfully theirs. But in a court case, neither party got to keep the windfall. In a surprise ruling, an Arizona court declared that the money should be returned to the heirs of Robert Spann, the man who had concealed the money in his home before he died.

When Mr Spann died, his two daughters knew that he had hidden cash and valuables throughout the house, and the sisters spent much of the next seven years searching. When they eventually sold the home, the new owner, Clinton McCallum, hired a contractor to remodel his new home. A construction worker soon found two metal boxes stuffed with bank notes hidden in a kitchen wall. Looking for more, he discovered two further boxes inside a bathroom wall and informed the building company's owner.

The company owner tried to keep the cash but the worker told the homeowners about his discovery. Police then seized the money. After the dispute as to who should keep the cash went to court, Robert Spann's daughter, Karen, filed her own action claiming the new homeowners had no legal stake to the money. At a trial, the judge agreed the money belonged to the estate of Robert Spann, arguing that legally, the money was only mislaid, not abandoned, and should therefore be paid to Mr Spann's heirs.

Track 047, page 91

Landlord: Hello?

Janine: Oh, Mr Jenkins, hello. It's Janine – you showed me the studio flat to rent earlier this week.

Landlord: Oh yes, of course. Hello Janine. The one on Oaklands Road at £800 a month. You said you wanted to go away and think it over. So ...?

Janine: Yes, well, first of all, thank you again for showing me the flat.

Landlord: No problem at all. So, do you want to take it?

Janine: Well, there's certainly a lot I liked about it. The sitting room's quite spacious, and it's obvious that you've kept the flat in good condition.

Landlord: Yes, it needed redecorating after the last tenants.

Janine: And it has an off-road parking space, so it really ticks all the right boxes. But I wanted to get a feel for what flats like that usually cost round here, so I checked it out online. And there was another one, of a similar size on the same road, and the asking price is £700, which is quite a bit cheaper ... Mr Jenkins?

Landlord: Yes, I'm still here.

Janine: Now, I'm really interested in your place, but the thing is, I'm not going to be able to pay above the going rate. So, I was wondering, do we have some room for negotiation?

Landlord: Well, I suppose I could come down to £790 for you.

Janine: Well, thank you, that's definitely a step in the right direction. But I still think you are asking me to pay over the odds. You see, my budget's really more like £700, which I think would be enough to get something of a decent standard in the same area. So what I wanted to suggest is that if you could accept that, then I could pay two months in advance, rather than just the one. Would that be acceptable?

Landlord: Look, I'll tell you what. Why don't we meet halfway? Let's call it £750.

Janine: Well, OK, I guess I could stretch to that.

Landlord: Great! It looks like we have a deal. I'll email you a copy of the tenancy agreement and you can ...

UNIT 7

Track 048, page 95

What does it mean to be intelligent?

We have all heard of different types of intelligence, such as interpersonal, musical, linguistic or emotional intelligence. We know that people possess these to a greater or lesser extent and that various types of animals are intelligent in their own ways. However, most of us probably make the assumption that to be intelligent and, specifically, to learn, one needs to be in possession of a brain. If not an actual brain, then surely at least a collection of neurons must be a minimum requirement for learning. Snails, jellyfish and starfish, for example, do not have brains as we usually understand the concept; nevertheless, they do possess neurons, albeit spread out rather than clustered in one place.

The majority of lifeforms on earth do not have neurons; yet, they have the ability to behave in complex ways. Scientists have always known this but used to think this was due to innate responses that had developed over many generations. Now, however, they are beginning to define the behaviour of non-neural organisms as a form of learning. Plant neurobiology, a controversial new field of science, studies the ways in which plants process information and learn from it. Biologist Monica Gagliano of the University of Western Australia found that pea plants can be conditioned to learn. In her research, she discovered the plants were able to differentiate between two different stimuli: a whirring fan and a blue light. A plant called Cornish Mallow swivels its leaves around during the night so that in the morning they are facing the sun. This means that the plant has to anticipate the future, an attribute we would label 'intelligent' and not associate with plants. Similarly, young shoots of corn are able to 'remember' from which direction sources of light come.

We all know that learning occurs at different levels, and what we are discussing here is 'habituated' learning, or behaviourism. Nevertheless, it is impressive for lifeforms that don't possess neurons, much less a brain. One of the most interesting cases in point is slime moulds, which have demonstrated abilities most of us would never have associated with them. Audrey Dussutour of the University of Toulouse created a maze with tasty food such as oats, but blocked the slime's access to it with bitter substances like caffeine. At first, the slime hesitated for several hours before making its way across the deterrent to reach the reward. Gradually, the slime moulds learnt to ignore the caffeine and go straight across, understanding there would be something tasty on the

other side. Chris Reid of Macquarie University in Australia is a Behavioural Ecologist who has also worked with slime moulds and found them capable of complex decision-making. Like humans and other animals, they are able to explore the benefits and drawbacks of different options and re-evaluate their choices as variables change. Researchers have also realised that unicellular organisms can fuse together in order to learn more about their environment. This research has implications for our understanding of learning, as we now know that neurons are not an essential requirement for it. The organisms' experiences modified their genes and led to specific genes being switched on and off. This doesn't rewrite genetic code; rather, it temporarily changes how it is read. According to David Glanzman of the University of California, this process, known as epigenetic regulation, is proof that memory is present and learning is taking place. These scientific discoveries could potentially lead to new ways of fighting diseases and designing intelligent machines. So, the next time you hear someone or something described as 'brainless', it might not be as big an insult as you think.

Track 049, page 95

Scientists have always known this but used to think this was due to innate responses that had developed over many generations. Now, however, they are beginning to define the behaviour of non-neural organisms as a form of learning.

Track 050, page 96

Scientists have always known this. Biologist Monica Gagliano of the University of Western Australia. Chris Reid of Macquarie University in Australia is a Behavioural Ecologist.

Track 051, page 97

OK, so I'm going to talk about the first and third pictures: the female student learning alone and the classroom. On the whole, the photos show people engaged in learning. The girl looks totally absorbed in her task. It looks as though she finds it challenging but she has the time and space to figure it out. In the classroom, the feelings of the students vary. While most of them are listening attentively, a few look bored and one is asleep. Both of these ways of learning could be effective, depending on the age of the student and the subject being taught. For technical subjects like the one the student in the first photo is doing, hands-on learning is best. However, she would need access to a teacher who could support her if she got stuck. In schools, there is no choice but to

teach many students in the same way. Obviously, this will be more effective for some students than for others.

Track 052, page 97

Personally, I would choose the student learning robotics by herself. In my experience, when you teach yourself to do something or even just put theory into practice, it helps you retain knowledge. Learning in a classroom can be quite distracting as there are so many others. Also, if you choose which subject to study, as the girl probably has, you are more motivated.

Track 053, page 103

Tutor: Hello, Matteo. Come in and have a seat. Now, the purpose of this tutorial is to make sure you are confident about the requirements for your dissertation and to help clarify any doubts you may have. So, do you have any questions?

Matteo: Yes, quite a few, actually. First of all, I'm fairly sure I want to write about gothic architecture, but I'd like some advice on how to narrow that down. I mean, it's a huge topic and I only have 15,000 words.

Tutor: Yes, you're right. There are several ways to narrow the topic down. For example, you could focus on one or two specific features such as the vaults or the use of stained glass, or even the early attitudes towards gothic architecture. As we discussed in class, people were very negative about it at the beginning.

Matteo: Yes, I found that aspect really interesting, but it may be more sociological and less technical. I would like the opportunity to develop my knowledge of the techniques.

Tutor: I see, well, how about comparing and contrasting two examples of Gothic architecture from a technical perspective? Say, for example, the Basilica of Saint Denis and Sens Cathedral.

Matteo: Mmm, yes, that sounds like a great way of limiting the topic. You mentioned that the word limit is 15,000 words. What happens if I exceed the word limit?

Tutor: Well, you can exceed it a bit: normally we will accept ten percent above the limit, so in this case, you could go up to 16,500. After that, the words wouldn't count, which normally means the conclusion is discounted. Obviously, you'd lose marks because of that.

Matteo: I see. I'm still a bit worried about using sources correctly. Can you tell me where I can find information about referencing and avoiding plagiarism?

Tutor: Yes, that is crucial. On the university's website, under 'resources for students', you'll find the complete guide to referencing. You should use our university's guide rather than anyone else's because

each university has their own slightly different way of referencing. We use the latest version of the APA, which is Harvard University's system. I suggest you have the guide open on your computer to refer to while you're working.

Matteo: Yes, that's a good idea. Can I just ask about footnotes? I always get confused about them because some systems use them and some don't.

Tutor: I often get that question. Footnotes are to prevent extra information interrupting the flow of your text. They can be used in our referencing system. It is all clearly explained in the guide.

Matteo: Thank you. So, I think I have a clear idea now but is it possible to get some feedback on the first draft of my dissertation so that I can make some improvements before submission?

Tutor: Definitely. We do encourage students to submit a first draft. However, it does mean that you will need to submit it by the 23rd March so that we can get it back to you by the end of March and you have time to rewrite before the 7th April deadline.

Matteo: Oh, I see. And how do I submit my first and final drafts?

Tutor: For the first draft, just email it to me. The final version of your dissertation has to be uploaded through Turnitin. Do you know how to do that?

Matteo: Yes, I think so. Dr Roberts explained it to us. And I just have one more question. Are there any penalties for late submission?

Tutor: Yes, there are. It depends how late. It's all explained on the website. Go to 'resources for students' and search for 'late submissions'. But try to get it in on time.

Matteo: I will. Thank you for your time.

UNIT 8

Track 054, page 105

Examiner: Now I'd like you to do something together for about two minutes. On this paper you have a list of things that people watch on TV, and a question for you to discuss. First you have some time to look at the task ... Now, talk to each other about how people might benefit from watching these types of programmes.

Wilhelm: OK, well, Aneta, I don't know about you, but I certainly find watching most of this stuff very pleasurable. But shall we start with live sport? I'm quite sporty myself and play a lot of football, so I watch televised matches whenever I can. How about you?

Aneta: From time to time, yes, but I think we need to focus on the question of what benefits people can get from these different kinds of programmes, rather than which ones we like.

Wilhelm: Oh I see, yes, good point. I'd say that as long as you're watching something you enjoy, you're deriving a benefit from it.

Aneta: That's fair enough, but to go into a bit more detail ... you mentioned that you're into watching live football. Would you say that when you listen to the commentators, and you watch these top players and then you get the analysis after the match ... would you say that it helps you as a player?

Wilhelm: You mean, learning from it?

Aneta: Exactly.

Wilhelm: You know, I'd like to say yes. You know, watching a replay in slow motion of a goal by Messi ... supposing I said to myself 'right, I'm going to go out and learn to do that', I'd just be kidding myself!

Aneta: Sure, but it gives you something to aspire to!

Wilhelm: Exactly.

Aneta: Anyway, getting back to the task, I'm not convinced that all of these programmes are really contributing to your wellbeing in any way. Take reality shows – I mean the people taking part just do these pointless things, supposedly for the viewers' entertainment.

Wilhelm: I see what you mean but isn't the appeal of these shows getting to know what the contestants are like as individuals, and predicting how they're going to react? That's why people love watching these reality shows!

Aneta: I think if I'd just watched one, I'd be thinking 'Well, that's one hour of my life that I'm not going to get back!'

Wilhelm: OK. Let's move on to dramas. What benefits are there here?

Aneta: Well, one great thing about dramas is they can help you learn a foreign language. I'm learning French, so I find that watching a French series is great practice.

Wilhelm: Yes – and you can choose to have the subtitles on or off, depending on whether you need to read the dialogue, or just listen.

Aneta: Sure.

Wilhelm: You know – I was in a drama on TV in my country. I was an extra, just one person in a crowd when the main protagonist was riding past on his horse! And you know what happened?

Aneta: Oh, that's amazing – you must tell me about that another time. Shall we look at the last one? Current affairs programmes and documentaries ... well, it goes without saying that they help you learn about the world.

Wilhelm: Definitely, and on news programmes, the reports from a correspondent who's actually out there on the other side of the world ... that always

helps you envisage what it must be like for the people who are there, actually affected by the events themselves.

