

Series C2 Exam Paper

PLEASE SIGN AND DATE BELOW TO CONFIRM DETAILS AND YOU UNDERSTOOD THE INSTRUCTIONS

Learner number / ULN	
VTCT centre number	
Learner surname	
Other names	
Time Allocated	3 hours
Signature	
Date	

Instructions to Learners

PLEASE READ THE TEXT BELOW VERY CAREFULLY BEFORE ATTEMPTING ANY OF THE ASSESSMENT.

You will need no other materials.

Learner instructions:

- Check that you have the correct question paper.
- Sign and date the examination paper.

Please use **BLACK PEN** when answering this examination paper.

All of the questions for the examination paper are in the examination booklet.

Short and extended response questions should be answered in the question paper booklet.

Use the VTCT Theory Examination Answer Sheet to record your answers for the multiple choice questions (MCQ), which are identified by four square boxes on the examination paper.

MCQ answers that are not recorded on the VTCT Theory Examination Answer Sheet will not be marked or counted.

If you make a mistake on the VTCT Theory Examination Answer Sheet, please cross it out and put your name against it and then mark the correct answer.



Notify your exam invigilator immediately if you think there is an error in your exam. Your invigilator will refer the matter immediately to the Exams Officer.



LISTENING PAPER - 30 MARKS

Listening Part 1

You will hear 8 sentences or questions.

Listen to each sentence or question, then choose the correct response to each sentence or question from the options A), B), C) or D).

You will hear the recording **twice**.

For each sentence or question, place a **black mark** over the correct answer on your answer sheet.

1			
A	How will you manage that when you're such a shopaholic?	B	I'm going to try and spend more money as well.
C	Giving up all technology will be challenging.	D	Do you think you'll end up with too many things?
2			
A	Where did you get it from?	B	Have you tried any medication?
C	Don't you think it's somebody else's turn to have it?	D	Why didn't you report that?
3			
A	How will you lock it?	B	How are you going to carry it?
C	Will you be able to wear it?	D	Can you fit anything in it?
4			
A	I know, so many companies are closing down.	B	That's because most firms are so understaffed.
C	Yes, there are so many vacancies advertised.	D	There just aren't enough applicants for positions.
5			
A	Yes, she's quite sarcastic isn't she?	B	Yes, she's exceedingly intelligent.
C	Yes, she's extremely outgoing.	D	Yes, she's very innovative.



6			
A	Sorry, I'll try to be kinder.	B	Sorry, I didn't realise how late it was.
C	Sorry, I'll try to be more organised.	D	Sorry, but you know how I love to talk.
7			
A	Aren't you having problems with your hearing at the moment?	B	That's the best way to deliver a good musical performance.
C	Yes, it's best to wait and see what happens.	D	I doubt you'll have any issues if you start practising again.
8			
A	Oh dear, I don't know any vegan recipes.	B	Does she have any other allergies?
C	Is she bringing any with her?	D	That's OK, I've got plenty of soft drinks.

Total for Listening Part 1 = 8 MARKS



Listening Part 2A

Listen to a conversation, then select the correct answer for questions 9-14 by choosing from A), B), C) or D).

You will hear the conversation **twice**.

For each sentence or question, place a **black mark** over the correct answer on your answer sheet.

There are 12 marks available for Part Two, 6 marks each for Parts A and B.

9	Jack implies that today's lecture	
A	exceeded his expectations.	B
		was based on psychology.
C	wasn't necessary to attend.	D
		confirmed his assumptions.
10	Maria believes this particular lecture was	
A	challenging.	B
		unusual.
C	mundane.	D
		convincing.
11	What do Jack and Maria agree on?	
A	The appropriacy of the lecture.	B
		The best remedy for SAD.
C	The issues created by serotonin.	D
		Their response to bad weather.
12	According to Jack, what is an indicator of SAD?	
A	Feelings of agitation.	B
		Inability to concentrate.
C	Lack of vitality.	D
		Mood swings.
13	People react negatively towards darkness on account of	
A	the structure and function of our eyes.	B
		being accustomed to artificial light.
C	illogical and irrational fears.	D
		evolutionary reasons.



14	How best describes Maria's attitude towards not attending the lecture?		
A	Humble.	B	Regretful.
C	Defensive.	D	Apologetic.

Total for Listening Part 2A = 6 MARKS



Listening Part 2B

Listen to an interview, then select the correct answer for questions 15-20 by choosing from A), B), C) or D).

You will hear the interview **twice**.

For each sentence or question, place a **black mark** over the correct answer on your answer sheet.

