

I. LISTENING (50 points)

- *The listening section is in FOUR parts. The recordings of Part 1 and Part 2 will be played ONCE only, and the recordings of Part 3 and Part 4 will be played TWICE. At the start of each recording, you will hear a sound.*
- *There will be a piece of music at the beginning and at the end of the listening section. You will have TWO minutes to check your answers at the end of the listening section.*
- *All the other instructions are included in the recording.*

Part 1. Listen to a conversation about taking the profession of two actors ONCE and do the tasks that follow.

For questions 1 – 5, decide whether each of the following statements is True (T), False (F), or Not Given (NG) according to what you hear. Write T, F, or NG in the corresponding numbered boxes provided.

1. Actors are required to attend formal training courses before taking on major roles.
2. Character research is described as easier than memorising lines.
3. Audience energy makes performances vary, so roles must be constantly altered.
4. Once a performance is fixed, altered delivery is always rejected immediately.
5. Film acting rewards subtle detail, since the camera captures everything.

For questions 6 – 10, decide whether the following are mentioned by only one of the guests, or by both of them. In the corresponding numbered boxes provided,

write

W for William;
S for Sonia;
B for Both

6. Preparing for a role tends to be demanding.
7. Good acting depends on interaction with the other actors.
8. I generally play a character in the same way in every performance of a play.
9. Actors have more control in plays than in films.
10. Detail is more significant in films than in plays.

Your answers:

1.	2.	3.	4.	5.
6.	7.	8.	9.	10.

Part 2. Listen to a radio talk about a small mammal called brown hare ONCE and do the tasks that follow.

For questions 11–12, choose TWO letters from A–E to indicate TWO true statements about the current situation of the brown hare in Britain.

- A. The brown hare population has been declining in recent years.
- B. The population decline is mainly caused by habitat loss in farmland areas.
- C. Surveys in the 1990s reported an overall increase in hare numbers nationwide.
- D. The hare's national distribution is fairly even across the country.
- E. The population fell by about ten per cent over five years.

For questions 13–15, choose THREE letters from A–G to indicate THREE true statements about brown hare behaviour and population patterns described in the talk.

- A. Hares usually remain beside ditches at night to avoid predators.
- B. Adult hares can outrun foxes, so they often delay reacting until close range.
- C. 'Pursuit deterrence' benefits both animals by preventing wasted energy.
- D. Hares are thought to 'go mad' in March because that is their only breeding month.
- E. Surveys reveal scattered high-density pockets separated by large low-density areas.
- F. Wildlife Trust schemes routinely cut vegetation short and remove banks and ditches.
- G. A national action plan published in 2005 aimed for full recovery by 2020.

For questions 16–20, write the letter A, B, C or D in the corresponding numbered boxes provided to indicate the correct answer according to what is stated or implied by the speaker.

16. The brown hare is described in the introduction as all of the following EXCEPT _____.

- A. a culturally symbolic animal
- B. a source of artistic inspiration
- C. a species widely hunted for food production
- D. a nuisance to some farmers

17. The decline in the brown hare population is NOT presented as being directly linked to _____.

- A. changes in agricultural practices
- B. habitat availability
- C. predator pressure
- D. long-term population fluctuation

18. Why do hares move to open ground at night?

- A. To avoid contact with other hares
- B. To gain a clear view of approaching danger
- C. To access richer food sources
- D. To conserve body heat

19. Why are hares more visible to observers in March?

- A. They become more aggressive toward predators.
- B. Their breeding season reaches its peak at that time.
- C. Shorter nights force them into daytime activity.
- D. Agricultural machinery disturbs their habitat.

20. What is the main long-term objective of the Wildlife Trust schemes?

- A. To eliminate fox populations in farming areas
- B. To achieve sustainable hare numbers nationwide
- C. To confine hares to protected reserves
- D. To prioritise game hunting over conservation

Your answers:

11.	12.	13.	14.	15.
16.	17.	18.	19.	20.

Part 3. For questions 21–25, listen to part of a discussion about the theme of symbols TWICE and answer each of the following questions with NO MORE THAN TWO WORDS taken from the recording. Write your answers in the corresponding spaces provided.