Aneta: Yes, and I think the same is true in documentaries, as well as news broadcasts, when you get film footage that's actually been shot by people who were there.

Wilhelm: Citizen journalism, you mean?

Aneta: Yeah. I think that ...

Examiner: Thank you. Now you have about a minute to decide which of these types of programme you think would be most expensive for TV companies to produce.

Wilhelm: That's a good question ... I'd say it's probably live sport because broadcasting rights are just so phenomenally expensive these days.

Aneta: Yes, I think that must be right. The salaries of the world's top sports players are just enormous. And there's great demand to watch tennis grand slams, football World Cups and so on.

Wilhelm: Which is why they can charge the TV companies so much for the rights – live coverage of the big sporting events attract enormous audiences worldwide.

Aneta: Yeah, and so they can command top dollar from the broadcasters.

Examiner: Thank you.

Track 055, page 106

Presenter: Hi guys, today on the StreamingTVBlog, we're going to talk about interactive TV, so just to clarify, that's programmes where the action pauses at certain points in the story, and you the viewer choose what's going to happen next on-screen. Now my first guest here is Hassan Ajab, who works as a scriptwriter for TV dramas, including interactive shows.

Hassan: Hi everybody.

Presenter: So, Hassan, what's the secret of writing scripts for an interactive drama, in which any number of things can happen on-screen?

Hassan: I wish I had a simple answer! First of all, I'd say you need to create an underlying story that gives the episode a structure, but set up moments within it when a viewer can decide the story for themselves. While these decision-moments can add new dimensions to the main story's structure, they must also allow the underlying plot to be able to pick up where it left off – even if the action went off on a detour because of the choice made, and even if that affects the subsequent outcome. A key decision that I make when I'm coming up with a new story is at which points am I going to get the viewer to step in and choose the on-screen characters' next moves. For me it works best if the viewer can't predict when these decision moments are going to arise. Those are the ones that get the most interesting audience reactions, I find.

Presenter: I see. Now my second guest is no newcomer to the idea of creating alternative scenarios. Tomoko Ono has worked as a video games designer, and now works as a consultant for interactive TV dramas.

Tomoko: Hi there.

Presenter: Tomoko, I guess interactive TV is basically like a cross between a computer game, and a traditional TV show, right?

Tomoko: Well, kind of. With most modern video games, you are actively in control throughout and they are designed so that the order of events can change based on the gamer's decisions. With interactive TV, logistically speaking, this level of open world control is impossible. The audience can only participate at certain points that change specific controlled aspects of the storyline development. Suppose the viewer is given three different choices about which door to open – that's three separate scenes and narratives to film to show what happened. And these new scenes may affect details of what happens later in the main storyline. So as you can imagine, compared to a standard TV show, the requirements on time and resources are much higher.

Presenter: Sure. Do you think drama is the genre most suited to the interactive format?

Tomoko: That's arguably the most tried and tested one. But there's a case for say, learning about history, and viewers could find out what might have happened if, say, Fidel Castro had been caught and arrested before taking power in Cuba.

Hassan: Yeah, well I think that particular example might involve more guesswork than solid historical interpretation. But things like cookery, where viewers could suggest how much sugar could be included in a dish for example, or which ingredients to put in ... that certainly has potential.

Tomoko: Well, I'd question what would be the point of seeing any dish being created in any way other than that which the expert was recommending.

Hassan: Fair enough, what I think this highlights is that, until a certain interactive show is actually made, no-one's in a position to ascertain whether it'd be a hit.

Tomoko: Or whether it'd be a flop, right? I suppose if I watched your interactive cookery show, and there was Hassan tipping far too much sugar into the dish, I might love it! But until that happens, how can we know?

Presenter: And thinking about the viewers out there on their sofas, watching one of your interactive dramas, and being hooked ... how do you explain the appeal of that?

Hassan: Well, initially, with programmes like *Bandersnatch* back in 2018, with its alternative scenarios for the viewer to choose what the main character says or does, and alternative endings ... which was seen as being quite innovative, there was a sense of 'wow you've got to check this out!' But after that kind of thing has been around for a while, we can't expect people to engage with it just for its own sake. But I think everyone has experienced these what-if moments themselves in their own lives, you know, 'what if I'd never met so-and-so', or 'what if I'd chosen a different career'. And while, of course, we lack the power to go back and change the past in reality, it's stimulating to be able to see what happens to someone else, a fictional character, when they make the choices we didn't.

Presenter: Well, Hassan and Tomoko, thank you both, it's been fascinating.

 **Track 056, page 108**

Customer: Hello, I'm calling because I still can't get my TV box to connect properly.

Assistant: Right. OK. If I could start by taking your account number, that would be great.

Customer: Sure. It's 882883888/31

Assistant: Thank you. If you will just bear with me a moment, I'll pull up your details ... OK, I have them. Could you confirm your name please?

Customer: Of course. It's Peter Jameson.

Assistant: Great. OK, so what seems to be the problem?

Customer: It's my new TV box. I have tried to follow the instructions in the guide but the TV says I have no signal. Everything is switched on but I have an extra cable and I don't know what it connects to. Can you send a technician round to help?

Assistant: Well, we do charge for that service. I can arrange that for you now if needed, but perhaps I can talk you through the TV box set up. If I may, can I ask you a question? Is this extra cable you mentioned an internet cable, by any chance?

Customer: Yes, I think it is.

Assistant: OK. Can you try connecting it from the yellow port on the TV box to the yellow slot on your modem?

Customer: OK, give me a second ... OK, that's in. Now what?

Assistant: OK, can you see the reset button on the TV box? Press and hold that for three seconds. The system will restart.

Customer: OK, that's done... and ... yes, it's working. Oh, thank you ever so much.

Assistant: You're welcome. Happy to be of service. Now, if you should have any more problems, please do not hesitate to contact us. One more thing. I'd like to send you a customer satisfaction survey to complete. I'll email you the link. If you would be so kind as to complete that, I'd be very grateful.

Customer: Oh, I would be more than happy to do so.

Assistant: Is there anything else I can help you with today?

Customer: No, that's all. Thanks again for your help. Bye!

Assistant: Bye!

 **Track 057, page 114**

Narrator: Now turn to part 3.

You'll hear an interview in which two experts called Adam Bonikle and Michaela Strickan are talking about citizen journalism. For questions 1–6, choose the answer (A, B, C or D) which fits best according to what you hear. You'll hear the recording twice.

You now have 70 seconds to look at part 3.

Presenter: Next on Talk Now Radio, we're going to discuss the rise of citizen journalism – when ordinary members of the public report on, or film, news events, and share them using the internet. I'm joined by two experts. Adam Bonikle and Michaela Strickan, welcome.

Adam: Thank you.

Michaela: Hello.

Presenter: Michaela, we're hearing the term citizen journalism a lot these days, but is it really new?

Michaela: It's always been around to some extent, but the internet has made it much more prevalent. Perhaps we should go back to November 1963 when Abraham Zapruder took footage of President Kennedy's car going past him, and inadvertently captured Kennedy's assassination on film. Now, this is the one clip that people have greater familiarity with than anything else that can be considered citizen journalism, although of course it's rather unusual in that it was shot on 8 millimetre film, as this was long before the internet existed.

Presenter: Indeed. But as professional journalists you now are up against people with little or no expertise or experience of working as a journalist. Isn't amateur citizen journalism undermining your profession?

Adam: I don't see that they're in competition in any way. Rather, I see all the potential citizen journalists out there as being the ones who can enable me to get details I need for the story I'm working on.

I don't see it as them lacking the know-how, requiring us to show them how it's done. To be honest, I'm more dependent on them than they are on me, as they can just stick their footage on Facebook without involving me at all.

Presenter: OK. So has the rise of citizen journalism had any other impact on how you work?

Michaela: Well, it means that news organisations and professionals need to be more agile in their approach. Once you have a story, whether it came to you through an informal network of things being shared by the public, whether it's a pop star's new haircut or a presidential announcement, get it out there right away because it's not going to be breaking news if someone's announced it on Twitter already. Even if it contains a shaky handheld clip rather than professionally shot footage, news professionals ideally want the story to be traceable back to them.

Presenter: So you've seen big changes during your careers?

Adam: Definitely! I'd say the whole practice of gathering and disseminating the news has become more democratic.

Michaela: That's a good way of putting it. The public used to be consumers of the news, but now they can be creators too. It's happening to someone somewhere every day, but it won't happen to everyone.

Adam: I think the rise of citizen journalism has caused a shift in the balance of power. It used to be the newspaper editors and the TV news producers who had the say in what made the headlines, but now that's not the necessarily the case.

Michaela: That's true, it's the people out there who determine what's trending on social media at any time. And that then feeds into what makes the news and what doesn't.

Presenter: What kind of stories are citizen journalists most likely to be involved in?

Adam: Well, anything from filming a train crash they witnessed to photographing overflowing bins which haven't been emptied. But it's local news where citizen journalism really comes into its own. In many cases, meetings of the local council would go unreported if it wasn't for someone there who put it on their blog or whatever. Now in most cases, that will have a small audience and only be of interest to people in the area, but occasionally it can go viral and become national news.

Presenter: And looking ahead, how would you like to see citizen journalism evolve?

Michaela: Well, I think we're kidding ourselves if we think that kind-hearted members of the public are going to continue forever giving away content without recompense. If we look at a website in Korea that began back in 2000 publishing stuff from citizen journalists, called Oh My News, their model is to actually recompense contributors. Not everyone, but those whose content gets more than a certain number of hits. It's a modest sum and wouldn't sustain someone doing it for a living, but it does I think show the way forward.

Presenter: Well. Thank you both for coming in, and perhaps our talk today will inspire some of our listeners to become citizen reporters themselves.

Both: Thank you.

Narrator: Now you'll hear part 3 again.

Repeat Part 3

Narrator: That's the end of part 3.

Track 058, page 117

Presenter: So now on *Behind the News*, I'm going to talk to the prominent journalist Charlotte Matthews and we're going to be discussing what it is that makes some things newsworthy as soon as they hit the headlines. Charlotte, welcome to *Behind the News*.

Charlotte: Thank you.

Presenter: Charlotte, sometimes there's a breaking news story that really captures the public imagination. But other stories just come and go without anyone noticing. What's going on there?

Charlotte: Well, there are various factors that can conspire to make a story newsworthy. As people, we're inevitably fascinated by other people. We naturally try to empathise with what others are going through. So, for example, a story about a couple of siblings who were separated at birth but then somehow reunited in old age, this would be a great story full of emotion, which would capture the imagination of anyone. We'd try and imagine how they feel, and how we would feel if it was us.

Presenter: Sure. You are talking about what I believe is referred to as a human interest story. I imagine such a story would be quite a scoop for the journalist who first reported it!

Charlotte: Yes exactly. If you can be the first to interview them and get the inside story, then it can enhance a journalist's reputation. But don't forget that we're not only intrigued by stories with happy endings. We're also fascinated by what happens when people fall out. Celebrity divorces – there's an argument that the private lives of high-profile people should be just that – private. But it's not always the case because of the public's curiosity about seeing conflict in the lives of their favourite

stars, regardless of whether it's in the public interest to know who left who.

Presenter: And a couple splitting up, on the face of it, that's so commonplace, so why should we be interested?

Charlotte: It's a valid point. You see, a good story also benefits from novelty value, something strange or unusual that people haven't come across before. For example, when a dolphin gets sick after ingesting plastic, it might be a tragic reflection on the state of our oceans, but it's unlikely to grab people's attention – it's happening all the time. But when the authorities resort to getting the man with the longest arms in the world to stick his arms down the dolphin's throat and extract the plastic ...

Presenter: Seriously? That sounds quite cynical.

Charlotte: I'm not making it up! 'World's tallest man rescues dolphin' makes for a much better headline. After all, what are the chances of that happening! If you saw that headline on your phone, well, it's perfect clickbait!

Presenter: Well, yes, I suppose I would want to read that!

Charlotte: And another element that can add weight to a story is the number of people who are affected by it. If there's an increase of two percent in the minimum wage, well, perhaps it's not very exciting, but there will be consequences for the millions of people for whom it basically means a pay rise.

