

FOR OFFICIAL USE



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National  
Qualifications  
2024

Mark

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**X827/76/01**

**ESOL  
Listening**

FRIDAY, 24 MAY

9:00 AM – 9:45 AM (approx)



\* X 8 2 7 7 6 0 1 \*

Fill in these boxes and read what is printed below.

Full name of centre

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Town

--

Forename(s)

--

Surname

--

Number of seat

--

Date of birth

Day

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Month

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Year

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Scottish candidate number

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**Total marks — 25**

Attempt ALL questions.

You will hear three different recordings. **Before you hear each recording, you will have one minute to read the questions.** You will hear each recording twice, with an interval of ten seconds between playings. You will then have time to answer the questions before hearing the next recording.

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.

You are not allowed to leave the examination room until the end of the test.

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.



\* X 8 2 7 7 6 0 1 0 1 \*

**Total marks — 25**  
**Attempt ALL questions**

**Recording 1**

Listen to the recording and attempt the questions which follow. You will hear the recording twice. You now have one minute to read the questions in Recording 1 before the recording begins.

**Questions 1–3:** Complete the sentences below with **NO MORE THAN TWO WORDS** for each answer.

1. The number of cybercrime victims has risen in the \_\_\_\_\_  
\_\_\_\_\_. 1
  
2. Jim Browning decided to take action after he got fed up with receiving  
\_\_\_\_\_ and nuisance calls. 1
  
3. Jim’s approach is to let himself \_\_\_\_\_  
by the cybercriminals. 1

**Questions 4–8:** Choose the correct answer for each question and tick (✓) **one** box.

4. Rachel says that Jim’s videos are: 1

A exploiting vulnerable people.	<input type="checkbox"/>
B produced to a high standard.	<input type="checkbox"/>
C strangely fascinating to watch.	<input type="checkbox"/>
D only available to his subscribers.	<input type="checkbox"/>



Recording 1 questions (continued)

5. The scammers are surprised by Jim because: 1

- A he doesn't hang up on them.
- B he tells them he's a genius with IT.
- C they can't connect to his computer.
- D he has their personal information.

6. What is Jim's impression of the majority of scammers? 1

- A They tend to be honest about why they do it.
- B They are people with financial difficulties.
- C They come from similar backgrounds.
- D They aren't as poor as they claim to be.

7. Scammers are trying different countries because: 1

- A there are more people over the age of 60.
- B they are having a higher success rate there.
- C people in Britain have become wise to scams.
- D it's easier to scam people who don't speak English.

8. What do we learn about the time Jim was scammed? 1

- A The impact of the scam was only temporary.
- B It was by a scammer looking for revenge.
- C The scammer worked for the social media company.
- D Jim lost a considerable amount of money in the scam.



**Recording 2**

Listen to the recording and attempt the questions which follow. You will hear the recording twice. You now have one minute to read the questions in Recording 2 before the recording begins.

**Questions 9–12:** Complete the sentences below with **NO MORE THAN FOUR WORDS** for each answer.

9. Steve works as a/an \_\_\_\_\_ . 1

10. Steve says some employee activists argue for increased \_\_\_\_\_  
\_\_\_\_\_ at work. 1

11. Steve says there aren't \_\_\_\_\_  
\_\_\_\_\_ about who starts the employee activist process. 1

12. Karolina thinks of activists as people who disrupt daily life by \_\_\_\_\_  
\_\_\_\_\_ . 1

**Questions 13–17:** Choose the correct answer for each question and tick (✓) one box.

13. What does Steve suggest about Karolina? 1

- A She has come to discuss the issue in detail.
- B She is not here to discuss the issue seriously.
- C She represents the average person in the street.
- D She has planned to be on the show for some time.



**Recording 2 questions (continued)**

- |   |                 |
|---|-----------------|
| <p><b>14.</b> One way in which employee activists can benefit a company involves:</p> <p>A negotiating fees with consultants. <input type="checkbox"/></p> <p>B helping hire the right consultant. <input type="checkbox"/></p> <p>C avoiding expensive battles in court. <input type="checkbox"/></p> <p>D reducing customers' energy bills. <input type="checkbox"/></p>                                      | <p><b>1</b></p> |
| <p><b>15.</b> What does Steve say about disagreements between activists and managers?</p> <p>A Good relationships mean disagreements don't happen. <input type="checkbox"/></p> <p>B Managers should be more responsive. <input type="checkbox"/></p> <p>C Sometimes employees end up being sacked. <input type="checkbox"/></p> <p>D It's a disaster when a disagreement happens. <input type="checkbox"/></p> | <p><b>1</b></p> |
| <p><b>16.</b> Karolina's perspective on employee activism is that:</p> <p>A there are other ways to look after workers. <input type="checkbox"/></p> <p>B she's not interested in the rights of her workers. <input type="checkbox"/></p> <p>C employee activists make the best managers. <input type="checkbox"/></p> <p>D there is a place for activists at her company. <input type="checkbox"/></p>         | <p><b>1</b></p> |
| <p><b>17.</b> What happens in the discussion between Karolina and Steve?</p> <p>A They agree on a certain number of things. <input type="checkbox"/></p> <p>B They get confused by each other's arguments. <input type="checkbox"/></p> <p>C They fundamentally oppose each other. <input type="checkbox"/></p> <p>D They gradually become friendlier. <input type="checkbox"/></p>                             | <p><b>1</b></p> |



**Recording 3**

Listen to the recording and attempt the questions which follow. You will hear the recording twice. You now have one minute to read the questions in Recording 3 before the recording begins.

**Questions 18–21:** Complete the sentences below with **NO MORE THAN THREE WORDS** for each answer.

18. Marion Turner’s school has \_\_\_\_\_  
all around it. 1

19. According to Marion, the students lack awareness of their \_\_\_\_\_  
\_\_\_\_\_ . 1

20. Marion started running the residential trips to present students with a/an  
\_\_\_\_\_ on education. 1

21. During residential trips, students need to \_\_\_\_\_  
\_\_\_\_\_ nature and outdoor activities. 1

**Question 22:** Choose the correct answer and tick (✓) **one** box.

22. How do parents react to the residential trips? 1

- A They are pleased to have time away from their children.
- B They understand the benefits for their children.
- C They are reluctant to allow their children to go.
- D They worry that their children won’t enjoy them.



**Recording 3 questions (continued)**

**Question 23:** Choose the correct answer and tick (✓) **three** boxes.

**23.** Which **THREE** things do the **students** commonly ask about in the Q&A sessions? **3**

- A The weather
- B What to pack
- C Transport
- D Bedtime routines
- E Illness and injury
- F Food options
- G Phone calls home
- H Internet access

**[END OF QUESTION PAPER]**



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