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National
Qualifications
2022

Mark

X827/76/02

ESOL
Reading

THURSDAY, 26 MAY
10:15 AM – 11:25 AM

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Fill in these boxes and read what is printed below.

Full name of centre

Town

Forename(s)

Surname

Number of seat

Date of birth

Day | Month | Year

Scottish candidate number

Total marks — 35

Read the THREE texts and attempt ALL questions.

You must NOT use a dictionary.

Write your answers clearly in the spaces provided in this booklet. Additional space for answers is provided at the end of this booklet. If you use this space you must clearly identify the question number you are attempting.

Use **blue** or **black** ink.

Before leaving the examination room you must give this booklet to the Invigilator; if you do not, you may lose all the marks for this paper.

SQA ©

X827760201

Read the THREE texts and attempt ALL questions

Text 1

Read the article below and attempt the questions that follow.

1 There was the sound of a spoon tapping on a wine glass. And then: "Since we're all together," said my friend, "I wanted to say it's been an honour knowing you while I've been in London." I have heard many speeches like this over the past few years, watching loved ones move in search of job opportunities, or housing security, or home. Later, as I lay in bed, I thought about my rate of friend attrition. How long until I found myself alone? Five years? Ten? My New Year resolution was easy: I must try to make new friends. A lot of young people feel this way. According to a BBC survey last year, 40% of 16- to 24-year-olds say they feel lonely often or very often. My problem with making friends isn't finding suitable candidates, but a lack of free time means I struggle to develop profound relationships with people. But I do have my phone and I am part of an always-connected generation. Can I use the internet to find my future bestie?

2 To help me on my journey, I contact Kate Leaver, author of *The Friendship Cure*, a book exploring modern friendship. She was inspired to write it by an article by journalist Julie Beck who argued that we shed friendships as we age because our spouses (to whom we are legally bound) and our family (to whom we are biologically bound) fill our worlds. When that happens, friendships are the first to go. Kate says we have "organised our modern lives so that we're more isolated than we think we are". Social media makes us believe we are surrounded by people, and we may mistake likes for intimacy. She says: "We're left with all these grown adults not knowing how to make new friends or get close to people."

3 In my quest, I download a friend-making app – Bumble BFF. I already use Bumble for romance and it is straightforward to toggle between the friends and romance platforms. My rate of matches in the friend setting is significantly below that of the romance section. I initiate a conversation with every match I receive, but notice that potential friendships are not tended with the same energy as possible romances. Using an app for friendship rather than romance also drives home how chatting online with strangers is not a patch on talking face to face.

4 According to the evolutionary anthropologist Robin Dunbar, a human can comfortably manage a maximum of 150 relationships. As he put it, this is "the number of people you would not feel embarrassed about joining uninvited for a drink if you happened to bump into them in a bar". However, there is another number that Dunbar says is important to friendships: 30. One of the biggest barriers to meaningful friendships is proximity, with 30 minutes being the longest time we would spend travelling to meet up. With this in mind, I prioritise making friends near home. I download a community app, Nextdoor, which is regularly listed as one of the best apps through which to make friends. It effectively acts as a digital noticeboard for your local area, including adverts for evening classes and book clubs. But to me, it is not obvious how you can build online relationships when replying to posts about parking permits.

5 I finally take to Facebook. With a lot of Facebook friends being people I met more than 10 years ago, I am not sure I still have anything in common with many of them. Jeffrey Hall, a Professor of Communication Studies, found that you take 80-100 hours to become actual friends with someone, or 200 hours to become close friends. This means time hanging out, joking around, playing video games and the like. All those hours working together just don't count as much, Hall's study found. But what if you have already racked up those hours? This is why one of the easiest ways to make friends is to reconnect with old ones.

6 I contact Paul, an old school friend, on Facebook. We went to different universities and lost touch. We chat briefly online, opting to meet for dinner right away. The dinner is like old times and there is no distance between us. We discuss our respective new partners and what happened to the old ones, our new jobs and where we hope to go, as well as our old hobbies. The shared sense of humour and curiosity about the world makes for a joyful meal. We arrange to meet again, and remain in touch.

7 My search for new friends has brought me back to old friends, to friendly faces I see each day and those I already know, but have not given enough attention to. I count up all the messages I regularly forget to reply to, and the old work colleagues I adored, but lost touch with. And I send an overdue text using three, magic words: "Fancy a catchup?"

MARKS | DO NOT WRITE IN THIS MARGIN

Questions 1–5: Choose the correct answer for each question and tick (✓) **one** box.

