

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	Yes, the flats in that part of town are quite old.	B	Yes, but you could always redecorate it.	
C	Yes, you need somewhere quite spacious.	D	Yes, I think that area is a bit dangerous.	
2				
A	So, she must put it on quite quickly, right?	B	So, she has to apply quite a lot then, does she?	
C	So, she shouldn't use too much?	D	So, she needs to rub it in thoroughly?	
3				
A	I suppose he must have been starving.	B	He is always the last person to finish eating.	
C	Maybe he wasn't very hungry.	D	I don't think he thought it was very tasty.	
4				
A	He's always managing to get lost.	B	Where is he going now?	
C	I can't understand why he wants to go back to the army.	D	I'll stay out of his way in that case.	
5				
A	A lot of men lose their hair when they get older, you know.	B	I know. I need to cut back on all those cakes.	
C	My memory isn't as good as it used to be, unfortunately.	D	Sorry, I'll try and be a bit more patient in future.	



6			
A	I didn't know she was interested in animals.	B	She's always liked being outside in nature, hasn't she?
C	Really? Anything to do with statistics is quite dull in my opinion.	D	I wouldn't like to spend all day treating people's feet.
7			
A	Don't you think going underground is a bit dangerous?	B	But I thought you were afraid of heights.
C	You're not a very strong swimmer though, are you?	D	You aren't experienced enough in jumping and running to do that.
8			
A	Yes, weighing up all options carefully is the best approach.	B	Going on your instincts doesn't sound very reliable to me.
C	I agree, looking at the facts is how to make decisions.	D	I wouldn't put too much faith in other people myself.

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	What does the interviewer say about Emma's book?			
A	It's not yet finished.	B	It's about to be published.	
C	It has only just come out.	D	It's a revised edition.	
10	The interviewer thinks that the title of Emma's book is			
A	bizarre.	B	bland.	
C	shallow.	D	naïve.	
11	What action is falsely understood to make individuals feel better about themselves?			
A	Blaming.	B	Controlling.	
C	Criticising.	D	Impressing.	
12	What does Emma say about complainers?			
A	They often fail at things they want to achieve.	B	They are unsympathetic listeners.	
C	They want other people to inspire them.	D	They are uninterested in trying to resolve their issues.	
13	What does Emma suggest you should do to make yourself happier?			
A	Be sympathetic to others.	B	Find friends who appreciate your personality.	
C	Strive to acquire things that make you feel good.	D	Accept that other people may be more popular than you.	



14	How does the interviewer feel at the end of the discussion?		
A	Keen to embrace change.	B	A little bit sceptical.
C	Somewhat disconcerted.	D	Still rather baffled.

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 part of the car is damaged?			
A	The pedals.	B	The front.	
C	The rear.	D	The windscreen wipers.	
16	How does Andy react to Sally’s suggestion about his phone usage?			
A	With irritation.	B	With amusement.	
C	With indifference.	D	With dignity.	
17	What does Andy say about the incident?			
A	He remembers all the details clearly.	B	The weather caused it.	
C	It happened really quickly.	D	He had forgotten to get the car fixed.	
18	Andy believes the car may			
A	be a straightforward fix.	B	be too costly to mend.	
C	take too long to fix.	D	be beyond repair.	
19	Andy will			
A	borrow his mother’s car.	B	use public transport.	
C	use a car from the insurance company.	D	hire a car from a rental company.	

20	Sally's attitude can be best described as		
A	fairly unsympathetic.	B	quite supportive.
C	pretty apathetic.	D	somewhat shaken.

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	Lucy says that knowledge of reasoning is	
A	only critical for specific disciplines.	B
C	crucial for a researcher in any field.	D
B	important for those operating in the field of science.	D
D	vital for all people irrespective of profession.	
22	According to Lucy, reasoning is about	
A	finding solutions.	B
C	decision-making.	D
B	debate.	
D	drawing conclusions.	
23	What does Lucy say about Aristotle?	
A	He formulated the reasoning theories.	B
C	He came up with deductive reasoning.	D
B	He enhanced the deductive reasoning theory.	
D	His principle interest was the classification of logic.	
24	What is the order of deductive reasoning?	
A	General statement, conflicting statement, conclusion.	B
C	General statement, specific statement, conclusion.	D
B	Minor statement, specific statement, conclusion.	
D	Specific statement, general statement, conclusion.	
25	What does Lucy say about inductive reasoning?	
A	It takes the opposite approach to deductive reasoning.	B
C	It develops conclusions from broad ideas.	D
B	It was developed after deductive reasoning.	
D	It is considered more complicated than deductive reasoning.	
26	Why are Darwin and Mendel mentioned?	
A	They used inductive reasoning in their work.	B
C	They tried both methods of reasoning in their research.	D
B	They praised deductive reasoning.	
D	They were critical of both types of reasoning.	