21. What do companies spend millions on updating to project a successful image?

22. According to Ivana, what does the Internet bring to modern life?

23. What have major global sporting events also brought, despite symbolising friendship and happiness between nations?

24. What literary image did Charles Dickens use to represent confusion in the legal profession?

25. What do supporters claim the wolf symbol represents about David's hockey team's style?

(Adapted from Objective Proficiency WB)

Your answers:

21.	22.	23.	24.	25.
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Part 4: For questions 26-35, listen to a talk about the Michelin guide TWICE and complete the following summary with NO MORE THAN ONE WORD and/or A NUMBER taken from the recording for each space. Write your answers in the corresponding numbered boxes provided.

Michelin, widely known as a tire manufacturer, holds extraordinary influence in global fine dining as the issuer of the most (26) _____ restaurant awards: Michelin stars. These stars signal excellence, creativity, and unforgettable experiences. Beyond stars, Michelin also grants the Bib Gourmand for outstanding food at (27) _____ prices and recognizes other establishments through a structured tire system. Yet none rival the (28) _____ of the one-to three-star rankings.

Founded in 1889, the company launched the Michelin Guide in 1900 to encourage road travel and boost tire sales. What began as a practical handbook with maps and travel advice gradually evolved into a restaurant guide. In the 1920s, Michelin introduced (29) _____ inspectors to assess dining establishments discreetly. The first star appeared in 1926, and by 1931 the three-star structure was established. The guide later expanded internationally, with Tokyo receiving an (30) _____ 150 stars in 2007.

Earning a star requires meeting strict criteria, especially ingredient quality, technique, value, personality, and above all, (31) _____. Inspectors visit multiple times before awarding ratings: one star signals high-quality cooking worth a stop, two stars justify excellent cooking worth a (32) _____, and three stars merit exceptional cuisine worth a special journey.

Although stars can (33) _____ business and elevate a restaurant's reputation, they demand (34) _____ ingredients and constant excellence, often creating financial and emotional strain. Today, Michelin remains a dominant authority in the (35) _____ world, shaping the ambitions of chefs worldwide.

(Adapted from The Michelin guide)

Your answers

26.	27.
28.	29.
30.	31.
32.	33.
34.	35.

II. READING (100 points)

II.1. LANGUAGE IN USE (35 points)

Part 1. *For questions 36 – 40, read the passage below and decide which answer (A, B, C, or D) best fits each space. Write the letter A, B, C, or D in the corresponding numbered boxes provided.*

Rage bait is a form of digital content deliberately engineered to provoke outrage and emotional intensity (36) _____. Although such material may appear spontaneous, it is often strategically constructed so that users react before they reflect. Emotional arousal, once triggered, activates stress responses that were originally designed to protect humans from physical danger, (37) _____ the nervous system in a prolonged state of alertness.

The psychological effects are not limited to momentary irritation. Individuals who encounter inflammatory material on a daily basis may find it increasingly difficult to regulate their emotions. Over time, this heightened reactivity can erode attention, concentration, and overall resilience, particularly among (38) _____.

What makes rage bait especially powerful is not merely its content but the algorithms that amplify it. The more users respond with anger, the more visible the material becomes, (39) _____ and visibility sustains outrage. In this sense, participation, even when critical, may unintentionally reinforce the very mechanism users oppose.

Breaking this cycle requires conscious restraint. Rather than reacting impulsively, individuals are advised to pause and assess whether engagement will genuinely contribute to dialogue (40) _____. Choosing not to respond, difficult as it may feel, can sometimes be the most effective intervention.