Presenter: Sure. Well that's really interesting. And do you think that ...

UNIT 9

Track 059, page 120

At first glance they don't appear similar to each other at all. However, the more I look, the more I see that they have a few things in common. Both show groups of people enjoying themselves. In the case of the former, it is through dancing and listening to music, whereas in the latter, it would appear to be some kind of religious festival and everybody seems to be covered in some kind of red dye. The people in the first photo seem a little more concerned with their appearance. Everybody looks cool and clean. However, in the latter, they are far less worried about it, in fact, the attitude seems to be the messier, the better. I personally would enjoy the second festival the least – getting all that red stuff everywhere isn't appealing, certainly not as appealing as listening to my favourite bands live in the sunshine. That said, participating in the second festival is probably far more memorable and, visually speaking, all those bright colours make for a better photo.

Track 060, page 122

Interviewer: So, Jay Marie, how did you get interested in Japanese culture?

Jay Marie: Well, it all started with anime, the new Japanese cartoons, especially Manga. I loved the books and the films. Initially, the appeal was visual. I loved the aesthetic – the bold style, the dramatic scenes, even the way the characters were drawn. As a young child, I was given some comics and DVDs by an uncle who had visited Japan and I used to spend hours copying the artwork style. And that was before I'd ever even read one of their books or seen one of their films. But once I did, I was addicted. The stories were fantastic, so different to anything that comes from my country. I wanted to know where the stories had originated, so I started doing more research and found out that a lot of them were based on Japanese history and old folklore, and this in turn led me to dig deeper into Japanese customs and traditions.

Track 061, page 122

Interviewer: Can you think of any examples of a traditional Japanese story that is told in a Manga story?

Jay Marie: Yes, plenty. One of the best examples, I think, is 'Mononoke'. The story is based on the mythical legend of the medicine seller who travelled across feudal Japan looking for vengeful spirits called *mononoke*. In order to defeat these evil spirits with his sword, he had to gain an understanding of the psychology and characteristics of each *mononoke*. I later learned that some people believe that this story is a metaphor for how closed Samurai society was and the way in which the royalty and nobles, who lived in a very isolated 'locked-in' society, became paranoid about contagious diseases being spread by evil spirits.

Interviewer: That's interesting. A lot of Japanese culture seems to be based on the idea of the Samurai. How important are the Samurai in Manga stories?

Jay Marie: The Samurai are venerated in Japanese culture as a whole and Manga is no different in the way that it celebrates this unique warrior culture. One of my favourite stories that is based on a real Samurai story is 'Basilisk'. In this story ten ninjas from the Iga Clan must fight ten ninjas from the Kouga clan. The winners will then be granted power for the next thousand years. What makes the story more interesting is that there is also a psychological element in that two members of the opposing clans fall in love. I was also really surprised to find out that these clans were real ninja clans. In fact, the Iga clan has its own ninja museum. As well as the usual things that you would expect to see in a museum, you can take part in

Ninja rituals and learn their secrets, watch a performance and even have a training session. I really hope that I can go there one day!

Interviewer: So are Manga stories always set in the past?

Jay Marie: No, not at all, although a lot of the ones that are set in the present day often also use a variety of ideas from more traditional stories. One of the first Manga stories I came across was 'the Eccentric Family'. It is set in modern day Kyoto, but the city is populated by Tanuki and Tengu. Tanuki are traditional dog-like creatures with shapeshifting powers that are common in Japanese folklore, and the Tengu is a type of mythological demon or monster, often portrayed with a red face and long nose, being skilled in martial arts, and having magical powers such as being able to transform into animals. If you haven't read Manga stories before, I'd suggest you start off with this one. It is fascinating to see how elements of Japanese folklore interact in a modern day city context, but most of all it is a lovely story about family and friendship. Even if you don't know a great deal about Japanese folklore, I'm sure that you would still enjoy this story.

Interviewer: Would you say that the fantasy element, which draws a lot on folklore, is what attracts people to Manga?

Jay Marie: I think it's one of the things that attracts people, but Manga is aimed at young people and sometimes the stories are set purely in the modern day and explore themes that are important to them. A good example is 'March comes in like a lion'. It tells the story of a 17-year-old *Shogi* player. *Shogi* is a Japanese board game which is similar to chess, although it does look a lot more complicated than chess, to be honest. Anyway, it explores the character's everyday life and problems and how pressure from his family and the *shogi* community leads him to leave home. He becomes isolated, reclusive and doesn't look after himself. He then meets three sisters, who try to look after him. In a nutshell, this story looks at a lot of themes around friendship, stress and mental health in general, which a lot of teenagers all over the world can relate to. At first I found it very hard going, as unlike other anime it doesn't move at a particularly quick pace, but in the end I really enjoyed it.

Interviewer: Interesting. It's clear then that there is a lot more to Manga than just entertainment.

Track 062, page 125

I was amazed when one of my classmates told me that she never plans or reviews the essays she writes. Having said that, that particular student never scores highly for

their writing, so perhaps it isn't all that surprising after all. Five minutes of planning at the start and five minutes checking at the end can make a huge difference to the quality of the writing you produce, but I think many students are so worried about time-keeping in exams that they feel like they don't have time to plan. How wrong can you be?

Anyway, I am now studying for my Cambridge Advanced exam and here's my approach to Part 1 essays.

A Part 1 essay always asks you to choose two out of three factors to write about. I start by asking myself which two of the three I have more to say about. In particular, I consider whether I can think of any specific examples related to any of the points. Once I have decided which two to focus on, I decide on my stance. In part one essays, this often involves deciding on which of the two factors / events / items, etc., you feel is more important or worthwhile than the other. One mistake I have made a few times is to forget this part of the question. I have discussed the positive and negative features of both factors but not said which one I feel is more significant. The next step is to decide how many paragraphs you are going to include and what each will contain. In Part one, this is fairly straightforward but it is important to decide at this stage whether you will give your opinion in the introduction or save it till the conclusion. It is also important to note down very briefly each point you will include in each paragraph. I spend about five minutes on this and it is time well spent!

Something I do which most of my friends don't is that I actually brainstorm the topic-related vocabulary I'm going to include before I start writing. Otherwise, I find that once I start writing, I'm rushing and just using very ordinary vocabulary, which is not at Advanced level. While writing, too, I am constantly upgrading the vocabulary that first comes into my head. I also keep wracking my brains for synonyms to avoid repetition. I am very mindful of the sentence structures I'm using. So, every time I start a new sentence, I'm thinking 'right, I used the passive voice in the previous sentence, so maybe here I can use a participle or relative clause or some type of conditional'. I try to run a kind of mental checklist of the language we have studied in class and see if it is possible to include it. In the same way, I try to make sure that I use good linking words and phrases to connect my ideas. An essay is much easier to follow if you do.

Time is usually very tight but I try to leave a couple of minutes at the end to proofread my work. In exam conditions, it is so easy to make silly mistakes, which can

adversely affect the mark you get. As well as checking basic errors like spellings, articles, tenses and punctuation, I always try to further upgrade my language where possible. Even adding a word like *considerably* or *slightly* before a comparative form can help make your language sound more advanced.

Track 063, page 126

Natasha: In my country, most people get married simply because it's expected of them. Many people have lavish weddings in order to show off their family's wealth and status. Since I'd rather spend my money on my studies, I'm not planning to waste money on an extravagant ceremony so that others can have a good time at our expense.

Tomas: The biggest difference I've seen is that, because of changes in the law, people now have more choice about how and where to get married. As a result, weddings have got more interesting. One of my friends got married in a hot air balloon! I'd love to do that.

Deepa: As I'm happily single, I can't think of many compelling reasons to get married. My best friend got married abroad so as to avoid the problems associated with relatives who don't get on. I'd do the same – get married in Australia so no one could attend!

Takahiro: Most people are leaving it till later to get married in order to travel and develop their careers. Therefore there has been a marked increase in middle-aged parents in my society.

Jodie: Weddings have become prohibitively expensive, hence, more and more young people are not doing the traditional thing and instead are looking at cheaper alternatives. I think it's a bit sad not to get married due to the price tag. After all, it is meant to be one of the most special days of anybody's life.

Track 064, page 127

- 1 Being intelligible is what matters most.
- 2 Your accent should not reveal where you're from.
- 3 Pronunciation of individual sounds is not very important.
- 4 In English, the words that carry the meaning are stressed.
- 5 Unintentionally stressing the wrong words can change the meaning of a sentence.
- 6 In longer words each syllable carries the same amount of stress.
- 7 Intonation can make you sound enthusiastic, bored or surprised, but can also be a source of confusion if used inappropriately.

🎧 Track 065, page 127

Saroj: Yes, I have. I was lucky enough to attend the Venice Carnival two years ago. The carnival has a long history, going back to the 11th century, and still maintains many of the old traditions. People dress in masks and costumes, and take part in parades around the city. There's also live music and traditional carnival food, such as the sweet pastry *frittelle*.

Julia: Well actually, I'm hoping to go to a literary festival next month. It's back in my home town and it consists of mini plays, poetry readings and book signings by famous authors, as well as discussions and debates on the year's most significant new titles. I did Italian and Spanish literature for my degree, so this kind of festival is right up my street. I'm sure it'll be a great experience.

Alain: That's an easy one! If I had the chance, I'd definitely go to Glastonbury, which is an iconic festival held in England every summer. Apparently, it's quite muddy as it tends to rain all the time over there, but the music is awesome. They also have circus acts, cabaret, comedy, drama and so much more. I think it'd be brilliant.

Eun-Young: Well, to be honest, I'd much rather attend a traditional festival for several different reasons, one of which is I prefer eating the kind of food we have at our Korean festivals than the burgers and chips you might get at a modern event. Also, I do occasionally enjoy dressing up in our national costume because it's just so elegant.

🎧 Track 066, page 127

Alain: If I had the chance, I'd definitely go to Glastonbury, which is an iconic festival held in England every summer.

Eun-Young: Well, to be honest, I'd much rather attend a traditional festival, for several different reasons ...

Saroj: Yes, I have. I was lucky enough to attend the Venice Carnival two years ago.

Julia: Well actually, I'm hoping to go to a literary festival next month.

🎧 Track 067, page 131

Conversation 1

Festival-goer: Excuse me, I'm afraid I've lost my wristband. What can I do about it?

Security guard: Well, you can get a replacement as long as you show your ID again. You need to go back to the registration desk where you got your original wristband.

Festival-goer: Can I still use the lock-ups in the meantime? I don't really want to carry my valuables with me all the time.

Security guard: Yes, you can. The only thing you won't be able to do is buy age-restricted items. The purple wristband proves you're over 18, you see.

Conversation 2

Man: So, what did you think of that performance? Epic, wasn't it? They absolutely owned the stage.

Woman: They're a class act, I'll give you that. But to be honest, I've seen them play better. Their set list certainly wasn't as strong as last year. I also felt that the lead singer's stage presence was a little flat.

Man: Are we talking about the same performance? The crowd loved it. Particularly when they came on to play the encore. Everybody was dancing and singing along and the roar they got at the end was deafening.

Conversation 3

Teenager A: So, do you know who's headlining this year?

Teenager B: It's a pretty impressive line-up. Loads of big names will be on the main stage. It's a great mix of current chart-toppers and new talent.

Teenager A: Has the running order been released yet?

Teenager B: Some of it has but there are always a few surprises. Hey, listen! Have you bought your ticket yet? If you haven't, then get a move on. Last year's festival sold out in two weeks.

Teenager A: Good point. Those resale websites are usually a complete rip-off.

UNIT 10

🎧 Track 068, page 133

Speaker A: Imagine living in a world in which there were no sports whatsoever. The world we know would certainly be a different place, but to my mind it would not be a better one. Sports have always been an integral part of society and perform a number of extremely valuable social functions.

Speaker B: 'Serious sport has nothing to do with fair play ... it is war minus the shooting,' said George Orwell. Certainly there are many people who would agree with this sentiment, but by encouraging it, we're essentially teaching our children that cheating is acceptable, not only in sports, but in life in general. Perhaps it is time for us to remind ourselves of the benefits of playing games with respect both for our opponent and the rules.