There are 12 marks available for Part Two, 6 marks each for Parts A and B.

15	What does the careers advisor say people misunderstand about forensics?		
A	That it is an applied science.	B	The number of branches there are.
C	Which sciences are required.	D	The subjects it covers.
16	The interviewer reacts to the mention of who can work in forensics with		
A	surprise.	B	cynicism.
C	relief.	D	caution.
17	The careers advisor seems to find it especially interesting that forensic linguistics		
A	focuses on both written and spoken texts.	B	can predict the criminal's future behaviour.
C	is able to deduce the criminal's religion.	D	assists with drawing conclusions about the offender's relationships.
18	The interviewer suggests that		
A	accounting students will find forensics very stimulating.	B	accounting students don't have the right skills for forensics.
C	forensics is a challenging career choice for accounting students.	D	accounting is rarely used in the field of forensics.
19	What does the careers advisor say about forensic accounting?		
A	The role is misunderstood.	B	It's a very varied position.
C	It is less routine than traditional accounting.	D	It may involve interviewing witnesses.



20	The interviewer says that the careers advisor		
A	is discouraging people from pursuing a career in forensics.	B	has given the wrong impression of forensics.
C	has made an unrealistic comparison to TV and films.	D	will not deter people from enjoying the popular image of forensics.

Total for Listening Part 2B = 6 MARKS



Listening Part 3

Listen to a broadcast, then select the correct answer to questions 21-30 by choosing from A), B), C) or D).

You will hear the broadcast **twice**.

For each sentence or question, place a **black mark** over the correct answer on your answer sheet.

21	The speaker says that the world population	
A	will be 10 billion in 100 years' time.	B will have grown by 10 billion by 2050.
C	has grown four times larger in the last 100 years.	D will be four times larger than today by 2050.
22	What does the speaker say about urban development?	
A	Some countries have experienced very little growth.	B The growth is not uniformly spread out.
C	Countries have equal growth across the country as a whole.	D The growth has been quicker than anticipated.
23	How does the speaker feel about the number of people living in Paris?	
A	Troubled.	B Detached.
C	Sceptical.	D Astounded.
24	What is said of population patterns in Italy?	
A	Coastal areas are heavily populated.	B The interior has a number of densely populated areas.
C	Most of its population live in cities.	D It mirrors patterns shown in Chile.
25	What does the speaker say about Chile?	
A	More people live in the west and east.	B More people live in coastal towns than cities.
C	Fewer people live in the capital as compared to Italy.	D People favour the Santiago area.
26	How does the speaker describe the larger population in the west of Turkey?	
A	Unexpected.	B Inconceivable.
C	Unsurprising.	D Implausible.



27	The speaker thinks the number of people living in Ankara is		
A	considerable.	B	insignificant.
C	progressive.	D	modest.
28	The speaker describes Canada as		
A	having extremes of temperature.	B	being fairly uninhabited for its size.
C	having a sixth of the population living by a river.	D	growing in population across the country.
29	Today's cities are described as centres of		
A	exclusivity.	B	ingenuity.
C	idealism.	D	versatility.
30	Why does the speaker consider researching cities to be a valuable activity?		
A	To ensure their sustainability.	B	To increase global GDP.
C	To monitor their development.	D	To better manage population movement.

Total for Listening Part 3 = 10 MARKS
TOTAL FOR LISTENING PAPER = 30 MARKS



READING PAPER - 30 MARKS

Reading Part 1

Read the text below and then select the correct answer to questions 31-38 by choosing from A), B), C) or D).

Fill in the space on your answer sheet with a **black pen only**.

There is only **one correct answer** for each number.

For each sentence or question, place a **black mark** over the correct answer on your answer sheet.

1	For many female entrepreneurs, working in the male-dominated field of transport and
2	logistics is unlikely to be the career path that they _____. However,
3	a change in the industry is materialising and more women than previously are building
4	their own businesses in this conventionally, male-orientated industry. Our magazine
5	spoke to the female founder of an independent, third-party logistics business which
6	dispatches parcels throughout Scotland.
7	She said, "People believe logistics is fundamentally for men. It's about transport and
8	vehicles. It's not something that females usually naturally gravitate to. True, the work is
9	not particularly glamorous but women can do it, it's just they won't having considered
10	it as a viable career opportunity.
11	Starting my own logistics business was scary and daunting. It takes a certain amount of
12	courage to get out of your comfort zone but those fears were really based on the
13	unknown. I found that what is required to succeed is resillience and persistence, as
14	opposing strength or endurance.
15	At the end of the day, I'd encourage more women to enter the logistics arena. Equity is
16	about embracing diversity and differences in conjunction to making goals attainable.
17	I'm keen to support younger women coming into the industry, offering guidance and
18	advice wherever I can. This is not a competition; we are all a team and need to work
19	collaboritively to succeed."