(Adapted from: <https://www.newporthealthcare.com/resources/industry-articles/rage-bait-mental-health-impact/>)

36. A. maximizing engaged metrics B. to maximize engagement metrics
C. having maximized metrics engagingly D. maximize engagement metrics
37. A. whereas repeated exposure in online environments can keep
B. because repeated exposure in online environments cannot keep
C. so that repeated exposure in online environments can keep
D. unless repeated exposure in online environments could keep
38. A. whom possessing an existing mental health vulnerability
B. people already had existing mental health vulnerabilities
C. those with an existing mental health vulnerability
D. those with existing mental health vulnerabilities.
39. A. creating a corrective cycle where outrage sustains visibility
B. which creates an interruptive mechanism in which outrage destroys visibility
C. creating a feedback loop in which outrage sustains visibility
D. which creates a self-correcting mechanism in which outrage destroys visibility
40. A. rather than simply escalate conflict
B. instead of inadvertently mitigate disagreement
C. more than prematurely consolidate consensus
D. other than dealing with the situation

Your answers:

36.	37.	38.	39.	40.
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Part 2. For questions 41 – 45, read the passage below and decide which answer (A, B, C, or D) best fits each space. Write the letter A, B, C, or D in the corresponding numbered boxes provided.

Loneliness has become a defining paradox of the digital age: despite (41) _____ connectivity, many individuals experience intensified emotional isolation. Online platforms enable continuous interaction, yet these exchanges frequently lack depth, reciprocity, and embodied presence, producing what might be termed “connected solitude.” Visibility and performance often (42) _____ for vulnerability and authentic belonging, while algorithm-driven environments amplify social comparison and curated self-presentation, exacerbating feelings of inadequacy and exclusion. Chronic loneliness is increasingly recognized as a serious public health concern, associated with elevated risks of depression, cardiovascular disease, cognitive decline, and premature mortality. Excessive reliance on screen-mediated communication may further displace face-to-face engagement, diminishing opportunities for emotional attunement and relational (43) _____. Compounding the issue is the growing inclination to seek companionship through artificial intelligence or parasocial digital relationships, which simulate responsiveness without genuine mutuality. Although such interactions may offer (44) _____ comfort, they cannot replicate the co-regulation and complexity inherent in human connection. Addressing this condition requires intentional (45) _____: prioritizing meaningful in-person relationships, cultivating emotional literacy, and establishing boundaries around passive digital consumption to restore authentic relational depth.

(Adapted from <https://www.psychologytoday.com/us/blog/psychology-in-society/202508/loneliness-in-the-digital-age>)

41. A. ubiquitous B. intermittent C. clandestine D. precarious
 42. A. amount to an indictment B. serve as a surrogate
 C. stand in contention D. culminate in reciprocity
 43. A. redundancy B. austerity C. uniformity D. nuance
 44. A. transient B. pervasive C. irrevocable D. unequivocal
 45. A. capitulation B. commodification C. recalibration D. exoneration

Your answers:

41.	42.	43.	44.	45.
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Part 3. For questions 46-50, complete the passage by filling in each space with one of the words given in the box in its correct form. There are FOUR extra words, and the first one, (0), has been done as an example. Write your answers in the corresponding numbered boxes provided.

NUTRITION	OXIDIZE	GEL	LOCK	VARY
THERAPY	SOLID	DIMINISH	DECOMPOSE	ABSOLUTE

Chia seeds may be small, but their (0) **nutritional** value is far from insignificant. Often dismissed because of their size, their (46) _____ appearance can be misleading, as these seeds deliver an impressive concentration of essential compounds. In fact, they are (47) _____ dense, containing fibre, plant-based protein and bioactive substances that contribute to overall well-being.

Among these compounds are powerful (48) _____, which play a crucial role in protecting the body from cellular damage. Regular consumption has been linked to improvements in cardiovascular markers and a reduced likelihood of metabolic disorders.

One remarkable property of chia seeds is their capacity for water absorption. When immersed in liquid, they expand considerably, forming a thick, jelly-like substance. This process produces a thick, viscous, (49) _____ mass, which improves texture and may reduce the risk of digestive discomfort in sensitive individuals.

However, it is important to clarify that soaking does not (50) _____ additional nutrients. Rather, it enhances palatability and supports easier digestion, making these seeds a practical addition to a balanced diet.