Speaker C: The purpose of today's presentation is to discuss how the introduction of the VAR television replay system is changing how we watch certain sports and to suggest how it should move forward.

Speaker D: How would you like to be the best in the world at a certain sport? Certainly, a lot of people would jump at the chance to be the number one in something they love. However, what a lot of people fail to appreciate is the amount of time and dedication that is required to

reach the top. By looking at the stories of top athletes we can gain some sort of understanding of the levels of sacrifice and commitment needed to make it to the top.

Speaker E: OK, I'd like you to raise your hand if you've ever watched a basketball game on TV. Yes, most people have at some point. Now, how many of you have actually attended a live game ... OK, far less of you are raising your hands now. I think it's fair to say that television is probably the most common platform for sports fans these days and what is interesting is the influence this has on how we now consume sporting events.

Speaker F: Did you know that there are at least 1000 games that can be played using a pack of cards? Given that a pack of cards consists of four suits and 52 cards in total that's quite a surprising number. What may surprise you more is to find out how long playing cards have existed and how the cards we use today came into existence.

🎧 Track 069, page 134

Woman: Do you remember the Wimbledon tennis championship in 1985?

Man: Of course – who could forget the championship win by Boris Becker, aged just 17! I mean, he had such a powerful serve that half the time, his opponents couldn't get anywhere near it. Plus, they'd usually use video footage of the other guy before a match to study their technique. But they couldn't with Becker, the new kid on the block, who just came from nowhere. He hadn't been around long enough.

Woman: Right, and so he wasn't seeded, was he? So he didn't automatically qualify to play at Wimbledon based on his world ranking because he hadn't accumulated enough victories to merit a place.

Man: Exactly, just a twist of fate that he got in really. Who's to say how his career would have progressed if he hadn't landed that opportunity as a 17-year-old?

🎧 Track 070, page 134

Man: You know what I've noticed?

Woman: What's that?

Man: Well, traditional board games are making a big comeback. I mean, forget your online gaming and consoles and all the rest, it's the games our grandparents would have played, like draughts, chess and stuff – that's where it's at now. But nobody was playing those games when we were kids!

Woman: Right, well, you know about Dragonbusters don't you – it's a massively successful online game, so they released a board game version too. So maybe that's the way forward – games that bridge the gap and succeed in both formats. Obviously it's too early to know if the new version of Dragonbusters will take off.

Man: Well, I'm not convinced it'll be any more than a one-off. The vast majority of games will surely remain either in one format or the other.

 **Track 071, page 141**

Narrator: Now turn to part 1.

You will hear three different extracts. For questions 1–6, choose the answer (A, B or C) which fits best according to what you hear. There are two questions for each extract. You'll hear each extract twice.

Extract 1. You will hear two friends discussing sports in schools. Now look at questions one and two.

Man: Just thinking, you know, about the sports they do in schools now – and, well I suppose the same applied when we were at school ... I suppose the idea really is to instil a sense of pride in kids, you know, in collaborating with others, working as a team.

Woman: I guess so, at least in part.

Man: That's with team sports of course. For individual sports, they get you to push yourself, you know, outplay your opponent, go faster than you did the previous time and so on. And these things apply to everything, whatever sports are in vogue at the time.

Woman: Yes, and on the whole I think this is a good thing. My issue is that schools tend to assume that every single kid is sporty, which of course isn't the case, and I think they should look carefully at how they, you know, shove it down kids' throats, so to speak, regardless of whether that kid is into sport or not. Or they could think about allowing kids to opt out of sport and do something else, ideally a healthy outdoor activity.

Repeat Extract 1

 **Track 072, page 141**

Narrator: Extract 2. You will hear a man telling his wife about a football match he has just watched. Now look at questions three and four

Man: I'll tell you why our team lost today. It wasn't that we were outplayed by the opposition. The length of the pitch wasn't right for our game, and that's ultimately why we lost. It's two metres shorter than our home ground.

Woman: Oh come on, you can't attribute the fact that you lost to the length of the grass, or the pitch or whatever! Even if the teams were evenly matched and gave it their best, as often as not it's just down to chance at the end of the day.

Man: Ah, well, you say that, but a smaller pitch means there's less space left to manoeuvre in, so our players struggled to avoid colliding both with each other and the opposition players. As a result, we kept getting penalised by the referee.

Woman: Yeah well, it's only a game.

Man: Oh please don't say that – it is never only a game.

Repeat Extract 2

 **Track 073, page 141**

Narrator: Extract 3. You will hear a woman telling a friend about a pottery course she attended. Now look at questions five and six.

Woman: Anyway, I did a one-day pottery course the other day.

Man: Oh yeah? I did one of those a few years back when I was 16. Did you enjoy it?

Woman: Yeah. A friend and I found this tutor online, and the ratings were pretty good. We both felt a bit anxious turning up, but the lady running it, she was able to make us all feel at ease, so we needn't have worried! And as the course programme had said, we got through a lot – more than you'd expect – given that we were novices.

Man: I think that kind of experience can be really beneficial – of course there's a possibility, albeit a remote one, that you might really take to ... pottery or whatever, and think 'Hey I could do this for a living' ... But to give something a go regardless of whether you have any prior experience and really relish it ... I just think that's brilliant fun!

Repeat Extract 3

 **Track 074, page 143**

Speaker 1: Right, well this is a sort of guessing game, and a dancing game. You need a reasonable sized group of people in a room. One of them is going to be the detective, so they need to step outside the room. Then one person is chosen from the ones who remain inside, and they have to think up a dance move, which everyone else copies. And when they adapt their dance, everyone else has to do likewise. So when the detective comes back in everyone dances away to the music, and the detective has to monitor everyone's moves. And the object of the game is for the detective to identify the person who's instigating everyone's dance moves.

Speaker 2: This game starts with everyone getting into pairs. Then the organiser designates one person in each pair as the horse, and the other as the rider. So, all the riders stand in the middle of the room in a circle. And the horses form another circle outside them, so you've got two concentric rings of people. When the organiser says 'horses go!', all the horses run around the ring clockwise. And then on the command 'riders go!' the riders do likewise. This carries on until the organiser shouts 'riders up!' Everyone must get back into their original pairings, with each rider up on their respective horse's

back, getting a piggyback. And the last pair to get into position are disqualified. The game continues until there's only one pair left.

Speaker 3: OK, so you just choose one person from the group, or each person takes it in turn to be the person in the centre. Then for one minute, everyone else in the game fires questions at them, which they've got to answer, but they cannot answer 'yes' or 'no'. If they hesitate or repeat themselves, then a ten-second penalty is imposed. If they manage to complete a minute without messing up, they score a point. And if they do say 'yes' or 'no' at any point, then they're out, and it's the next person's go.

Speaker 4: This is a card game for two to six players. One person deals out seven cards to each player. The remaining cards are placed face down except for one which is face up. The object of the game is to swap cards to get sets of cards that are either all the same number or picture, or to get a running sequence of cards in the same suit, say the 5, the 6, and the 7 of hearts. The minimum set of cards is three and the maximum four. In fact, you need four of one set and three of the other to win the game. Each player takes it in turns to pick up a card, either the top card from the face-down cards or the top card of the face up cards. The player can choose to keep the card they pick up and throw away one they don't need, or if the card they pick up is of no use to them, they can simply throw this away. The thrown-away card is always placed on the top of the pile of face-up cards. The winner is the first person to get a set of three and a set of four cards.

UNIT 11

 **Track 075, page 147**

- 1A** We came here to recruit the best possible candidates.
- 1B** The reason we came here was to recruit the best possible candidates.
- 2A** I do hope Jenny gets the promotion she deserves.
- 2B** I hope Jenny gets the promotion she deserves.
- 3A** The company directors have known about the job losses for some time.
- 3B** For some time the company directors have known about the job losses.

 **Track 076, page 147**

- 1** Gone are the days of a job for life.
- 2** What I need is a job with flexible working hours.
- 3** Your performance does need to improve or you may be dismissed.
- 4** Because there are no jobs here I'm moving to London.

 **Track 077, page 148**

Good morning, everyone. For those of you who are new to the company, I'm Stella Whitely, Head of HR. I've asked you to come to this meeting because there are some important changes taking place in the company over the next few months, which you all need to know about. I know there have been rumours going around, so my intention is to clarify what is – and isn't – going to happen.

But before I get onto that, I'm delighted to finally be able to introduce Greg's successor, Miss Ana Lopez, who took over his role just a few days ago. Can everyone please make Ana feel as welcome as possible when she starts in her new role next week?

Right, on to the main business of today's meeting. I know you all feel a sense of dread at the word *restructuring*, but it doesn't necessarily mean redundancies. I can reassure you that no one on a permanent contract – whether full- or part-time – has anything to worry about. However, in terms of casual staff or those on fixed-term contracts, there will be some cutbacks. What this also means, I'm afraid, is that some of the routine work formerly covered by them will need to be picked up by full-timers. Regrettably, as a result of the economic downturn, the workforce will, over time, be subject to further cutbacks. When staff leave the company – whether due to resignation, retirement or dismissal – they will generally not be replaced. On the bright side, this could mean that those of you who do stay on with us will see greater opportunities for promotion.

OK, so there are a few other things I need to mention. I regret to inform you that lunch break will, from the beginning of next month, be cut from 1 hour to 45 minutes. In order to soften the blow a little, a free lunch will be provided on Mondays and Fridays. Now, another change that many of you will be pleased to hear about is the re-introduction of volunteering days. From next year, every member of staff will get three days a year to spend working for a charity or on community projects. I know several of you have been requesting this for quite a while now and hopefully it will be a real opportunity to give back to the local community. Don't worry if you can't think what to do with your time: we will create opportunities for you to work with colleagues on a project that matches your skills and interests. These are optional days, of course. If you prefer, you can come to work as normal. Unfortunately, you can't just take the days as extra annual leave. Finally, I'm delighted to be able to announce that, to bring us in line with other companies in the sector, paternity leave entitlement is set to increase from one week to two as long as you meet the legal conditions.

I will be putting all this in an email later today, so don't worry if you felt it was too much to take in. And don't hesitate to call or email if you have any questions.

 **Track 078, page 148**

- 1 I'm so sorry to have to tell you this but, we're going to have to let you go.
- 2 It gives me no pleasure to inform you that the management have decided to close your department.
- 3 I'm immensely proud to announce that your team has topped the sales charts for the whole region.
- 4 You may be surprised to hear that Peter is taking early retirement.

 **Track 079, page 150**

- 1A A degree and two years' work experience are essential requirements.
- 1B Not only is a degree an essential requirement, but you also need two years' work experience.
- 2A I didn't encourage the workers to go on strike at any time.
- 2B At no time did I encourage the workers to go on strike.

 **Track 080, page 151**

Carlo: Shall I begin? Well, I'm going to come straight out and say that working for yourself is the best. You're your own boss, you decide when and how you work and you get all the profits!

Beth: You sound very sure about that, but I beg to differ. Let me ask you a question. What if there aren't any profits? Then you'll get nothing. At least if you work for someone else, you'll still get paid. And you get your benefits like holiday pay, sick pay, pension contributions and so on.

Carlo: Well, I'd make sure that didn't happen. The bottom line is that I would not be great at being told what to do. So, what do you think about casual work?

Beth: I'm doing casual work at the moment before I start college. The most obvious advantage is there's no stress. You don't really need to take much responsibility. You just go in and do your job and go home.

Carlo: You make some good points. I like the idea of not having much pressure but on the other hand, there's no job security. The jobs are often on zero-hours contracts, so you never know how much money you're getting.

Beth: I suppose you're right, but it suits me at the moment. You wouldn't want to do it in the long term. So, do you think it's preferable to work for a private company or a governmental agency?

Carlo: Mmm, I'm sitting on the fence on that one. Although they pay less, most government jobs give you stability, a good pension and reasonable working hours,

whereas private companies want to squeeze as much work as possible out of their staff.

Beth: I couldn't agree more. For me personally, work-life balance is a priority. If I worked for a private company, I wouldn't have time for my social life and hobbies. OK, so, moving on, what do you think about voluntary work?

Carlo: Well, obviously you can't live off thin air, so you couldn't spend all your time working for nothing. Nevertheless, to my mind, it's definitely worth considering.