31	Which word could you use to fill the gap in line 2?	
A	envisioned.	B formulated.
C	depicted.	D evoked.
32	Where is the punctuation error?	
A	Line 4.	B Line 5.
C	Line 7.	D Line 8.
33	Which line has a grammatical error?	
A	Line 7.	B Line 8.
C	Line 9.	D Line 10.
34	Which word could be used instead of 'daunting' in line 11?	
A	imperturbable.	B intimidating.
C	impossible.	D ingratiating.
35	Which line has a spelling mistake?	
A	Line 8.	B Line 11.
C	Line 12.	D Line 13.
36	Which line has a grammatical error?	
A	Line 11.	B Line 12.
C	Line 13.	D Line 14.
37	Which line has a grammatical error?	
A	Line 15.	B Line 16.
C	Line 17.	D Line 18.



38	Which line has a spelling mistake?		
A	Line 15.	B	Line 16.
C	Line 17.	D	Line 19.

Total for Reading Part 1 = 8 MARKS



Reading Part 2

Read the text below and then select the correct answer to questions 39-46 by choosing from A), B), C) or D).

Fill in the space on your answer sheet with a **black pen only**.

There is only **one correct answer** for each number.

For each sentence or question, place a **black mark** over the correct answer on your answer sheet.

1	From mid-last century, cities have largely been planned around cars, at the expense of walking and cycling, the upshot of which is car dependency and urban sprawl. The 15-minute city is one where nearby services facilitate life and serve their population. That means that nobody has to travel more than a maximum of fifteen minutes from their home to work, to shop, to access healthcare or take advantage of cultural or leisure pursuits. As opposed to cities with distinct districts for working, living and socialising. The benefit of this concept is that it envisages the urban centre as a network of neighbourhoods where all three functions can co-exist.
2	The dramatic shift towards remote working has demonstrated that the 15-minute city is not only feasible but could also be instrumental in regenerating urban neighbourhoods. However, in order to provide these services and activities locally, the best use of existing buildings and neighbourhoods needs to be overhauled. For example, in many cities, a building is in use for 30 to 40 per cent of the time which means the building is empty longer than it is in use. The idea is to make much more use of a building so that it can host activities other than those for which it was originally conceived. Schools could be used at weekends for cultural activities. A sports hall could be converted into a night club for evening entertainment. Cafés could host classes in the evenings and public buildings could be used for concerts at weekends.
3	While the concept of the 15-minute city is growing in popularity, not everyone is onboard with the idea of these accessible neighbourhoods. It has been suggested that it could lead to tribalism and exacerbate existing urban disparities between districts. In response to this we can easily highlight the fact that inequality between those who live on the outskirts and more affluent communities who populate the centre is already a fact of life. Having offices, social activities and cultural spaces highly centralised around an urban core strongly favours wealthier communities who can afford the high price of a city centre.
4	The 15-minute city will address this situation and restore the balance. The quality of life in deprived neighbourhoods will be enhanced by founding co-working spaces, creating green zones, establishing businesses, cultural activities, sport facilities and quality cycle lanes.
5	The territory will become polycentric. A polycentric city is one where each person can access all their needs without travelling for an hour as they may do currently. Those who live centrally have this choice whereas those who live in the suburbs don't. In having a polycentric territory, urban cohesion is regenerated with multiple services and eventually segregation will be reduced.



39	What is a consequence of previous city construction?	
A	Excessive traffic.	B A decrease in facilities and services.
C	Inaccessible areas.	D The spreading size of cities.
40	The main function of the first paragraph is to	
A	compare different models of city living.	B condemn current city design.
C	evaluate amenities in cities.	D justify future city planning.
41	What point is made about the 15-minute city?	
A	It will facilitate working from home.	B It may not be completely viable.
C	It will require significant construction activity.	D It means redeveloping areas.
42	Which paragraph proposes the repurposing of existing facilities?	
A	Paragraph 1.	B Paragraph 2.
C	Paragraph 3.	D Paragraph 4.
43	One criticism of the 15-minute city is that it will	
A	not be sufficiently accessible.	B force people to move.
C	foster geographical inequalities.	D will advantage car sales.
44	What view does the writer hold towards the 15-minute city?	
A	She disagrees with its opponents.	B Her attitude is impartial.
C	She is not in favour of the concept.	D She relates to the pros and cons.
45	What word could replace 'restore' in the fourth paragraph?	
A	remedy.	B replace.
C	redress.	D recall.