27	What is a criticism of deductive reasoning?		
A	It is limited to scientific subjects.	B	It is too reliant on observation.
C	It is often found to be inaccurate.	D	It cannot manage all statements.
28	Inductive reasoning has been said to		
A	have fewer faults than deductive reasoning.	B	be more logical and organised.
C	be incorrectly utilised by reasoning.	D	be less practical than supposed.
29	What is Harry's attitude to the definitions of reasoning?		
A	He thinks they are very complicated.	B	He thinks they are easy to understand.
C	He really wants to learn more.	D	He is eager to try them out.
30	What type of language does Lucy use?		
A	Persuasive.	B	Academic.
C	Official.	D	Subjective.

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	William Shakespeare is deemed to be the greatest English-language author in
2	history. He is most celebrated for thirty-eight theatrical pieces written
3	throughout his life although he also produced poetry and sonnets. His comedies,
4	tragedies and histories are comprised of a diverse range of universal experiences
5	that _____ light on the human condition.
6	As one of history's most prolific playwrights, his work will have been both read and
7	performed for centuries. It is to the credit of an acting troupe that Shakespeare's plays
8	survived at all. Those early performers ensured the plays were published; thus
9	guaranteing that his work would survive beyond the period during which he
10	wrote.
11	While Shakespeare was highly esteemed in his own time, after his death he became
12	even more widely and universally appreciated, thanks on part to the advocacy of
13	people who praised his talents posthumously. Teaching Shakespeare's plays in
14	educational institutions ensures that his legacy continues, even for those without
15	access to theatrical productions.
16	Through the centuries critics had been covering a range of subjects related to
17	Shakespeare's plays. This criticism forms a rich bank of material which
18	strengthens and expands the appreciation for Shakespeare's inspiring body of
19	work, which has continued to enlighten and entertain audiences and readers
20	alike for hundreds of years.

31	Which word could you use to fill the gap in line 5?			
A	bear	B	put	
C	shed	D	show	
32	Which word could be used instead of 'prolific' in line 6?			
A	productive	B	notorious	
C	nostalgic	D	mediocre	
33	Which line has a grammatical error?			
A	Line 1.	B	Line 3.	
C	Line 4.	D	Line 6.	
34	Which line has a punctuation error?			
A	Line 6.	B	Line 7.	
C	Line 8.	D	Line 11.	
35	Which line has a spelling mistake?			
A	Line 4.	B	Line 7.	
C	Line 9.	D	Line 11.	
36	Which line has a grammatical error?			
A	Line 8.	B	Line 9.	
C	Line 11.	D	Line 12.	
37	Which line has a spelling mistake?			
A	Line 12.	B	Line 13.	
C	Line 14.	D	Line 18.	



38	Which line has a grammatical error?		
A	Line 14.	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	<p>Job Introduction</p> <p>Our broadcasting company, RCA 1, is seeking a Senior Reporter to cover the northern area of the country to broaden the range of reports we broadcast.</p>
2	<p>Role Responsibility</p> <p>You'll be required to report for multi-platform outlets, prioritising our thriving digital audience as well as our established radio and TV listeners and viewers. You should be comfortable working in multiple roles, either independently or as part of a team. The position involves providing high-quality material for our unrivalled online and social media services as well as TV and radio, live on-air reporting, writing for radio news bulletins and digital audio bulletins.</p> <p>You must be able to demonstrate extensive knowledge of the news agenda of the aforementioned area in addition to having useful contacts or the ability to develop them.</p> <p>The successful candidate will have innovative ideas of how digital news services can entice and cultivate new audiences. You should be able to provide numerous story ideas and demonstrate an ability to identify the under-reported stories affecting residents and communities of the area. You must have a detailed understanding and perception of northern institutions, issues and its diverse range of communities.</p>
3	<p>_____</p> <p>We offer the possibility of flexible working. Flexible working will form part of the discussion at offer stage. RCA 1 offers exceptional opportunities for employees to seek new challenges and experience different areas of the organisation. We also offer outstanding training and development opportunities with a wide range of internal and external courses and certification.</p> <p>In conjunction with a competitive salary package, a flexible 35-hour working week for work-life balance, twenty-eight days annual leave, a generous pension scheme and discounted dental, health care, gym membership plus much more.</p> <p>About RCA 1</p> <p>We have a working environment where we value and respect every individual's unique contribution, enabling all of our employees to thrive and achieve their full potential. We want to attract the broadest range of talented people to RCA 1. The more varied our workforce, the better position we are in to respond to and reflect our diverse audience.</p> <p>We are committed to equality of opportunity and welcome applications from individuals regardless of age, socio-economic background, disability, ethnicity, gender identity and religion. We will consider hybrid remote working requests for all roles, unless operational requirements dictate otherwise.</p>