1. The friend: **1**

A wanted everyone to have more alcohol. ☐

B was saying how much she liked London. ☐

C made a speech to say goodbye. ☐

D was particularly close to the writer. ☐

2. The writer: **1**

A contrasts her life with the lives of 16–24 year olds. ☐

B struggles to meet people that she could be friends with. ☐

C finds it hard to make her friendships deeper. ☐

D is looking for variety rather than one special friend. ☐

3. Julie Beck says that: **1**

A we make more friendships as we get older. ☐

B a partner can help someone meet new friends. ☐

C close relatives limit our ability to meet friends. ☐

D we are biologically programmed to make friends. ☐

MARKS | DO NOT WRITE IN THIS MARGIN

Text 1 questions (continued)

4. On Bumble: **1**

A switching from the dating to the friendship function is easy. ☐

B finding a date is harder work than finding a friend. ☐

C people put in a lot of work to develop friendships. ☐

D it's easier to connect with strangers through the app. ☐

5. Robin Dunbar believes that: **1**

A we should normally aim to find and develop about 150 friendships. ☐

B there is a limited number of people we'd have an unplanned drink with. ☐

C we'd be embarrassed to join a group of more than 150 people at an event. ☐

D we're not embarrassed if we run into a good friend while buying a drink. ☐

Questions 6–8: Complete each gap with **NO MORE THAN THREE WORDS** from the text.

6. Chatting about the topic of _____

is unlikely to develop intimacy. **1**

MARKS | DO NOT WRITE IN THIS MARGIN

Text 1 questions (continued)

7. Someone who has _____

substantial time developing a particular friendship may be comfortable returning to it. **1**

8. The fact that Paul and the writer _____

doesn't prevent them from getting on well together. **1**

Questions 9–11: Match each person 9–11 with an opinion A–E.

There are TWO opinions that you do NOT need.

9. Kate Leaver ☐ **1**

10. Robin Dunbar ☐ **1**

11. Jeffrey Hall ☐ **1**

A It's easy to let our families take over our lives.

B We need to do apparently unimportant things with our friends.

C To make more friends you should reconnect with old ones.

D Our physical distance from friends is a key consideration.

E We should be better-skilled at social interaction than we are.

[Turn over

Text 2

Read the article below and attempt the questions that follow.

1 When Rebecca Saunders was called to one side by her manager to check if she was planning to resign, she knew something was up. The Public Relations professional had sent an email hours earlier, to a colleague suggesting, tongue in cheek, that she was looking for a new job after a difficult day. "It then happened to another colleague," she says. "We began to piece things together. They must have been monitoring emails."

2 Workplace monitoring is nothing new. For banks and financial services firms, regulatory compliance requires recording and monitoring of calls, while professional services need minute-by-minute logging of time worked. For years, companies have screened emails to ensure their IT systems are not being used for fraud. It is rare to find businesses without the facility to control desktops to see what users have been browsing. But technology allowing employers to snoop on their staff is growing more powerful and more prevalent, prompting privacy concerns among unions and worker groups. According to the Trades Union Congress (TUC), 72% of people have the impression that at least one type of monitoring is happening at their job. The union warned that excessive surveillance could interfere with the "basic right to privacy and dignity".

3 The market is expected to grow to $3·3bn (£2·7bn) over the next four years. Of 239 large businesses looked at in one study, more than half were using more advanced surveillance techniques, up from just a third in 2015. Many companies argue that such surveillance technology can be essential. It can prevent fraud or detect intruders and the data that has been gathered can be used to help increase productivity and organise the workforce. "The key element in this recipe is trust," says Angela Evans of Microsoft's UK arm. "Workplace Analytics can help point businesses in the right direction, but it can never tell the full story." Microsoft develops tools like Workplace Analytics to show workers how they are spending their time, and give employers a big picture view of what is being done in the workplace. The company says it keeps individual personal details private. Evans says the technology is best used to identify patterns, such as quiet periods or overworked departments.

4 According to Matthew Moynahan, chief executive of Texas cyber security firm Forcepoint, workplace monitoring is also key to stopping insider threats. "If something bad along these lines does happen, you need to use that information to protect employees," he says. "Deep collection on individuals will become more common. But it has to respect the privacy of an individual."

5 The field has provided fertile ground for start-up companies working on background checks and helping corporations keep tabs on staff. One such start-up is Fama, a Californian company with 120 clients including Fortune 500 firms. In 2018, it said it helped scan 20 million pieces of publicly available content, finding 14% of people had flags for sexism or misogyny[1] in their online presence and 10% had flags for racism. "Hiring a misogynistic manager could set you back months, or even years," its marketing material reads. The service scans workplace message boards, public forums, social media and emails for harmful language. Other US firms are increasingly using fingerprint scanning, to log clock in and clock off times. However, excessive monitoring by employers could also fall foul of new European data rules under the General Data Protection Regulation. The rules, introduced last year, require employers to make sure their staff know how data is being used, and that it is deleted if it is no longer needed. The UK is generally harsher on what employers can and can't do with their staff's personal data, says Shaun Hogan, a lawyer at the firm Stevens & Bolton. "In the UK, employers must remember that respecting privacy can be as important as protecting personal information."