46	What is the best summary of polycentric cities in the final paragraph?		
A	Central areas will no longer be required.	B	Social equality can be achieved.
C	Territory will be less defined.	D	Services will improve.

Total for Reading Part 2 = 8 MARKS



Reading Part 3

Read the text below and then select the correct answer to questions 47-54 by choosing from A), B), C) or D).

Fill in the space on your answer sheet with a **black pen only**.

There is only **one correct answer** for each number.

For each sentence or question, place a **black mark** over the correct answer on your answer sheet.

1	Dietary supplement recommendations can be observed everywhere, in advertisements, through social media influencers and from neighbours, friends, and relatives. Non-prescription dietary supplements are big business.
2	Dietary supplement is an umbrella term that incorporates everything from vitamins and minerals to botanicals (supplements derived from plants). For the most part, though, people use "supplement" to mean an individual vitamin or mineral preparation or a multivitamin which is a product that contains ten or more vitamins, minerals or both. A recent survey of almost 3,500 adults revealed that 70% use a daily supplement, 54% take one or two supplements, and 29% take a minimum of four.
3	Despite the popularity of supplements, there is limited evidence that they offer substantial health benefits. The evidence is unclear for certain botanical supplements, such as echinacea and ginkgo. Scientists have tried to decipher the effects of many botanicals or nutritional supplements, but the field is still littered with contradictory results. Many of the health claims that companies make about their products may extrapolate results seen in animals or make too much of what are still preliminary findings. Indeed it should be questioned whether these products should be promoted as if they will have benefits for health, when in some cases it's never been proven that they work in humans. Supplements are on no account a substitute for a balanced diet and they can be a distraction from lifestyle practices that confer much greater benefits.
4	If the health benefits are negligible or even non-existent for the average, healthy person it seems almost inconceivable that people continue to take them. No doubt consumers are confused by the choice of supplements available. This is also combined with the all-pervasive commercial pressure. Doctors believe that people often think of them as something extra they can do to be sure their basic nutritional needs are covered. There's also a potential placebo effect to taking supplements. People feel healthier if they do something they believe makes them healthy.
5	It's not all doom and gloom, though. For instance, some research has shown that some vitamins may reduce the risk of developing certain medical conditions. There is also evidence vitamin and mineral supplements can be beneficial when prescribed for people with nutritional deficiencies. The takeaway? People should be more questioning. They should do their research or consult a medical practitioner rather than allowing themselves to be gullibly duped by the marketing ploys foisted on us by those who produce these products.



47	What is the best description of the language in the second paragraph?	
A	Analytical.	B Official.
C	Allusive.	D Factual.
48	What word could replace 'contradictory' in the third paragraph?	
A	incompatible.	B inimitable.
C	inconsistent.	D innocuous.
49	What disadvantage of taking supplements is mentioned?	
A	Some are considered hazardous.	B It may discourage people from maintaining healthy habits.
C	Many have not been through clinical trials.	D They are proven to be ineffective.
50	What is the purpose of the fourth paragraph?	
A	To criticise supplement users.	B To explain supplement use.
C	To advocate supplement use.	D To question the motives of supplement users.
51	The writer suggest one reason people use supplements is due to	
A	exposure to excessive advertising.	B medical issues they are experiencing.
C	peer or family pressure.	D a need to counteract an unhealthy diet.
52	Medical professionals believe supplement takers	
A	are confused by the range available.	B are ignorant about their efficacy.
C	are aware they are not nutritional replacements.	D feel better even if the supplements aren't effective.
53	The writer's attitude towards those who take supplements could be described as	
A	empathetic.	B nonchalant.
C	unsympathetic.	D despondent.



54	What is the best title for this text?		
A	Supplements – time for a review.	B	Supplements – the pitfalls.
C	Supplements – are they sufficiently regulated?	D	Supplements – do we really need them?

Total for Reading Part 3 = 8 MARKS

Reading Part 4

Read the text below and then select the correct answer to questions 55-60 by choosing from A), B), C) or D).

Fill in the space on your answer sheet with a **black pen only**.

There is only **one correct answer** for each number.

For each sentence or question, place a **black mark** over the correct answer on your answer sheet.