(Adapted from National Geographic/ The science of why chia seeds are a superfood)

Your answers:

0. nutritional	46.	47.
48.	49.	50

Part 4. The passage below contains SIX grammatical mistakes. The first one, (0), has been identified. For questions 51-55, UNDERLINE the remaining FIVE mistakes and WRITE THEIR CORRECT FORMS in the numbered boxes provided as the example (0).

By the eighteenth century, many scientists (0) **had grown** increasingly confident that the universe operated according to immutable and discoverable laws. Nature, they believed, could be systematically observed and ultimately reduced to a coherent system of principles. This conviction encouraged scholars to regard uncertainty not as an inherent feature of reality, but as a temporary obstacle to overcoming through rational inquiry.

Pierre-Simon de Laplace carried this reasoning further, proposing that a sufficiently powerful intellect, if give access to the precise positions and velocities of all particles, would be capable of predicting the entire future of the cosmos. Such a universe appeared to function perfect, its future states unfolding in strict accordance with deterministic laws.

Laplace's formulation, however, were later challenged by developments in quantum mechanics. The emergence of probabilistic models suggested that certain fundamental processes resist to describe in purely causal terms. Events once assumed to be governed by necessity were shown instead to behave in ways that are statistically distributed rather than logically inevitable, thereby weaken the classical assumption of complete predictability.

(Adapted from Grace Communion International/Science: Does God play dice?)

Your answers:

0. had grown -> grew	51.	52.
53.	54.	55.

II.2. READING COMPREHENSION (65 points)

Part 1. For questions 56 – 65, read the following passage and fill in each of the numbered spaces with ONE suitable word. Write your answers in the corresponding numbered boxes provided.

Just a few generations ago, only an elite few could aspire to a university education. For the masses, education beyond the age of fifteen lay well and (56) _____ in the realms of fantasy. Today, thanks to state funding, any school leaver possessed of the academic ability and inclination can embark on a tertiary education.

But the opening (57) _____ of higher institutes of learning has not come (58) _____ a heavy price. Thanks to the thousands of graduates that universities now churn (59) _____ annually, what was once a passport (60) _____ employment is no longer a guarantee of success. Today, university degrees are a dime a dozen and academic achievements (61) _____ for little in the job market. Many graduates remain unemployed (62) _____ after graduating. Of the lucky few that do manage to find employment, many have to accept menial positions or unskilled work.

The problem, as we all know, is the job market in many countries is over-saturated: too many people are seeking too few jobs. (63) _____ this not the case, university degrees might hold the sway they once did. Were this structural imbalance to persist, the disparity between credentials and substantive employment opportunities would likely intensify. In response, some policymakers argue that universities must (64) _____ renewed emphasis

on vocational competence and market-relevant skills. Others contend that the worth of higher education cannot be assessed (65) _____ strictly utilitarian criteria, but must also reflect its civic and intellectual function.

Your answers:

56.	57.	58.	59.	60.
61.	62.	63.	64.	65.

Part 2. For questions 66 – 72, rearrange the following sentences from A–H in order to make a complete and meaningful passage. Write your answers (A–H) in the corresponding numbered boxes provided. The first one, (0), has been done as an example.

- A. Screen-based reading habits condition us to skim rapidly and process information superficially in response to the relentless flow of online content.
- B. As a result, students report reading less, struggling with comprehension, and interpreting difficulty as evidence of personal inadequacy.
- C. In response, the authors outline a three-part mindful-reading workshop designed for both students and faculty in a digital environment.
- D. Participants practise short attention meditations, plan structured reading sessions, minimise distractions, and apply self-compassion when doubt arises.
- E. Although readers often assume they understand what they have read, frequent device-checking fragments attention and turns reading into a cognitively taxing task.
- F. Social comparison further compounds this problem, intensifying impostor feelings and diminishing motivation, assignment completion, and classroom participation.
- G. Without such deliberate intervention, education risks devolving into mere information transfer, severed from books as enduring sources of insight and intellectual depth.
- H. Deep reading, defined as slow and reflective engagement with complex texts, has been steadily eroded by digital distraction.

(Adapted from: <https://universityaffairs.ca/opinion/what-happens-when-we-lose-deep-reading/>)

Your answers:

0. H	66.	67.	68.	69.	70.	71.	72.
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Part 3. Read the following passage and do the tasks that follow.