Beth: I agree with you 100 percent. After all, giving up even a few hours a week to help someone in need – well, the feeling of satisfaction is immense.

 **Track 081, page 151**

Examiner: OK, I'd now like you to decide which two types of employment have the most advantages.

Beth: OK, so ... I think we can agree that working for the government has to be one of the two.

Carlo: Absolutely. I'm not sure we're going to see eye to eye on a second one, though. As you know, I'm very much in favour of self-employment. For me, there are far more advantages in working for yourself than any of the other options.

Beth: Well, as I said before, I think the disadvantages far outweigh the advantages, so let's look at the others. We're both fans of voluntary work, aren't we? Shall we choose that?

Carlo: Well, I admit that I did say voluntary work was a good thing to do. However, let's not forget that there's one massive disadvantage – no salary. That cancels out a lot of the advantages, wouldn't you say?

Beth: OK, so that leaves casual work or working for a private company. Both of them have their pros and cons but in most cases, a private company is better because it's well-paid and fairly stable.

Carlo: Yes, I think you're right so let's go with that.

 **Track 082, page 151**

Carlo: Yes, I would say it is fairly important so that students learn some basic skills like time management and working in a team. Also, it can give them some spending money, taking pressure off their parents. But, in some places, either the work is not available or it's not really the done thing for students to work, so it's not the end of the world if they can't do casual work.

Beth: Well, I must admit I'd never heard of the concept until I read an article about it recently, but in theory, I think it's great. We often assume companies are driven by profit – which they are – but since they are making money from the local community,

it's only right that they should give back by supporting local charities or events.

Carlo: I do think work-life balance is vital for most people, but it's less important when you're starting out in your career. When you're single, you might be able to devote more time to work but as you start having commitments – such as a partner and children – it is absolutely crucial to ensure you have enough time outside work.

Beth: Well, some people are naturally more competitive and ambitious than others. Some people are quite content with what they have in life, which may just be in their nature or may be a conscious decision to avoid the pressure of climbing the corporate ladder. Also, some people are more motivated by money than others, which affects how much work they're prepared to put in.

Track 083, page 155

Martin: Hi. I'm here to register for employment. Is there a form I need to fill in?

Agent: Yes, I'll help you with that. Take a seat. Could I start by taking your details?

Martin: Sure. My name's Martin Agüero. That's A-G-U-E-R-O. And my address is 47 Racecourse Avenue in Arundel.

Agent: And can I have your email address?

Martin: Yes, it's Martin1995@mailhot.com.

Agent: What's the best way for us to get in touch with you, Martin? Can we message you?

Martin: Yes, of course. My mobile number is 07952 823554. But I regularly check my emails, so emails are fine.

Agent: Thanks. And are you entitled to work in the UK?

Martin: Yes, I am.

Agent: Is there a notice period for your current position?

Martin: Er, well, no. That is, I'm not working at the moment. I've just graduated from university.

Agent: Oh, I see. So, are you looking for a job in a particular field?

Martin: Well, ideally, I'd like something which uses my language skills. I studied French and German at university here in the UK, so I have a degree and I'm fluent in four languages – my native Spanish being the other one. I also have a post-graduate diploma in translation.

Agent: Lovely. Unfortunately, we don't get much translation work here, but we will bear you in mind if anything does come in. The majority of the work we have available here is more generic office work. Would you be interested in office work?

Martin: Sure. I guess it would depend on what the work involves, but yes.

Agent: OK. How are your IT skills?

Martin: I would say that I am a competent user of Microsoft software.

Agent: Would you be willing to relocate? As we a national recruitment agency, there are positions available in most of the major towns and cities.

Martin: Well, I'd rather stay in this area but I'd consider it for the right position. Of course, it would have to be a permanent position for me to do so.

Agent: Sure. Speaking of which, let's discuss working hours. What about part-time work, job shares, short-term contracts or night shifts? Would you be open to any of those options?

Martin: Mmm, I really need to work full-time but I wouldn't mind a short-term contract so I can get some experience before getting a permanent position. However, night shifts are out of the question.

Agent: Fair enough. Are you in possession of a valid UK driving license? I ask because we do have some delivery companies on our books. If so, would this kind of work be of interest to you?

Martin: No to both questions. I have an Argentinian driving licence but as I understand it, I would need to take the test in this country. And in any case, I'm not sure that kind of work would be my cup of tea.

Agent: OK, great. Finally, are you able to supply references from previous employers?

Martin: Unfortunately not. This will be my first employment in the UK.

Agent: Well, that's all for now. If you could just sign and date the form. We'll be in touch as soon as we have something suitable.

UNIT 12

Track 084, page 159

Woman: I'm sure you're familiar with the notion that the majority of us, when asked to rate our own intelligence, consider ourselves to have above average intellect. Well, I've just been reading a book called *The Intelligence Trap* by David Robson, and for any of you who do consider yourselves to be geniuses, I'm afraid I have some bad news for you!

Now, it's all too easy to make mistakes, and we all do it, but Robson takes issue with lazy thinking, which so many of us fall into the trap of. And it's this which he argues can lead to avoidable errors of judgement. An example would be the ice cream scenario, where it's all too easy to just assume that if two kids can eat two ice creams in two minutes, then the time

needed for five kids to eat five ice creams is five minutes. But of course it isn't – it's just two minutes.

The problem, according to Robson, is that people are misers when it comes to applying their intelligence. Nobody would sit an exam without engaging their brain, and yet when it comes to everyday situations they make no effort to do likewise. Of course if it was a job interview they would, one hopes, endeavour to demonstrate their thinking skills.

Let's consider an example where many people fail to do so: if all living things need water, and if a rose needs water, does it follow from these two statements that a rose is a living thing? Well, no, of course not. Now, 70 percent of students were observed to get this one wrong, so you might conclude that given their poor performance, you could make the case that academic qualifications carry more weight for recruiters than they should, and that some form of logic testing should be used as well in order to accurately gauge intelligence.

Robson provides many examples of people using their brains in what you might call a one-sided way, because rather than approaching a problem from both sides, as it were, they jump to conclusions that are consistent with views they already hold, which he terms motivated reasoning. It's a central theme of Robson's book.

And we see people failing to apply logic all the time, including those who should be wise enough to know better. There are many who deny that climate change is a reality, considering it instead a form of fake news, as their so-called expertise, they think, entitles them to dismiss all the science. They simply choose to disregard anything that doesn't fit well with the beliefs they already hold.

So, what can a person's performance in logic tests actually tell us? Well, more than you might think. Take problems like this one: a farmer had thirteen sheep. All but six died. How many are left? And most people say seven, whereas in fact of course it's six, not seven, like most people think. And we can see a high correlation between someone getting questions like that wrong and increased likelihood that they will fall into debt at some stage. And so it follows that if people can train themselves to think logically, it can benefit them in all walks of life.

So, what can we do to avoid being caught out by flawed reasoning? Well, Robson argues that if we slow down we'd be less likely to fall victim to these slips. This is counter-intuitive in a world where to behave cleverly is to be 'quick', so perhaps it's a quality that isn't valued in our culture as much as it should be.

 **Track 085, page 162**

Speaker 1: I couldn't believe what I was hearing from that politician. I was genuinely lost for words at how ridiculous his new policy was.

Speaker 2: When I won the award, I felt such a rush of emotion that I started sobbing and couldn't stop for about five minutes.

Speaker 3: A lot of people get very upset if their favourite movie or TV show does not live up to their expectations, but personally, I don't get that invested in things. It's only a story, after all.

Speaker 4: Sometimes, I worry about some of the opinions I read online and the attitude and prejudices of the people who write them. It makes me want to abandon social media altogether.

Speaker 5: I want to return a T-shirt I bought because I chose the wrong size, but I really don't want to have to explain it all to the sales assistant. Last time I asked for a refund, the assistant refused and I left the shop red-faced.

 **Track 086, page 164**

Man: I was just contemplating ... You know how with eyelids, you can shut your eyes, and not see anything?

Woman: Well obviously.

Man: Well hang on, my point is ... wouldn't it be awesome if we also had earlids?

Woman: Ear what? There's no such thing!

Man: Exactly, but if there was, you could just block out whatever you didn't want to hear.

Woman: Oh I get you. Well, you already can. They're called ear muffs or ear plugs. They are available in shops and online. You might have heard of them.

Man: Well, somebody woke up with a sarcastic head on today. Yes, I am aware that these things exist. I guess I was thinking more about some way to apply this idea to technology. I just feel like I never get any peace.

Woman: You already can in some ways. Take TV for example – you can use the mute button if you don't want to listen ... say ... to the adverts and so forth. It lets you just turn off the sound. And it's easy enough to switch your phone onto silent.

Man: Yeah, that's true. I was thinking more about my smart phone. I have this new taxi app. When you hail a ride, there's a feature where you can basically mute the driver. By and large, that's what I use, so for instance, I can set my preference to 'quiet preferred', so the driver knows not to bother me with small-talk. But then I can also toggle it to 'happy to chat' if I'm feeling sociable.

Woman: Ooh – lucky driver! Anyway, as a rule, social media platforms and apps do let you block stuff you don't want to hear, don't they? Suppose you're using Instagram right, well, you can avoid seeing certain messages. Let's say you have a friend who posts all these tedious selfies; well, you can block these, and the friend doesn't even have to know. And you can do the same thing on Twitter, on Facebook and so on.

Man: True, but more often than not, we tend not to bother, don't we? I guess I am just being lazy. I still like the idea of having earlids though ...

 **Track 087, page 165**

New research has demonstrated that when parents read bedtime stories to babies, it boosts their brain power. Studies conducted on babies and toddlers suggest that hearing the spoken language influences a child's communication skills. Children whose parents spoke to them the least performed the worst, and at the age of 24 months, some were behind their contemporaries by as much as six months. Researchers concluded that performance in cognitive tests depended on the amount of contact between a child and their parents. In one of the tests, babies and toddlers sat in their parents' laps in front of a computer which displayed pictures of a baby and a dog side by side. They were then instructed to look at one or other of the images by being told for examples to 'Look at the baby' or 'Look at the doggy'. Slow-motion cameras were used to measure the speed of the child's reaction. With the youngest children, there was usually a pause before they shifted their gaze. But when the tests were done with older children, researchers observed a quicker selection of the correct picture. In one study, the difference between the quicker and slower children was found to be one-fifth of a second. The different speeds were attributed to how much the parents talked to their infants. Although the differences were slight, they were considered to assess reliably, a child's ability to process language. Researchers consider the tests a prognostic tool which can be of use for both parents and educators, in that their performance in these tests indicated a child's readiness for school.

One researcher recommended that parents use sophisticated language when addressing their offspring, rather than simplified baby-talk, saying 'Children cannot learn what they do not hear.'

 **Track 088, page 166**

Narrator: Now turn to part 2.

You will hear a student called Tony Nelson talking about an experiment carried out by the psychologist Solomon Asch.

For questions 1–8, complete the sentences with a word or short phrase.

You now have 45 seconds to look at part 2.

Tony Nelson: Hello. I'm Tony Nelson and I'd like to tell you about an influential experiment conducted by psychologist Solomon Asch in the 1950s which asked fundamental questions about human behaviour and the extent people will go to to conform. He showed people four lines on a piece of paper, and they had to identify the pair that were equal in size. This should have been straightforward, but when the other people gave the same incorrect answer (as they'd agreed in advance that they would), then the person tended to give the same incorrect answer too. They understandably would have made the assumption that the others sitting the test with them were real participants, just as they were. In actual fact of course they were collaborators in Asch's experiment.

In about one-third of cases, they simply went along with what the others had done, and gave the wrong answer, identifying line A or line B instead of line C. After the experiment, the rationale for the deception was made clear to them. Relief was expressed by a large portion of them, as during the experiment they'd experienced a degree of worry on hearing that others were giving answers they felt were wrong, and that there seemed to be consensus between them. This led them to consider the group as a whole to be better informed. Others who had conformed indicated an unwillingness for the group to regard them as peculiar because of their response not conforming.

One thing to add, though, is that various versions of the experiment were performed. The researchers sometimes found that in fact there wasn't enough peer pressure to make any difference to people's responses, so there was no need to conform with just one or two others. So the probability of an incorrect answer being given clearly depended to some extent on group size. In others, critical subjects had enough time to realize that there was collusion, and that then didn't affect their answer.