6 Gig economy[2] workers are also viewed as acutely at risk if employee monitoring goes too far. In 2018, UK food delivery firm Deliveroo was forced to pay a settlement to riders who said they were punished for their performance after being closely monitored on GPS when making deliveries. And Uber, the ride hailing business, notoriously created the "Hell" tracking software used against its own drivers. The software secretly monitored drivers until 2016 who worked for both the Uber and Lyft apps to see when they were switching between the two.

7 It is vital employees know just what information their employer is gathering on them, according to Ray Walsh, a digital privacy expert. "If any of this is unclear to an employee they should approach their employer to find out what monitoring is happening and why," he says. According to Forcepoint's Moynahan, ensuring effective workplace monitoring is about striking the right balance. "If a company abuses their data collection, that is a breach of their social contract," he says, "but there are good reasons to monitor employees, and all intelligent companies will continue to do this."

Glossary

1. Hatred of women
2. A labour market characterised by short term, temporary contracts

MARKS | DO NOT WRITE IN THIS MARGIN

Questions 12–15: Choose the correct answer for each question and tick (✓) **one** box.

12. Rebecca Saunders' manager: **1**

A realised that she was making plans to leave the firm. ☐

B misinterpreted a recent email that she had sent. ☐

C caused the difficult day that she had experienced. ☐

D discovered a relationship between her and a workmate. ☐

13. Most companies nowadays: **1**

A monitor calls to follow government rules. ☐

B count work done minute-by-minute. ☐

C protect IT systems by looking at emails. ☐

D check employees' internet use. ☐

MARKS | DO NOT WRITE IN THIS MARGIN

Text 2 questions (continued)

14. The TUC has discovered that: **1**

A more and more businesses are spying on staff. ☐

B most staff are now being monitored at work. ☐

C many staff think they are being checked on. ☐

D staff privacy has been lost in the workplace. ☐

15. Microsoft's contribution to surveillance involves: **1**

A more sophisticated anti-fraud mechanisms. ☐

B the detection of unwelcome visitors to a firm. ☐

C summarising activity at work. ☐

D analysing individual patterns of behaviour. ☐

Questions 16–19: Complete each gap with **NO MORE THAN THREE WORDS** from the text.

16. It's claimed that workers must be shielded from _____

_____ . **1**

17. _____ can identify potentially

abusive colleagues. **1**

18. Companies could monitor actual working time using _____

_____ . **1**

19. _____ was, in effect, spied on by a rival. **1**

MARKS | DO NOT WRITE IN THIS MARGIN

Text 2 questions (continued)

Questions 20–22: Match each person 20–22 with an opinion A–E.

There are TWO opinions that you do NOT need.

20. Angela Evans ☐ **1**

21. Matthew Moynahan ☐ **1**

22. Shaun Hogan ☐ **1**

A Protecting personal data is a company's main responsibility.

B There are different rules about data, in different places.

C Details on employee productivity should be kept private.

D There are limits to the information that surveillance can give us.

E Companies will collect a lot of information on individuals.

23. Which of these is the best summary of the article? Tick (✓) **one** box. **1**

A Legitimate and less legitimate uses of employee surveillance. ☐

B How employee surveillance makes businesses more efficient. ☐

C Why you should worry about employee surveillance. ☐

D Why we should trust employee surveillance. ☐

[Turn over

Text 3

Read the article below and attempt the questions that follow.

1 My sadness at never having possessed sufficient artistry as a child in my attempt to become a professional footballer did not really last all that long. In fact, if I was being honest with myself, I'd known from my early teens that no amount of dedication would ever replace the absence of pace or my inability to locate any team mate with a pass. I still have nightmares about my first serious game. My pride at being selected to represent my district began rapidly to diminish when I discovered that the little guys around me were doing things with the ball of which I was only capable in my fantasies. I found I had brought a whole new meaning to the word "immobile".

2 Often since then I've had cause to wonder what might have unfolded if, instead of spending hours every week vainly seeking the key that would unlock the mysteries of trapping a football, I'd chosen to attempt to play a musical instrument. I'm not fooling myself that I'd have been good enough to be let loose with a violin or anything like that. But after a few years, I feel sure I might have got a tune out of a guitar. I could have done a few songs in a pub.

3 It might have been different if something like the Big Noise Youth Orchestra had been around. This orchestra, which first captivated the Scottish public one rainy summer's evening in Stirling in 2009, is a cultural gem. I've attended many concerts, mainly of the heavy rock variety, and even spent several years observing productions by Scottish Opera while trying to sell ice cream and programmes at the back of Glasgow's Theatre Royal. But none of them moved me as much as watching those young people that night in Stirling.