Germ war is nothing new, but the threat is changing

A. Biological warfare dates back at least as far as the 14th century BC, far before anyone knew that germs caused disease, when the Hittites sent diseased rams to their enemies to infect them with the dangerous bacterial infection tularemia. Every major combatant in World War II had a biological weapons research program — including the US — and Japan even deliberately unleashed germs in China. Fear over the use of biological weapons eventually led to the ratification of the Biological Weapons Convention (BWC) in 1975, banning the use and development of bioweapons globally. But even more than the treaty, biowarfare has been held back by the fact that biological weapons have been difficult to develop, deploy, and — should they be used — control. But that may be changing.

B. New gene editing tools like CRISPR have brought down the cost and difficulty of tinkering with DNA. But the same kind of tools also can make it easier for malignant actors to create designer diseases for use in warfare or terrorism. AI is already revolutionizing the field of synthetic biology: The 2024 Nobel Prize in chemistry was awarded to researchers who used AI to predict and design new proteins. This is likely to have positive effects, like dramatically accelerating drug development. But, says Matt McKnight, head of biosecurity at the synthetic biology company Ginkgo Bioworks, past periods of rapid scientific advancement, from chemicals in the early 1900s (poison gas), to physics in the 1930s (nuclear weapons), to computer science in the later 20th century (cyber offensives), suggest that the new confluence of AI and gene editing is almost certain to be put to violent ends. “My assumption is that bioweapons will be used by a bad actor in this century because that would be the baseline expectation given all of human actions throughout history,” McKnight said. “And I want to reduce the likelihood that that happens.”

C. A recent report from the Center for a New American Security (CNAS) suggested several worrying scenarios for how AI could be used to optimize pathogens for warfare. Entirely new viruses could be designed, or modifications could be made to existing viruses to make them more resistant to existing treatments. Kevin Esvelt, a synthetic biology researcher and director of the Sculpting Evolution group at MIT, said one of his greatest concerns was that large language models could facilitate “not just the replication of an existing natural pathogen, but building something entirely new that doesn’t occur in nature.” This means that both our natural immunological defenses and existing vaccines would be entirely unprepared for it. How bad could it be? Mustafa Suleyman, the CEO of Microsoft AI, has warned that the combination of AI and synthetic biology could allow the creation of a pathogen with the death rate of Ebola but the transmissibility of seasonal flu, causing “more than a billion deaths in a matter of months.” This wouldn’t be a very practical weapon for anyone but a doomsday cult. But AI-enhanced engineering could also allow for viruses to be made more controllable by adapting them to only work in particular locations. More disturbingly, viruses could be tailored to attack particular populations. The CNAS report quotes Zhang Shibo, former president of China’s National Defense University and a one-time general in the Chinese military, who has speculated that new technology would allow for the development of diseases for “specific ethnic genetic attacks.” Beyond these nightmare scenarios, AI may simply make it easier to produce existing dangerous viruses. In a 2023 experiment, a group of students at MIT used commercially available AI chatbots to generate suggestions for assembling several deadly viruses — including smallpox, which currently exists only in ultra-secure labs in the US and Russia — from their genetic material. The chatbots also suggested the supplies needed and listed several companies and labs that might print the genetic material without screening. Concerns about scenarios like these have prompted some AI companies to incorporate new safeguards into their models — though the intense commercial and geopolitical competition to reach artificial general intelligence may erode those safeguards over time.

D. These advances don’t mean just anyone can grow their own smallpox today. The technical obstacles to actually constructing a disease are still formidable, even if you have the instruction manual and a very patient AI to walk you through it. But it suggests the barriers to entry are coming down. In the past, nonstate actors like ISIS or the Japanese cult Aum Shinrikyo, responsible for the 1995 sarin gas attack on the Tokyo subway, have tried to acquire biological weapons, but inevitably hit up against talent and supply limits. But

advances in both AI and synthetic biology means actors with limited means will now have more tools at their disposal. As a method of warfare, synthetic biology “just seems to favor offense,” said Esvelt, who led the MIT experiment on the use of chatbots in virus design. “There’s just a lot of ways you can attack, and it’s much cheaper to build a virus than it is to develop and distribute a vaccine.” That’s why defense needs to start catching up to offense. When it comes to the risk of this technology being misused, Ginkgo’s McKnight argues, “You can’t regulate your way out of it. You have to be better at it. You have to be as good as the adversaries at making countermeasures.” His company is working to build one.