39	How is the company's online presence described?	
A	Renowned.	B Indispensable.
C	Flourishing.	D Long-running.
40	What word could replace 'unrivalled' in the second paragraph?	
A	unapprised	B unsurpassed
C	undeterred	D undisclosed
41	What particular skills are required for the position?	
A	Writing reports for television broadcasts.	B Networking at industry events in the northern area.
C	Monitoring output of other media outlets.	D Recognising potential stories which haven't previously been covered.
42	What is the best title for the third section?	
A	Package description	B The selection process
C	Competencies Required	D Key accountabilities
43	You can negotiate your working hours	
A	when you apply.	B at the interview.
C	if offered the position.	D when you start work.
44	What best describes the language in the third section?	
A	Analytical.	B Persuasive.
C	Instructive.	D Neutral.
45	What does the company say in the final section?	
A	They are committed to training the right people.	B Employees may not be able to choose their work location.
C	Their audience diversity is not reflected in their workforce.	D They are seeking staff with specific skills and talents.



46	What kind of image does the company wish to project?		
A	Progressive and hierarchical.	B	Liberal and philosophical.
C	Successful and totalitarian.	D	Inclusive and compassionate.

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	Facial recognition technology is already well-known but developers are taking this technology one step further so that it recognises not only faces, but also the emotions that those faces display. Emotion recognition, detected by Facial Expression Analysis software, works on algorithms trained on human facial movements from millions of human faces to detect facial action such as brow furrow, eyebrow raise, lip curl, head tilt to name but a few. The technology puts these actions together to assess the presence of seven core emotions: anger, contempt, disgust, fear, joy, sadness and surprise.
2	Hundreds of firms around the world are working on emotion-decoding technology, in an effort to teach computers how to read human behaviour. But what are the practical applications for this type of technology? It actually has numerous uses in the world of business, as well as elsewhere. It can assist companies in improving healthcare and manufacturing as well. To elaborate, it can be of benefit to medical institutions as a tool to pre-empt certain health conditions by identifying signs of possible strokes, epilepsy, anxiety, depression, and cognitive decline such as memory loss and an inability to process information.
3	In education, emotion recognition technology uses eye tracking to inform of students' attention level and assist teachers in adjusting content or teaching methods accordingly. It can also aid with the detection of learning disabilities. Large film corporations have used emotion recognition software to test volunteers' reactions to a range of their films. Marketers speculate endlessly on how products will perform prior to their release. Emotion recognition technology helps companies get more from their focus groups by analysing the facial expressions of testers who are using their products or watching their advertisements. The possible uses for organisations in all fields are seemingly infinite.
4	Corporations and even governments are enthusiastically rolling out emotion recognition to be used on the general public, yet some critics cite what they consider to be a flaw with the technology: for many scientists, there is little evidence to substantiate its accuracy. Apparently, research into these algorithms suggests that while they might be able to decipher facial expressions, that doesn't necessarily reflect what a person is really feeling or thinking, or what they plan to do next. Opponents also stress that not everyone displays their emotions in the same manner. Consequently, it is thought companies need to invest in research to better prove links between expressions and behaviour.
5	Undoubtedly, the software shouldn't be used to make life-altering decisions, like ascribing guilt in the case of a crime or determining if someone is lying to their insurance provider. Furthermore, to be completely ethical the technology should also only be used when consent is given which hasn't always been the case.



47	What is the best summary of the first paragraph?	
A	How software can be better trained to recognise people's faces.	B How two types of technology can interpret body language.
C	How software functions to recognise facial expressions.	D How facial recognition technology has hindered emotion recognition technology.
48	What feature is the software able to identify?	
A	Forehead wrinkling.	B Mouth opening.
C	Eye blinking.	D Head rolling.
49	What is the benefit of using emotion recognition technology for large organisations?	
A	For predictive purposes.	B For training purposes.
C	To improve communication.	D To enhance customer relations.
50	What word could replace 'cognitive' in the second paragraph?	
A	neurological	B motor skill
C	intellectual	D dexterity
51	What does the writer state about the use of emotional recognition technology?	
A	It is most used in the healthcare sector.	B It is advocated by educators.
C	It is more useful in business than other fields.	D It has limitless possibilities.
52	What is the purpose of the fourth paragraph?	
A	To acknowledge the widespread use of this technology.	B To summarise the limitations of the software.
C	To speculate on public perception of monitoring technology.	D To question the motives of organisation using the technology.
53	Which of the following reflects the writer's personal point of view?	
A	Large organisations shouldn't be using this technology yet.	B There is insufficient research to prove the technology's efficacy.
C	Organisations need to fund more research into this technology.	D Use of the technology needs to be morally sound.



