



**ESOL International**

**English Listening Examination**

**Level C1 Advanced**

**Texts to be used with the examination**

**These will be recorded and sent to the centre on a disk prior to the examination.**

**Instructions are written in *underlined italics* and should not be recorded.**

**The recording must be played to learners in full from start to finish.**



This is the NOCN ESOL International Advanced Level C1 Listening examination.

The Listening examination will now begin.

**Part 1**

You will hear ten sentences. Read the replies on your examination paper. You have two minutes to read the replies on your examination paper.

**Pause for two minutes.**

Listen to the sentences. You will hear the sentences in full twice. Choose the best reply for the situation.

You will then have two minutes to check your answers.

**Play the sentences.**

1. I can't open the back door.
2. How many bread rolls shall I cook?
3. Have you seen Pierre recently?
4. Watch how you climb those ladders!
5. When is the new sofa arriving?
6. This new lotion smells gorgeous.
7. Can I use your computer please?
8. What does he do for a living?
9. The takeaway is closed this evening.
10. What would you like to eat?

**Pause for five seconds after the first reading.**

Now listen to the sentences again.

**Play the sentences again.**

Now check your answers. You have two minutes to check your answers.

**Pause for two minutes after the second reading.**

## **Part 2 – Conversations**

You will hear two conversations. Read the questions and answers on your examination paper for both conversations. You have two minutes to read them.

### **Pause for two minutes.**

Listen to **Conversation 1**. You will hear the conversation twice. Answer the questions.

You will then have two minutes to check your answers.

### **Play the conversation.**

**Chemist:** Can I help you?

**Customer:** Yes. I'm looking for a good shampoo to treat dandruff. There are so many different kinds of shampoos, I don't know which one is the best.

**Chemist:** Well, it depends on what's causing it, and how bad it is. How long have you had it?

**Customer:** About twelve weeks. I've tried using Head Start but that hasn't worked. I feel embarrassed because people might think I don't wash my hair, and I do.

**Chemist:** What are your symptoms?

**Customer:** I have an itchy scalp and when I scratch it it is uncomfortable. If my head gets too hot, I get red skin patches and that is when the dandruff starts.

**Chemist:** Don't worry. A lot of people are ashamed of dandruff, but it has nothing to do with hygiene. When your scalp becomes inflamed, the skin starts to flake. The inflammation on your skin is caused by a bad reaction to yeast. Yeast lives on the scalp quite naturally, but some people can react quite badly to it, causing itchy, flaky skin. Quite often stress can cause a reaction to the yeast. Are you stressed?

**Customer:** I didn't think I was, but I must be. I'm getting married in a couple of months and it must be bothering me, although haven't really felt worried or anything.

**Chemist:** Anti-dandruff shampoo will help, together with the right washing technique. I recommend using Selenium or Nizoral to treat it, initially. But, you shouldn't keep using anti-dandruff shampoo all the time because it can strip your head of moisture. You need shampoos with shea butter, coconut oil and aloe vera; these will hydrate your scalp. Just wash your hair up to three times a week, initially, with an anti-dandruff shampoo, then follow up with a hydration shampoo.

**Customer:** Thank you so much, I'll take a tube of Nizoral. I will use it tonight when I wash my hair and see if it improves my scalp. You've been really helpful.

### **Pause for five seconds after the first reading.**

Now listen to the conversation again.

### **Play the conversation again.**

Now check your answers. You have two minutes to check your answers.

### **Pause for two minutes after the second reading.**

**Part 2 – Conversations**

Listen to **Conversation 2**. You will hear the conversation twice. Answer the questions.

You will then have two minutes to check your answers.

**Play the conversation.**

<b>Assistant:</b>	Bob's Coal Merchants, how can I help you?
<b>Customer:</b>	Hello. On Monday I ordered a crate of logs, which should have been delivered yesterday, but they didn't arrive.
<b>Assistant:</b>	We've had delays with some of our deliveries due to bad weather. I apologise for that. If you give me your name and address; I'll check when your delivery is likely to be made.
<b>Customer:</b>	Jan Petrovic, 38 Hole Lane. Surely, someone should have phoned me to explain about the delay. I took a day off work yesterday so I'm not very happy about wasting the day.
<b>Assistant:</b>	According to our delivery schedule, your delivery was originally booked for next Tuesday.
<b>Customer:</b>	No, that can't be right. I booked online and specifically stated yesterday as the delivery day. I can't book another day off work so soon, can't you deliver this weekend?
<b>Assistant:</b>	It's rather short notice, but I'll see what I can do and look at our delivery schedules. If you're prepared to have a late delivery; we can squeeze you in at 8 o'clock on Saturday evening but it costs £35 for evening deliveries.
<b>Customer:</b>	This is so wrong, I booked a delivery day in all good faith and now you're charging me an extra £35 because your computer system made a mistake. No, I'm not happy with that. I work in a hospital and it's not easy getting time off work. I've purchased logs from you before and usually your service is very good but, on this occasion, I feel really let down.
<b>Assistant:</b>	I understand. Because you're a regular customer, I can offer you a 15% reduction on the delivery fee, and can only apologise for what has happened. I'll book the delivery today so you can rest assured; you won't need to take an extra day off work.
<b>Customer:</b>	Well, that's something I suppose. All right, go ahead. Just add the additional cost onto the bill I owe you.