Another variation was to have the right answer also provided by one of the others. Then, even if a majority had still answered incorrectly, it was found that the critical subject would never give the wrong answer. This suggests how having allies apparently reduces the pressure to reiterate what others have said.

Over the years, Asch's Conformity Experiment has gone down in history for asking really challenging questions about human nature. Yet you could argue that it has its faults – it didn't feature a wide

cross-section of society. Nor did it involve people of both genders or from different social groups, as would probably be done these days. It was actually restricted to male students, so wasn't as representative as perhaps it could have been.

And perhaps you could argue that it was very much 'of its time'. Culture has changed enormously since the 1950s. Back then, great importance was placed on obedience, and that's arguably not so true of nowadays. So this and other experiments in psychology from back then perhaps tell us more about the period than they do about human nature.

Narrator: Now you'll hear the talk again.

Repeat talk

Narrator: That's the end of part 2.

Track 089, page 171

Conversation 1

Martha: Hello, well my name's Martha. Thank you for coming to see me.

Woman 1: Thank you. I've never been to a counselling session before!

Martha: Oh right, well, it goes without saying that what is said in this room is and remains strictly confidential. Anyway, how can I help?

Woman 1: OK, so I've been with this company for a few years now, but the thing is that a junior colleague who started working here after me, and who I didn't think much of, has recently been promoted to become my line manager. And she's starting to get on my nerves – she likes to throw her weight around and thinks she can boss me around. It makes my blood boil, to be quite frank with you.

Conversation 2

Martha: Right, well, let's get started. If you could begin by explaining what it is you wanted to talk about ...

Man: Well, I've got my end-of-year exams coming up, and to be honest, I'm finding it's all getting on top of me. I'm revising all the time because I feel overwhelmed by the amount I've got to get through. I'm starting to feel that I'm at the end of my tether, which is why I thought that some counselling might point me in the right direction.

Conversation 3

Martha: Right, why don't you talk me through whatever it is that's preoccupying you, and we'll take it from there?

Woman 2: You see, I've recently become engaged, and I know I should be over the moon about it, because he's a great guy and everything. But he keeps saying we need to make wedding plans, and whenever he does I just change the subject.

Track 090, page 171

A In your case, it sounds as though you are overloaded, and are cramming as much work as you can into each day. But quantity of work and quality of work are not the same thing. You need to have time out and let off steam, and do something you enjoy. So go for a run, or do something different, because just slaving away at your desk for hours on end is likely to be counterproductive. You've got to take time to give yourself a breather.

B Well, I'm glad you've taken the decision to reach out to me. It sounds as though you're in two minds about whether to go ahead or not. But whatever you decide, it's got to be a decision you take in your own time, and not under duress.

C I can sense that you feel undermined by this, but the truth is that you no longer have the sort of seniority over this person that you perhaps feel you used to. And if they are the one you report to, well, you'll need to just come to terms with it. And I think you are just going to have to face up to the fact.

Track 091, page 171

Conversation 1

Martha: Hello, well my name's Martha. Thank you for coming to see me.

Woman 1: Thank you. I've never been to a counselling session before!

Martha: Oh right, well, it goes without saying that what is said in this room is and remains strictly confidential. Anyway, how can I help?

Woman 1: OK, so I've been with this company for a few years now, but the thing is that a junior colleague who started working here after me, and who I didn't think much of, has recently been promoted to become my line manager. And she's starting to get on my nerves – she likes to throw her weight around and thinks she can boss me around. It makes my blood boil, to be quite frank with you.

Martha: I can sense that you feel undermined by this, but the truth is that you no longer have the sort of seniority over this person that you perhaps feel you used to. And if they are the one you report to, well, you'll need to just come to terms with it. And I think you are just going to have to face up to the fact.

Conversation 2

Martha: Right, well, let's get started. If you could begin by explaining what it is you wanted to talk about.

Man: Well, I've got my end-of-year exams coming up, and to be honest I'm finding it's all getting on top of me.

I'm revising all the time because I feel overwhelmed by the amount I've got to get through. I'm starting to feel that I'm at the end of my tether, which is why I thought that some counselling might point me in the right direction.

Martha: In your case, it sounds as though you are overloaded, and are cramming as much work as you can into each day. But quantity of work and quality of work are not the same thing. You need to have time out and let off steam, and do something you enjoy. So go for a run, or do something different, because just slaving away at your desk for hours on end is likely to be counterproductive. You've got to take time to give yourself a breather.

Conversation 3

Martha: Right, why don't you talk me through whatever it is that's preoccupying you, and we'll take it from there?

Woman 2: You see, I've recently become engaged, and I know I should be over the moon about it, because he's a great guy and everything. But he keeps saying we need to make wedding plans, and whenever he does I just change the subject.

Martha: Well, I'm glad you've taken the decision to reach out to me. It sounds as though you're in two minds about whether to go ahead or not. But whatever you decide, it's got to be a decision you take in your own time, and not under duress.

UNIT 13

Track 092, page 172

Speaker 1: I've ended up in hot water a couple of times. I don't think I was aware how reckless speeding could be. However, I ended up in trouble with the police, and was in danger of losing my licence. As part of my punishment, I had to watch some educational videos that showed the consequences of real life accidents. Some of them were horrific. It was a bit of a wake-up call. After that, I wasn't prepared to expose myself or anyone I love to the risk of serious injury. And what for? Just so I can arrive somewhere 30 seconds earlier. It's not worth the risk.

Speaker 2: You know what they say – if it sounds too good to be true then it probably is. In my case, I had the misfortune to get taken in by an unscrupulous financial advisor who offered me a guaranteed double-your-money investment. I took out a second mortgage to fund it, which was really unwise. The bank threatened to repossess my house because I couldn't pay back what I'd borrowed. Putting my family's home in jeopardy was really stupid. It was a really difficult time.

Speaker 3: I thought to myself, why not, give it a go. To be honest, most of my friends were surprised because they know I'm scared of heights and they would ask things like, 'What happens if the chute doesn't open?', you know, that sort of thing. So I spoke to the instructors and they explained how they take the necessary precautions so that you don't get injured. I couldn't believe how professional they were during the actual jump. All equipment was double checked. I suppose people's lives are at stake so they will not leave anything to chance.

Speaker 4: We knew it the moment we met. We just felt that chemistry, that spark between us. And then everything happened so fast. Before I knew it he had proposed and we had moved in together. A month or so later, we tied the knot in a small private ceremony. I know it sounds like some crazy whirlwind romance, but sometimes in life you have to follow your heart and just take the plunge. And two years later, we are still going strong.

 **Track 093, page 176**

Speaker 1: I've now been living as a hermit for the last eight years. Although the word hermit has religious associations, that's not my motivation. I was living a highly pressured lifestyle as a banker in London and realised I just couldn't take the stress any more. I now live a simple life with only very occasional connectivity – no wifi, landline or TV, though I do listen to the radio news occasionally. I'm close to nature and fairly self-sufficient thanks to my chickens and vegetable garden, although I must admit I do sometimes do get bored of eating the same thing day after day. People assume I must get lonely but since I've chosen to be alone, that's not really true.

Speaker 2: I made the decision to go off-grid in 2017. I'd been into green issues for a while and this was a way of committing wholeheartedly to a more sustainable lifestyle. I gradually became more appalled by the level of consumerism in society, and I realised that dropping out was the only solution for me. I live in a caravan near a stream – a water source is vital for this lifestyle. In winter it can be a bit of a challenge as there are limited hours of daylight. I fish and forage for food, including mushrooms, nettles and berries, and only go to the shop for essentials once a month.

Speaker 3: I'd been raised in a nomadic community for the first 12 years of my life, so when my parents made the decision to live in a city, it was a bit of a shock. I never really adapted to the restrictions of metropolitan life. I think our nomadic heritage was just not compatible with it, so when I was old enough,

I returned to our tribe. Occasional loneliness is an inevitable part of this lifestyle. My tribe is fairly small anyway and to some extent I am an outsider within it because our family's previous decision to leave had offended the tribal elders, meaning that my interaction with others is limited. The one thing I miss from our time in the city is the friends I made.

Speaker 4: Living in a commune, I think we do suffer from an image problem. There is a clichéd view that people who live in communes, or intentional communities as they're now called, are tree-hugging hippies who don't wash and hate the outside world. So we do face a lot of abuse from people who live nearby. But I've been in this low-impact development for two years now, and I love it. What attracted me to it was the idea of living collaboratively with like-minded people. We don't do everything together and rules are kept to a minimum, but it makes sense to share land, produce and skills. I think communal living has definitely moved on since the 1970s.

Speaker 5: I'm considered a bit eccentric round here because I live with 16 wolves! I didn't set out to start a wolf sanctuary – it just happened. One day I took my husky, Luna, to the vet and he told me about a badly injured wolf who needed fostering. I had a huge piece of land adjoining my house, so I agreed to look after him. Chase, as I called him, developed a close bond with Luna, so when I heard about an orphaned wolf pup, I didn't hesitate. I soon got a reputation and before I knew it, I had a whole pack. They are definitely less domesticated than dogs but they are no threat to me. The only downside is the grocery bill!

 **Track 094, page 177**

Speaker 1: I have always had a burning ambition to be a rock star, but I don't think I have the talent.

Speaker 2: I have nothing but the utmost respect for anyone prepared to risk their life for someone else.

Speaker 3: I'm in fairly good shape, but doing a triathlon will be the ultimate test of my endurance.

Speaker 4: Her crowning moment was when she led the team onto the pitch as captain in the final of the World Cup.

Speaker 5: I love hearing about people who have overcome overwhelming odds to succeed in life.

Speaker 6: My early successes in setting up my own business proved to be something of a false dawn. It soon became apparent that making it as an independent business woman would be more difficult than I thought.

Speaker 7: I made a vain attempt to change her mind, but she has set her heart on moving to Hollywood to pursue the career of an actor.

Speaker 8: He could have been the best in the world, but he lacked the dedication and drive necessary to make it to the top. To my mind, his career represents a pointless waste of talent.

 **Track 095, page 178**

I'm going to talk about the first and third photos. As far as I can tell, the first photo shows tourists, standing outside a busy attraction and the most obvious danger in this one would be from criminals. Having said that, there is unlikely to be any physical risk in such a crowded location as this – they're just after your money. In contrast, the third photo shows some kind of building site, maybe for a skyscraper. The danger in this one is from the hazardous working environment itself – the risk of falling debris, or perhaps of falling from the scaffolding.

Each of these situations calls for different precautions. At the tourist destination, I'd recommend wearing a money belt under your clothes in order to make it difficult for thieves to access your valuables. On a building site you are actually required by law to take precautions, such as wearing a safety helmet in case of falling objects or fluorescent jackets so that you can be clearly seen. Also, you probably have to do some kind of health and safety training so that you're aware of the hazards and how to avoid them.

 **Track 096, page 178**

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 **Track 097, page 178**

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 **Track 098, page 178**

Each of these situations calls for different precautions. At the tourist destination, I'd recommend wearing a money belt under your clothes in order to make it difficult for thieves to access your valuables. On a building site you are actually required by law to take precautions, such as wearing a safety helmet in case of falling objects or fluorescent jackets so that you can be clearly seen. Also, you probably have to do some kind of health and safety training so that you're aware of the hazards and how to avoid them.

 **Track 099, page 181**

Narrator: Now turn to part 4.

Part 4 consists of two tasks. You'll hear five short extracts in which people are talking about a positive change in their lives. Look at Task 1. For questions 1–5, choose from the list (A–H) what each speaker says he or she was like before the change. Now look at Task 2. For questions 6–10, choose from the list (A–H) what each speaker says caused the change to happen.

While you listen you must complete both tasks.

You now have 45 seconds to look at part 4.

Speaker 1: I used to be a terrible couch potato. I would get home from work and just crash out in front of the TV until it was time to go to bed. For me, the catalyst to turn my life around came unexpectedly. A well-known athlete came to my local library for a book signing event. On a whim, I just decided to go in and see what all the fuss was about. As soon as he started speaking, I was enthralled. He too had been a layabout like me, but after a health scare, he'd taken up running. I found him truly inspirational and the very next day I went for my first jog! I now run at least 10 km a day.