(Adapted from Vox.com/ Will we know if the next plague is human-made?)

For questions 73-79, decide whether the following statements are True (T), False (F) or Not Given (NG). Write T, F or NG in the corresponding numbered boxes provided.

73. The Hittites’ use of diseased rams demonstrates an early understanding of the microbial basis of illness.

74. The Biological Weapons Convention of 1975 was solely responsible for the decline in the use of bioweapons.

75. CRISPR and similar gene-editing tools have significantly decreased the complexity involved in bioengineering harmful pathogens.

76. According to Matt McKnight, scientific breakthroughs have a track record of being co-opted for destructive purposes.

77. Zhang Shibo has confirmed that China has developed bioweapons capable of targeting ethnic groups

78. Students at MIT were able to create live samples of deadly viruses using AI tools and off-the-shelf lab supplies.

79. Governments have significantly increased funding for vaccine development in response to advances in AI-driven synthetic biology.

Your answers:

73.	74.	75.	76.	77.	78.	79.
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For questions 80–87, choose from the sections (A–D). The sections may be selected more than once.

Write the letter A, B, C, or D in the corresponding numbered boxes provided.

Which section...?

80. indicates that technical limitations still restrict the immediate feasibility of constructing biological weapons

81. traces the historical persistence of biological warfare across different eras

82. presents expert concern that artificial intelligence could facilitate the creation of unprecedented pathogens

83. suggests that legal agreements alone have not been the main barrier to the use of bioweapons

84. contends that defensive strategies must evolve proactively rather than relying solely on regulation
85. highlights the dual-use nature of emerging technologies by emphasizing both medical benefits and security risks
86. describes a practical experiment demonstrating how AI tools can assist in outlining the construction of deadly viruses
87. argues that technological innovation tends to be weaponized based on historical precedent

Your answers:

80.	81.	82.	83.	84.	85.	86.	87.
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Part 4. Read the following passage and do the tasks that follow.

RETAIL AND THE INDIVIDUAL

Since the 1970s, businesses have gathered information on their customers' desires and habits. Initially, using simple questionnaires and surveys, companies could broadly categorize customers and alter their products, prices, and mass-marketing campaigns accordingly. Today, thanks to technological developments, businesses can draw on vast amounts of highly detailed information. While this "big data" is enormously valuable to businesses, the way it is gathered, stored, and used is not without controversy.

In 1993, the first real customer relationship management (CRM) systems began appearing. This type

of software grouped customer details and interactions and replaced inefficient "data silos" with unified "data

warehouses" or "data lakes." With the growth of e-commerce, companies gained access to even more information. The modern successors to those CRM systems have nearly unlimited capacity and automatically perform complex analytics to ensure that no customer falls through the gaps.

The data that companies store can be divided into three categories: first, customer profiles include information such as names, ages, phone numbers, addresses, and bank details. Second, customer activities: this includes information on what an individual has bought, what they looked at, when they looked at it, and for how long. Finally, customer management records contain interactions between the business and the customer. This almost priceless information is instantly cross-referenced, allowing businesses to "remember" each customer, address them by name, and **expose** them to personalized content and targeted advertising.

Such is the commercial value of CRM systems that by 2027, it is thought the information they contain will be worth \$17.85 billion to retail businesses. Indeed, big data has already been essential to the success of one of the world's largest companies, Amazon. **Much of the corporation's popularity is due to the ease with which customers can use its site - its "one-click" ordering system is a perfect example of the efficiency and intelligence of contemporary CRM systems.** Besides its speed, it also allows users to view previous purchases, track deliveries in real-time, and update their own details, making them feel that there is transparency to the system.