4 They were almost all from the Raploch estate, a neighbourhood that has experienced more than a degree of social and health inequality and which does not feature on any of Visit Scotland's guides to the historic and cultural delights of Stirling. Yet the noise they made that night in front of friends and families, many of whom will never have encountered any live orchestral performance, was simply beautiful. Who knows how many young lives, otherwise destined for troubled and uncertain futures, were turned around by the experience of that evening?

5 The Big Noise Scotland initiative is inspired by the Sistema music project, originating in Venezuela. Its aims and philosophy are so clear and make so much sense that you wonder why it hadn't been tried long before then. And, in the years since, you also wonder why it doesn't feature at the heart of the social equality programme of every one of Scotland's 32 local authorities. In its mission statement, it talks of "drawing a line under the past and nurturing a new generation of children who grow up in an environment saturated with intensive and immersive music making". They work with children from birth through to adulthood.

6 "While our most obvious triumphs are musical", they continue, "our purpose is to use that music making to equip children with confidence, resilience, ambition and a multitude of transferable skills to support them across all areas of their lives. The ultimate goal is to boost educational performance, health and wellbeing so that children grow to achieve their full potential, contributing to positive communities with fewer costly problems." It is all of that and more. For, underpinning this, is "a sacred process of helping children discover the gift that accompanied them into this world, be it their musical talent or any other kind of special ability. During this, they come to understand that they are worth something, that they matter."

7 Since the Raploch project was established, two others have materialised: in Glasgow's Govanhill and in Aberdeen's Torry estate. Each of these communities, like those in Raploch, experiences ingrained challenges in health and social deprivation rooted in poverty and inequality. The results they have achieved in helping children recognise their gifts and to acknowledge that they can be best utilised by being equal parts of a bigger whole, an orchestra, are beyond argument.

8 In an evaluation report of Scotland's Big Noise programme, the economic worth to the nation was laid out thoroughly. This was commissioned by the Glasgow Centre for Population Health and Education Scotland and revealed in fine detail the hugely positive economic projections over a 70-year period, which began to materialise as early as year six of programme delivery. In the UK, we term a creative person a national treasure far too readily. Such language ought to be reserved for Sistema Scotland and its Big Noise programme. As such, it ought to be protected by government from the depredations of austerity.

MARKS | DO NOT WRITE IN THIS MARGIN

Questions 24–27: Choose the correct answer for each question and tick (✓) **one** box.

24. As a teenage footballer, the writer: **1**

A improved his game slightly. ☐

B was essentially wasting his time. ☐

C quickly became frightened. ☐

D became frustrated with his team mates. ☐

25. The writer believes that if he had tried music, he would have: **1**

A made a career out of it. ☐

B been trusted with a violin. ☐

C learnt an instrument quickly. ☐

D made some limited progress. ☐

26. Before the writer went to the first Big Noise concert, he had: **1**

A only been to heavy metal concerts. ☐

B experienced a variety of musical styles. ☐

C tried singing opera at the Theatre Royal. ☐

D listened to more impressive music. ☐

MARKS | DO NOT WRITE IN THIS MARGIN

Text 3 questions (continued)

27. The writer implies that the Raploch Estate: **1**

A is a dangerous place to visit. ☐

B should be in Scottish tourist guides. ☐

C had no experience of live orchestra. ☐

D was transformed by the Big Noise concert. ☐

Questions 28–32: Complete each gap with **NO MORE THAN THREE WORDS** from the text.

28. The Sistema Project's _____

make the writer feel that Big Noise Scotland should have started earlier. **1**

29. Big Noise Scotland does not want to be concerned with _____

_____ . **1**

30. Sistema wishes to give children many _____

_____ . **1**

31. The project believes that every child starts life with a _____

_____ . **1**

32. Joining _____

helps children understand the value of teamwork. **1**

Questions 33–34: Give short answers to the following questions **(NO MORE THAN THREE WORDS).**

33. What did Education Scotland help to fund?

_____ **1**

MARKS | DO NOT WRITE IN THIS MARGIN

Text 3 questions (continued)

34. What phrase does the writer use to show his high regard for The Big Noise?

_____ **1**

Question 35: Choose the correct answer and tick (✓) **one** box.

35. The writer's overall belief about the Big Noise Project is that it: **1**

A is better than the Sistema Project that inspired it. ☐

B should continue to be researched and evaluated. ☐

C needs to be taken up right across the country. ☐

D should be reserved for deprived communities. ☐

[END OF QUESTION PAPER]

ADDITIONAL SPACE FOR ANSWERS

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ADDITIONAL SPACE FOR ANSWERS

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