Speaker 2: I'd always known I was adopted. My parents gave me everything but I always had a feeling that a piece of the jigsaw was missing. Then just a few weeks after my 18th birthday, a letter arrived from the agency who'd arranged my adoption. Apparently, my birth mother, Magda, had been desperate to meet me and now that I'd come of age, she was finally permitted to reach out to me. Mum and Dad were with me every step of the way and verified her story that she'd been forced to give me up. The strange thing is that Magda and I are like two peas in a pod. The missing piece has been found! So finally, the missing piece of the jigsaw has been found!

Speaker 3: Losing a leg while on active duty completely turned my life upside-down. For a real-life action man, everything changed. Suddenly, I was sat at home, reflecting on what had happened and feeling depressed. I was determined not to get the prosthetic limb being offered to me. When I failed to attend appointments, the army nurse, refusing to take no for an answer, turned up at my house. Over endless cups of tea, she talked me into giving it a try. I'm so glad I did. I've never looked back. It's a state-of-the-art prosthetic, and my gait is so natural, no one knows it's there. I've even gone back to work in a desk job, which surprisingly, I really love.

Speaker 4: My decision to become vegan didn't happen overnight, but it wasn't until I became aware of how society was moving towards a more health-conscious lifestyle that I actually took the plunge. I felt so guilty when I read about factory farming and how world poverty is linked to meat production. Where I live in London, most restaurants and shops offer vegan options. I started by doing meatless Monday and adding more fruit and veg to my diet. Bit by bit I realised that I didn't need animal products at all. It's great being part of a community that cares for animals and the environment and is also a fashionable lifestyle choice.

Speaker 5: I can't believe it took me so long to discover riverboat living. I only got into it because the cost of renting in the area had become prohibitive. I saw a documentary about a woman who had bought a barge and paid weekly for mooring in the city, which was a lot cheaper than a flat. To be honest, my narrow boat is more spacious than my old studio apartment – I had zero room for storage and kept a lot of my stuff at my parents' house. The boat has the huge advantage of being moveable. If any of my neighbours get a bit raucous, I simply move downriver to a new mooring.

Narrator: Now you'll hear part 4 again.

Repeat Speakers 1–5

Narrator: That's the end of part 4.

 **Track 100, page 183**

Speaker 1: It's always a good idea to bring a support crew with you – even the most experienced person may miss a hazard due to 'familiarity blindness' – when you've done this so many times, you don't notice what's right in front of you. Never neglect your pre-flight checks as they can literally be the difference between life and death. Inspect the glider itself as well as every single piece of equipment that you are going to use. At this stage, take the time to tighten loose fittings and examine your wing tips, bolts, ropes

and harness. Do a hang test to make doubly sure everything feels secure. Don't stint on safety equipment – get a high quality helmet and parachute. The next piece of advice I'm going to give may sound obvious, but in my experience, it needs repeating frequently. Avoid flying into bad weather at all costs. Check the forecast not just before leaving home but as part of your final safety checks. If there is a storm anywhere in the vicinity, abort your flight. Remember that gusts can be felt as far as 100 miles from the eye of the storm.

Speaker 2: Never underestimate the value of the buddy system. Whatever your level of experience, having a buddy is a fool-proof way of staying safe. Your buddy will help you put on and check your equipment, monitor your depth and air supply and support you in case of emergency. As a buddy yourself, it is your job to be aware of his or her equipment and how any safety releases work. You should ensure you are familiar with the location of your buddy's alternate air source and how to check his or her tank pressure and make sure hoses are free of tangles. It is vital that you establish a way of communicating with each other when you're underwater. Decide on how you will communicate key messages. It is not enough to verbally agree on this: practise any agreed gestures and review them every time you dive.

UNIT 14

 **Track 101, page 184**

Speaker 1: Avocados – they do cost quite a bit, I suppose, and although I'd prefer it if they were cheaper, they've been linked to improving digestion. And, as I often feel quite bloated after eating, my digestive system needs all the help it can get. So it's worth paying a high price for them.

Speaker 2: There are some things that no child ever seems to like – sprouts are a good example. Sprouts have a bitter taste, and children are born with a preference for sweet things and not bitter flavours. So while it's natural that adults want to nudge children towards eating sprouts, it's better to just wait till they're older, as by then, they'll be more tolerant of bitter tastes.

Speaker 3: Every time another so-called expert appears on TV to tell us what we can and can't eat, I roll my eyes. One week it's don't eat so-and-so because it's bad for your heart. The next it's eat so-and-so because it's high in antioxidants and good for your skin, or whatever. I mean, it's got to the point that I don't know who to believe, so you end up believing nobody.

Dialogue 1

Woman: It seems you can't open a magazine these days without hearing about these so-called 'superfoods'.

Man: Oh, things like avocado, blueberries, salmon, pumpkin seeds ...

Woman: Basically anything that's good for you really. The thing is, it isn't necessary for, say, blueberries to have any unique properties, just that they meet certain basic criteria – then they can be classified as a superfood.

Man: Just a marketing exercise, it's probably just whatever the supermarkets want to sell more of!

Woman: Take blueberries – they're said to keep down the blood pressure of post-menopausal women, improve coordination in rats, and resist memory degeneration in old age, if you listen to all the hype. Well in actual fact, they do anything but, for the vast majority of people.

Man: How come?

Woman: Well, the benefits have been shown to exist, but only in a modest section of the population – women over 50, or whatever. It's so easy to be taken in, as I was, if you overlook the small print and just assume it works for everyone. My fault I suppose for reading in a hurry, but easily done!

Dialogue 2

Man: What did you think of the training session earlier?

Woman: Mental health and wellbeing in the workplace? Well, that's one hour of my life I won't get back! Total waste of time!

Man: Oh, I think you're being a bit harsh. I mean, the trainer talked about common little frustrations, like, say, an argument with a friend or family member ... over time, you can become preoccupied with these, and they do get blown out of proportion. If she hadn't made all of that so clear – using those anecdotes – I don't think I'd have found it so useful. But when she finished I felt that I sort of understood myself better, if you know what I mean. It was all quite abstract though, a lot of it, so I still need to figure out if I can actually implement it on a day-to-day basis.

Woman: Right.

Dialogue 3

Man: So, have you tried out your new fitness app yet?

Woman: I have, yeah. I'm hoping it'll help me lose some weight, but the jury's still out on that. Obviously it's going to be more than a couple of days. The thing is, if I don't manage it, it's more likely to be down to my giving up, rather than there being some sort of shortcoming with the app.

Man: At least you'll be able to blame the app though!

Woman: Ha ha. I'd feel I'd let myself down though ... I often get these new apps on impulse, but then I'm one of these people who sometimes chucks things in on impulse too ... But lots of my friends use fitness apps to stay in shape, and it's worked well for them. So I'll just have to see.

Man: Well, go for it – I'm sure you can stay with it!

Track 103, page 187

Examiner: In this part of the test, I'm going to give you each three pictures. I'd like you to talk about two of them on your own for about a minute and also to answer a question briefly about your partner's pictures.

Candidate A, it's your turn first. Here are your pictures. They show people checking information in different situations. I'd like you to compare two of the pictures and say what the people might be checking and how useful the information might be.

Candidate A: OK, I am going to talk about the first and the third pictures. The first picture ... would be the most useful.

Examiner: Thank you. Candidate B – who do you think needs to check the information most carefully?

Candidate B: Well, I would say ...

Track 104, page 187

Speaker 1: As far as I can tell, the photo shows a doctor or scientist checking a brain scan. She might be looking for abnormalities or studying brain activity as part of some research.

Speaker 2: It's not entirely clear, but my guess would be that they are checking the nutritional information because one of them has an allergy, but equally they may well be simply comparing the prices of the two products.

Speaker 3: Judging by the fact that the woman's finger is touching the device, I'm fairly sure that she is measuring her blood sugar level. My impression is that she is diabetic, but I could be wrong.

Speaker 4: I would imagine that these kinds of checks are important but the fact that she is able to administer them herself suggests that, in all likelihood, we are not looking at a medical emergency.

Speaker 5: In this picture, they don't look as if they are particularly concerned, so I would suppose that what they are checking is a question of personal taste rather than medical necessity.

Track 105, page 188

Dan: Hi Anita, how's it going? How was your weekend?

Anita: Well, let's just say it didn't turn out quite as we had expected.

Dan: Oh, how come?

Anita: Well, it's my grandma. She was taken ill and rushed into hospital on Saturday morning. So I was visiting her.

Dan: Oh no!

Anita: I knew that last week she'd been getting a bit under the weather – you know, just a sore throat, stiff joints, that kind of thing. Nothing too serious.

Dan: Right.

Anita: But then... I guess because she sort of lost her appetite, and couldn't be bothered to feed herself ...

Dan: Yeah, one thing leads to another.

Anita: Exactly, and she'd become dehydrated too. But her state of health really took a turn for the worse. And quite quickly too.

Dan: Oh dear.

Anita: So then by Saturday, I think she panicked because she figured out that something was more seriously wrong with her, you know, that it might be terminal, and that she might even be at death's door already.

Dan: Oh no, Anita, you don't mean ... she isn't ...?

Anita: Oh no, not my gran. She's very much alive and kicking, don't you worry!

Dan: I'm glad to hear it. So what was wrong with her?

Anita: Well, they haven't been able to diagnose anything specific.

Dan: She's retired isn't she?

Anita: Yeah, but since she retired she's been leading a very sedentary lifestyle, you know, just sat in her chair watching TV almost all day. But, you know, everyone needs to move about a bit to stay in shape. And she didn't have a balanced diet, you know, too many sugary snacks, rather than the square meals she should be having.

Dan: Yeah, well, I guess it's easier to snack than to cook something healthy.

Anita: Exactly. Well, the doctor told her about the effect that all those chocolates were having on her. And that it's best for her to kick the habit altogether.

Dan: I mean, I suppose that sounds obvious to us, but then, if she really likes chocolate, it's not exactly what you want to hear.

Anita: Exactly, it was a bitter pill to swallow at first.

Dan: What job did she use to do?

Anita: She was a nurse, actually. So deep down, of course, she knows that it's the right thing to do. And I joked with her that after years of her being the one telling her patients to eat more of this or less of that, or to cut out the cigarettes ... well now she's getting a taste of her own medicine!

Dan: Did she see the funny side?

Anita: Oh yes, she never lost her sense of humour, even when she was really poorly.

Dan: That's great. Well, it's awesome that she's on the mend. And hopefully she'll be home soon.

Anita: Probably being discharged tomorrow. So yeah, great news!

 **Track 106, page 190**

Speaker 1: For me the key is diet. I see my body as a machine, one that requires the correct fuel and needs regular maintenance if it is to avoid breaking down. As a result, I am extremely careful with what I eat. I plan and prepare all my own meals, trying to ensure that I only buy the freshest ingredients and that each meal has a good balance of the nutrients that a body needs. It's not easy but I have managed to cut out a lot of bad habits like eating junk food, drinking caffeine and eating between meals. So has it been worth it? In a word, yes. I used to feel lethargic and lacking in motivation, but since I changed my dietary habits, I am full of energy and my mind always feels clear and sharp.

Speaker 2: My thing for feeling good about myself is beauty treatments. I love having my hair or nails done, or hanging out with friends and getting makeovers. And recently, for a birthday treat, my mum booked us into a day spa. Oh my god, now that was amazing. We each had a massage to start with, which was out of this world. Neither I nor my mum had had one before, and so we had no idea what to expect. But it was wonderful. The combination of massage, relaxing music and incense relaxed me so much that I actually drifted off and the masseuse had to wake me up at the end. The rest of the time was spent alternating between the sauna and the jacuzzi. It was a lovely day. It's a pity that we can't afford to do it more often. I was so chilled out when we got home. And my skin looked amazing.