Cancelling your Gym Membership at any of our clubs	
1	<p><u>Early Cancellation</u></p> <p>Cancelling your membership within the first seven days of registering is permissible. No charges will be incurred during this period, but a fair usage policy is in place and members who have made more than three visits to the club will be ineligible for a refund. To initiate a cancellation, contact Membership Services at the club in person or by phone.</p>
2	<p><u>Cancelling after the minimum term</u></p> <p>After seven days, if your membership fees are paid on a monthly basis, you can cease your membership at the end of your initial minimum term. Unless cancelled, memberships will continue beyond the end of the minimum term. If you pay your membership fees upfront in a lump sum, your membership will automatically end once you have completed your minimum term, unless you wish to remain a member in which case the club must be informed. Once your membership minimum term ends you can cancel at any time by giving thirty days' notice irrespective of payment plan. Depending on your monthly payment date, this may require you to pay for the period between your direct debit date and cancellation date.</p>
3	<p><u>Cancelling before the minimum term</u></p> <p>Should you decide to cancel your membership prior to the end of the minimum term, you have two options. You can either pay the remaining balance for the full term and your membership will end on the final day of the minimum term, or you can pay a leaving fee to leave immediately. The leaving fee is equivalent to a fee of three month's membership. The monthly fees used for the calculation of your leaving fee are the ones that are currently in place.</p>
4	<p><u>Should you experience a significant change in personal circumstances thus making it impossible to use your club's facilities for example medical reasons, job loss, or moving house further than 5 miles from the club, you can cancel without incurring a leaving fee. In such circumstances contact our Membership Services at the club providing hard copies of documented evidence to support your cancellation such as doctor's note or notice of termination of employment. Your membership will not be cancelled, or any fees reimbursed until this evidence is provided.</u></p>
5	<p><u>Freezing membership</u></p> <p>Members can freeze their membership after the first month for any reason for a monthly retainer fee of £10 per month. Freezing is aligned with the monthly payment dates and must be applied for at least five working days beforehand via the My Membership section on the website. Medical, relocation, or other acceptable reasons may qualify for a freeze without charge of a maximum of three months so long as evidence is provided. Longer freeze periods with no fee are permissible for specific medical reasons, such as pregnancy. Cancelling a membership whilst frozen will still incur leaving fees.</p>



55	Which of the following words could replace 'initiate' in paragraph 1?	
A	generate	B begin
C	verify	D establish
56	If you have made a single payment for your membership	
A	you have to renew your membership after the minimum term.	B your membership automatically continues after the minimum term.
C	you can only cancel membership after seven days.	D you can cancel after thirty days.
57	What is the most suitable title for section four?	
A	Miscellaneous cancellation fee	B Supplementary cancellation fee
C	Eliminations to cancellation fee	D Exemptions to cancellation fee
58	What is stated about freezing membership?	
A	It's possible within the first month of membership.	B It takes five business days to process requests.
C	Evidence is required to get any type of membership freeze.	D It's not possible to cancel membership during a freeze.
59	Which of the following can a member do online?	
A	Organise an early cancellation.	B Cancel membership without having to pay the leaving fee.
C	Renew membership.	D Freeze membership with retainer fee.
60	The language in this text is	
A	formal and negative.	B official and persuasive.
C	objective and legal.	D neutral and technical.

Total for Reading Part 4 = 6 MARKS

TOTAL FOR READING PAPER = 30 MARKS



WRITING PAPER - 30 MARKS

Writing Part 1

Choose **ONE** of the following tasks between A, B, C and D.

Write a **formal** response in the correct format for the type of text. Please pay attention to the required word count for your text.

For your chosen **ONE** option, you must write between **250 and 300 words**.

Write clearly and use a **black pen only**.





Option A - You recently bought a camera. You have experienced some problems with it and have contacted the company's Help Centre. They have emailed you for further information.

Include in your email:

- What issue(s) you have experienced with the camera
- How you have tried to resolve the issue(s)
- When and how you initially contacted the Help Centre
- What you expect the company to do

Option B - You recently went on holiday. During your holiday you went on a guided tour. The tour company has asked you to provide a review of your tour for their use.

Include in your review:

- An outline of what you experienced on the tour
- Your opinion of the organisation of the tour and the guide
- Whether it met your expectations or not, with reasons
- Any recommendations you suggest to improve future tours

Option C - You have been discussing the health system in your country in your English class. Your teacher has asked you to write an essay about this.

Include in your essay:

- The strengths of your country's health system
- The reasons for any weaknesses that may exist
- How any issues could be addressed
- The priority for future developments

Option D - The company you work for recently sent you on a short course. Your manager has asked you to provide a written report of the course.

Include in your report:

- The aim of the course
- What was covered in the course
- Your opinion of the content and the teaching
- Whether you would recommend it for other employees, with reasons



END OF EXAM