54	What would be the most appropriate title for this text?		
A	Emotion Recognition: A Balanced Analysis	B	Emotion Recognition: The 7 Core Emotions
C	Emotion Recognition: Application in Medicine	D	Emotion Recognition: Limitations and Flaws

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.

1	Some time ago a team of underwater explorers were working on a survey mission just off the western coast of Cuba when their sonar equipment detected a perplexing series of stone structures lying around 650 metres below the surface. The structures appeared to completely blend in against the flat, barren ocean floor and appeared to show symmetrically arranged stones, reminiscent of an urban development. The finding attracted the attention of the government, national museums and other scientific organisations, who were all eager to investigate the sonar images.
2	Analysis of the sonar images revealed unusual formations of smooth blocks and geometric shapes. Some of the blocks were circular and others constructed as pyramid shapes. Remotely Operated Vehicles were then used to examine and film the structures. The images revealed large blocks of stone resembling carved granite. Some blocks appeared to be stacked on top of each other whereas others appeared isolated from the rest. Scientists speculated that the images appeared to resemble ruins of a submerged city but were reluctant to draw any further conclusions without evidence.
3	However, it was estimated that it would have taken 50,000 years for such structures to have sunken to the depth at which they were found. Furthermore, archaeologists and historians believe that there wasn't the architectural capacity 50,000 years ago in any of the known cultures to build such complex buildings. There is some conjecture that the finding is more likely remnants of a local culture which was once located on a 100-mile land bridge that joined Mexico's Yucatan Peninsula with Cuba. Local legends of the Maya and native Yucatecos also exist that tell of an island inhabited by their ancestors that vanished beneath the waves. Nevertheless, it has not been discounted that the rock formations are merely the result of a natural phenomenon.
4	If the assumption is made that these stone structures do not reflect an ancient submerged city, but are simply products of nature, then it seems peculiar that geologists and other scientists would not be quick to respond to the finding and investigate what baffling event of nature caused such abnormal formations. Yet there have been no official follow-up investigations and news outlets are now silent on the matter. The quick dismissal of the story has led some to speculate as to whether there has been a suppression of information regarding the finding. However, others believe the story simply went cold when experts were not wholly convinced they had actually located a submerged city. After all, the natural formation concept is far less a newsworthy and sensational prospect than an undersea city.





55	How does the writer describe the underwater finding?		
A	Dubious.	B	Bewildering.
C	Deceptive.	D	Phenomenal.
56	What is the best summary of the second paragraph?		
A	The structures were arranged in a uniform configuration.	B	The filmed images revealed less than the sonar images.
C	Scientists disagreed on what the structures could be.	D	Scientists are unsure about the nature of the structures.
57	What is the main focus of the third paragraph?		
A	The potential origins of the discovery.	B	The age of the submerged ruins.
C	The existence of a lost ancient civilisation.	D	The existence of a large natural bridge.
58	What word could replace 'discounted' in the third paragraph?		
A	disregarded	B	disclosed
C	dissipated	D	disqualified
59	The writer is bothered by the fact that		
A	the structures are no longer being researched.	B	there is little credibility in the structures being a natural phenomenon.
C	the sunken city notion has been dismissed.	D	it is taking so long to reach a definitive consensus on the structures.
60	What does the writer imply?		
A	Experts are concerned about revealing their true opinion.	B	The structures are the subject of a cover-up.
C	Media reporting on the subject has been exaggerated.	D	He doesn't believe it is an underwater city.

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 have seen a job you would like to apply for. As part of the application procedure the company have asked for a personal statement. Write a personal statement.

Include in your personal statement:

- What qualifications you have related to the position.
- Any relevant professional experience.
- Reasons you are interested in the position.
- Why you would like to work for this company in particular.

Option B - A games company have sent you a free electronic game that they are currently developing and in return have asked you to provide them with detailed feedback in an email. Write an email.

Include in your email:

- Your assessment of how engaging the game is.
- Your opinion of the graphics.
- Who the game would appeal to and why.
- Any recommendations you suggest to improve it.

Option C - You have read an article in the newspaper about how advancing technology means some types of job will disappear in the future. The newspaper has asked for people's opinion on this. Write an article for the newspaper.

Include in your article:

- To what extent you agree with the opinion expressed in the newspaper article.
- What job/jobs you think are likely to be replaced by technology in the future.
- Any positive or negative impacts of this development.
- How people can better prepare themselves for the job market of the future.

Option D - The library in your local area has been awarded some money from the council. The library has asked its users to submit proposals on how they think the library can be improved. You decide to submit a proposal.

Include in your proposal:

- What additional print resources are required.
- How digital facilities could be improved.
- Whether the furnishings and décor require upgrading.
- Any other recommendations you would make.