Speaker 3: As a professional sportsman, finding the right ways to recover from intense exercise or from minor injuries is essential to how well I perform. After particularly demanding games that have taken a lot out of me, I have an ice bath, which consists of 8–10 minutes submerged up to my face in very cold water. The first time I tried it, I have to admit, it was really hard. At no point did I feel comfortable. The first two minutes were the most difficult – I just wanted to get out of there as fast as I could. But slowly, I got used to it and nowadays, I don't even think about it. So why do I put myself through such torture? Well, I have found that it helps my muscles recover more

quickly between matches, so it's a necessary evil in that respect. But on top of that, I find it really relaxes my mind. It's a real mental effort to sit still in freezing water, just focusing on my breathing, almost like meditation. When I get out, I may be shivering but I feel rejuvenated, like my brain has been rebooted.

 **Track 107, page 195**

OK, I'm going to explain how to make *bigos*, which is a traditional meat dish, a kind of casserole really. And it's certainly a contender to be Poland's national dish. There are various ways it can be made, but the one thing you have got to have is cabbage. A lot of people like to use sauerkraut, in other words pickled cabbage. It's actually best to start off by rinsing the cabbage under a cold tap. Then you boil it for a couple of minutes, then strain it and put aside the water for later. And now for the meat. On menus in Poland, you often see *bigos* glossed as being 'hunter's stew', not because that's a direct equivalent of the word, but because the idea was that whatever a hunter brought back from his trip could be added to the stew. My preference is to use game meat like venison because it adds to the flavour. You dice the meat so it's in cubes. Melt some butter into a pan, then fry the meat with some sliced onion. It's also good to season it at this stage with salt and pepper, and I find that garlic and bay leaves really bring out the flavour like nothing else. Then add in the cabbage and the cabbage water that you saved earlier and stir the mixture. Bring it to the boil and then turn down the heat and let it simmer for at least 30 minutes but up to an hour and a half if you have time. And once it's ready, most people find that it actually improves with age, so you can leave it a few days before eating it. It goes really well with dark bread, which you can dip in so it soaks up the sauce. Makes me peckish just thinking about it!

ENGLISH FOR SPANISH SPEAKERS

AUDIOSCRIPT VOCABULARY

1 TRAVEL

Track 108, page 231

- 1 Hell's Kitchen and Harlem are famous neighbourhoods in New York. NEIGHBOURHOODS – N-E-I-G-H-B-O-U-R-H-O-O-D-S
- 2 A lot of our country's imports are transported from the ports by freight train. FREIGHT – F-R-E-I-G-H-T
- 3 Airport security gave my hand luggage a thorough inspection. THOROUGH – T-H-O-R-O-U-G-H
- 4 Highway 85 is supposedly the world's longest straight road at 1,116 km. STRAIGHT – S-T-R-A-I-G-H-T
- 5 It's fair to say that I never enjoy sailing on very rough seas. ROUGH – R-O-U-G-H
- 6 After a lengthy chase, the police eventually caught up with the thieves. CAUGHT – C-A-U-G-H-T

Track 109, page 231

- 1 teacher, instructor, officer
- 2 excursion, diversion, transportation, navigation
- 3 pavement, infringement, derailment
- 4 about, enough, away, around, above

Track 110, page 231

- 1 station
- 2 roundabout
- 3 traveller
- 4 mechanic
- 5 motorway
- 6 accelerate
- 7 harbour
- 8 terminal
- 9 submarine
- 10 neighbourhood

3 MONEY AND FINANCE

Track 111, page 234

Tony: So you spent a couple of days in London last week?

Maxine: Yes, I finally decided to dip into that money that I had been putting aside for the past year.

Tony: Great! So, what did you do then?

Maxine: Well, first of all, after treating myself to a gourmet meal at that new French restaurant in Regent Street, I splashed out £900 on those new shoes I'd told you about.

Tony: Wow! When am I going to see these amazing shoes?

Maxine: At Sally's wedding next month.

Tony: Great, I'm looking forward to seeing them, all £900 of them.

Maxine: You'll be pleased to hear that I've not just spent everything on frivolous things though. I've used some of what I had saved up to settle that bill I had run up on my credit card.

Tony: That must be a weight off your mind!

Maxine: Yes, it's a good feeling to finally have some money after all those years of scraping by.

Tony: Yes, you've had a difficult time, since you started your university course.

Maxine: Yes, it was tough. I can't thank you enough for all your help. I don't think I would have got by if you'd not bailed me out when I had to cough up the money for the deposit.

Tony: No need to thank me. I am always happy to be of help to my darling baby sister.

Track 112, page 235

- 1 achieve
- 2 receipt
- 3 thief
- 4 weird
- 5 grief
- 6 relieve
- 7 priest
- 8 field
- 9 deceive
- 10 ceiling

Track 113, page 235

- 1 achieve – A-C-H-I-E-V-E
- 2 receipt – R-E-C-E-I-P-T
- 3 thief – T-H-I-E-F
- 4 weird – W-E-I-R-D
- 5 grief – G-R-I-E-F
- 6 relieve – R-E-L-I-E-V-E
- 7 priest – P-R-I-E-S-T
- 8 field – F-I-E-L-D
- 9 deceive – D-E-C-E-I-V-E
- 10 ceiling – C-E-I-L-I-N-G

Track 114, page 235

- 1 I just read that 1% of the population owns 50% of the wealth on the planet, which frankly is shocking. WEALTH – W-E-A-L-T-H
- 2 She is the heir to a family fortune of over \$10,000,000. HEIR – H-E-I-R
- 3 The foreign minister has asked for more funds to help the earthquake victims in other countries. FOREIGN – F-O-R-E-I-G-N
- 4 It turned out that the money was counterfeit, so I couldn't spend it and had to report it to the police. COUNTERFEIT – C-O-U-N-T-E-R-F-E-I-T
- 5 Never lend money to your friends. It can put your relationship under serious strain. FRIENDS – F-R-I-E-N-D-S
- 6 At the height of the financial crisis, unemployment reached 20%. HEIGHT – H-E-I-G-H-T

4 HISTORY

Track 115, page 237

- 1 I'm absolutely terrible at remembering important historical dates.
- 2 I've never had a good memory. At one time I used to put notes up in the kitchen to remind myself to do things.
- 3 The other day, I thought I'd lost my credit card. I searched everywhere for it and was about to have it cancelled, when my husband called me to let me know that I had left it on my desk.
- 4 We've made you a photo book to document your time here at the archaeological site. It's something to remember us by when you get back to your country. We sincerely hope it reminds you of all the great times we had together.

5 SPORTS AND LEISURE

Track 116, page 238

- 1 shooting range – I'm going to the shooting range.
- 2 race track – She lives near a race track.
- 3 boxing ring – The fighters entered the boxing ring.
- 4 ice rink – They play ice hockey at my local ice rink.
- 5 bowling alley – Let's meet up at the bowling alley.
- 6 golf course – Donald Trump owns a golf course in Scotland.

Track 117, page 239

- 1 The Russian boxer was perhaps the most dangerous opponent he had ever faced.
- 2 The players crowded angrily around the referee after he produced a red card and sent the defender off.
- 3 Strangely enough, magicians still manage to attract interest even though people realise that their art is mere trickery.
- 4 Contestants in TV quiz shows can win expensive gifts, exotic holidays or large sums of money.
- 5 His injury was so serious that he had to see a specialist in the USA.

6 THE WORLD ABOUT US

Track 118, page 240

- 1 The town council has just published a detailed new online map of the public transport network.
- 2 Tikal is an excellent example of an extensive ancient Mayan city that lies within the rainforests of Guatemala.
- 3 Our tour guide is that man over there wearing the expensive-looking Italian leather jacket.

- The government has just announced that it will be updating the train network, starting with the purchase of 20 comfortable modern passenger trains.
- The two parts of the town are connected by the elegant 12th century wooden bridge, which is in urgent need of repair.

GRAMMAR

1 CULTURE AND TRADITIONS

Track 119, page 243

- every once in a while
- twice a year
- more often than not
- every other day
- from time to time

Track 120, page 243

- The audience applauded enthusiastically.
- They celebrated the new year in style.
- She must have rehearsed for weeks.
- The local priest participated in all the village cultural events at Easter.
- The lead guitarist smashed his guitar on stage at the end of the gig and then jumped into the audience.
- The students marched in support of Greta Thunberg and blocked the streets of the city centre.
- When the President died, the whole country mourned for three days.
- The tourists who arrived for the festival outnumbered the local inhabitants by 3 to 1. Some had even travelled from other continents.

2 EMPLOYMENT AND CAREERS

Track 121, page 245

- of
- for
- about
- at
- from

Track 122, page 245

- Would you like a cup of coffee?
- I haven't got any time for breakfast.
- We talked about his career plans.
- Both of the reports are due at the end of the week.
- The company has employees from all over the world.

Track 123, page 245

- What is it about the applicant that you disapprove of?
- What are you waiting for?
- What are you talking about?
- What are you looking at?
- Where do you come from?

Track 124, page 245

- Obviously you've made a mistake.
- He apologised sincerely for not inviting her to the meeting.
- Occasionally I need to work from home.
- The manager didn't truly get why the customer was so upset.
- Actually, I think it would be better for all of us if you left now.
- She accidentally sent the email to the wrong person.
- It's not like you to behave so irresponsibly.
- She spoke knowledgeably about the effects of the economic crisis.

Track 125, page 245

- Obviously you've made a mistake. **OBVIOUSLY** – O-B-V-I-O-U-S-L-Y
- He apologised sincerely for not inviting her to the meeting. **SINCERELY** – S-I-N-C-E-R-E-L-Y
- Occasionally I need to work from home. **OCCASIONALLY** – O-C-C-A-S-I-O-N-A-L-L-Y
- The manager didn't truly get why the customer was so upset. **TRULY** – T-R-U-L-Y
- Actually, I think it would be better for all of us if you left now. **ACTUALLY** – A-C-T-U-A-L-L-Y
- She accidentally sent the email to the wrong person. **ACCIDENTALLY** – A-C-C-I-D-E-N-T-A-L-L-Y
- It's not like you to behave so irresponsibly. **IRRESPONSIBLY** – I-R-R-E-S-P-O-N-S-I-B-L-Y
- She spoke knowledgeably about the effects of the economic crisis. **KNOWLEDGEABLY** – K-N-O-W-L-E-D-G-E-A-B-L-Y

3 ARCHITECTURE, DESIGN, ENGINEERING

Track 126, page 246

- She's working as a civil engineer now, isn't she?
- You haven't redrawn that blueprint for the office yet, have you?
- They don't work for the same construction company, do they?
- The structural surveyor completed his report yesterday, didn't he?
- She didn't complete the survey as required by Friday, did she?
- Maria will complete the design by the deadline, won't she?

Track 127, page 246

- Let's go, shall we? I want to get to the conference early.
- So, she's getting promoted to senior engineer, is she? I'm surprised about that.

- You have no idea what you are talking about, do you? How did you get this job?
- You can come up with a solution to the problem faster than me, can you? Let's see then!
- Open a window, will you?
- You never listen to a word I say, do you?

4 TECHNOLOGY

Track 128, page 249

- I could have made a mistake when saving the file.
- They should have been here for the catch-up meeting.
- We must have missed the reference to the blocked site.
- I shouldn't have downloaded the attachment.

Track 129, page 249

Speaker 1: My email address is ryanwoodman12@yahoo.co.uk. That's Ryan with a y, double o on woodman and then the number 12, all without spaces. Oh and be careful at the end as it's dot C-O and not dot com.

Speaker 2: You can contact me on DeepBlueSky77@mail.ru. DeepBlueSky is written as one word with no gaps but the D, B and S are all uppercase. Then it's seventy seven, at mail dot r u.

Speaker 3: It's Waiting4_u@outside.org. Capital W on waiting and the number 4 instead of the word *for*. Then an underscore, followed by the letter u in lowercase, instead of the word *you*. Then it's at outside dot org, O-R-G.

5 MEDIA, JOURNALISM AND TV

Track 130, page 250

- That new streaming service will have much better films.
- That new streaming service will have much better films.
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- That new streaming service will have much better films.
- That new streaming service will have much better films.

Track 131, page 250

- The TV presenter didn't lose his job over the scandal, but he was taken off the prime time show.
- The sports section of that newspaper is great, but the political coverage is awful.
- That show didn't really interest me but this one looks amazing.