**Pause for five seconds after the first reading.**

Now listen to the conversation again.

**Play the conversation again.**

Now check your answers. You have two minutes to check your answers.

**Pause for two minutes after the second reading.**

### **Part 3 – Debate and Discussion**

You will now hear a debate and discussion. You will hear them twice. You have two minutes to look at the questions for both the debate and the discussion.

#### **Pause for two minutes.**

Now listen to the **Debate**. Record your answers on the mark sheet.

You will then have two minutes to check your answers.

#### **Play the Debate.**

**Host:** Tea or coffee? Which do you prefer? Personally, I'm a mint tea person. How about you?

**Guest:** You can't beat coffee. It really wakes you up in the morning. I don't see the point of drinking decaffeinated coffee either. To me, coffee drinking is the complete experience of the coffee bean taste and the hit of caffeine to make me feel really alert.

**Host:** But, tea also contains caffeine and is more effective at sharpening the mind.

**Guest:** Only if you drink the same equivalent caffeine dose of coffee. You'd need to drink more cups of tea to have the same effects as one cup of coffee. Anyway, coffee doesn't stain the teeth like tea does.

**Host:** True, but if you go to the dentist regularly that shouldn't be a problem. The problem with coffee is, it causes insomnia. If I drink chamomile tea at night, it helps me sleep.

**Guest:** So, avoid drinking coffee at night; that solves that problem. Did you know that a cup of coffee a day reduces your risk of developing depression by around 8%?

**Host:** I'd take that with a pinch of salt. I think more research needs to be done about that. Apparently, tea can soothe your nerves and studies have shown that drinking three cups of tea can lower the risk of depression by 37%. Also, drinking both tea and coffee can reduce your risk of diabetes, particularly decaffeinated drinks. Also, drinking tea has been linked to lower risks of heart disease and boosts your immune system.

**Guest:** Ah but, coffee can help you avoid having liver disease, heart problems and Parkinsons disease. I just think coffee is a better tasting drink and it complements a lot more foods. Coffee and walnut cake is delicious.

**Host:** Yes, I agree with you; there are more foods that complement coffee compared to tea. Perhaps drinking both is good for us?

**Guest:** Perhaps, but I think, overall, I'd still choose coffee.

#### **Pause for five seconds after the first reading.**

Now listen to the debate again.

#### **Play the debate again.**

Now check your answers. You have two minutes to check your answers.

#### **Pause for two minutes after the second reading.**

**Part 3 – Debate and Discussion**

Listen to the **Discussion**. You will hear it twice. Answer the questions.

You will then have two minutes to check your answers.

**Play the discussion.**

- Host:** Have you ever thought about your posture when you're sitting at a computer or watching TV? Today, I'm talking to Aman Kaur, physiotherapist, about how we can improve our posture. Aman, how common is it for us to develop a bad posture?
- Aman:** Very common, I'm afraid. Nowadays, things like computers, mobile phones and ipads all require us to bend forward and this creates a bad habit of slouching which causes back pain, spinal dysfunction, muscle fatigue, rounded shoulders and a potbelly.
- Host:** A potbelly! Really?
- Aman:** Yes. Relaxed muscle is the cause. Not just that, but sitting still for long periods of time means our joints become stiff and we suffer pain and pins and needles. There are ways to avoid this, however, but it requires determination.
- Host:** I've noticed I slouch. Sometimes when I'm walking I see myself in shop windows and catch myself walking bent forward. I soon straighten myself up after that, but then revert back into a slumped position again.
- Aman:** Yes, you're not alone. If you've been leaning forward a lot, take time to stretch back the other way. Stretching three times a week boosts muscle flexibility. Stretch your neck muscles; turn your head from side to side, lie on your back and curl forward, bring your legs and head together into a ball. When you are sitting down, don't cross your legs at the knee, cross your legs at the ankle; this is far more comfortable.
- Host:** I'm getting a hump between the back of my neck and my back? I've heard leaning back on a tennis ball against the wall, or lying on the floor helps.
- Aman:** Yes, but also avoid sitting in soft chairs, make sure you have a good supportive mattress and pillow in bed, and use a roll to support your lower back and neck when sitting in a chair or driving a car.
- Host:** Thank you, Aman, for those good tips.

**Pause for five seconds after the first reading.**

Now listen to the discussion again.

**Play the discussion again.**

Now check your answers. You have two minutes to check your answers.

**Pause for two minutes after the second reading.**

That is the end of the Listening examination. Please check your mark sheet is completed correctly. Put your pens down.

**End of C1 Listening Examination**



PART OF **nocn** GROUP

NOCN  
Acero Building  
1 Concourse Way  
Sheaf Street  
Sheffield  
S1 2BJ  
UK

Email: [nocn@nocn.org.uk](mailto:nocn@nocn.org.uk)

Tel: 0300 999 1177