Amazon is now so powerful that it has developed its own CRM system, **ensuring the company's independence** in data collection and use. Furthermore, it now develops new areas of data collection, like its biometric system Rekognition. Many of us already use biometric to unlock phones or open doors. Amazon is introducing the technology as a means of security and payment, both online and at its AmazonGo stores. At its stores, customers scan their palms as they enter. Then they proceed to shop and leave with goods equipped with Radio Frequency Identification (RFID) tags. These tags tell the company what customers have taken, and they are billed for it. Biometric data is so useful and valuable to the company that Amazon offers customers who register their palm print a \$10 gift.

However, some believe that the amount of data that private companies like Amazon have about us is already too great, and biometrics gathering is likely to worry them further. [A] There is justified concern that personally identifiable information (PII) could be stolen. [B] In 2021 alone, hackers gained access to private data held by Microsoft, US Cellular, and Alibaba's Taobao shopping site, allowing them to see tens of millions of phone numbers, addresses, and PIN codes. [C] They also worry that in the future, CRM technology could be sold or repurposed. [D] In 2020, US politician Jimmy Gomez wrote to Amazon CEO Andy Jassy expressing concern because the company had sold its Rekognition technology to US law enforcement groups and seemed to have plans to sell it to governments worldwide. Amazon responded to

this outcry with a one-year suspension on the selling of Rekognition to government bodies.

Of course, it is in the interest of companies to convince the public that they are protecting our data, and they spend billions of dollars trying to reassure customers that they're safe. However, while CRM systems make shopping easier than ever, some companies' systems are so advanced that the way they operate is not totally clear. This has left many government ministries struggling to keep up and to assuage citizens' concerns.

For questions 88-94, write A, B, C or D in the corresponding numbered boxes provided to indicate the answer which fits best according to what is stated or implied in the passage.

88. According to paragraph 2, all of the following are true EXCEPT

- A. CRM systems replaced older systems in which data was less connected
- B. modern CRM systems automatically perform complex analytics
- C. modern CRM systems are not efficient at analyzing e-commerce
- D. CRM systems replaced data silos with unified data warehouses

89. According to paragraph 3, in which CRM category would a customer complaint be filed?

- A. Customer activities
- B. Customer profiles
- C. Customer interaction
- D. Customer management

90. Which is NOT mentioned in paragraph 4 as a benefit of Amazon's CRM system?

- A. It lets customers control the amount and type of data that Amazon collects.
- B. It allows customers to track packages they are expecting.
- C. It gives customers the ability to edit their name, address, and bank details.
- D. It allows customers to review the items they have bought in the past.

91. Which statement best restates the highlighted sentence in the passage?

- A. Amazon's "one-click" ordering would not be possible without modern CRM systems.
- B. Contemporary CRM systems have increased in popularity thanks to Amazon's efficiency.
- C. CRM has made Amazon popular through such convenient features as "one-click" ordering.
- D. Customers appreciate the ease of use, which is why Amazon instituted a CRM system.

92. In paragraph 5, why does the author use the phrase "**ensuring the company's independence**"?

- A. To explain why Amazon is becoming increasingly controversial
- B. To suggest that Amazon is unlikely to break government rules
- C. To say that Amazon doesn't want to rely on others to succeed
- D. To show why other companies rely on Amazon's tech solutions

93. According to paragraph 6, what is true of Rekognition?

- A. It is controversial because it has led to incidences of hacking.
- B. It could be adapted to gather information outside of retail.
- C. It led to a politician in the US having important data stolen.
- D. It will be sold to governments worldwide for just one year.

94. Where in paragraph 6 does this sentence belong?

Even if data is secure, some individuals feel that any entity other than themselves having this level of

PII is an invasion of privacy, even seeing it as a civil rights issue.

- A. [A]
- B. [B]
- C. [C]
- D. [D]

Your answers:

88.	89.	90.	91.	92.	93.	94.
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For questions 95–100, complete the summary with NO MORE THAN TWO WORDS taken from the passage for each answer.

Retail data collection has evolved considerably since the 1970s, when companies relied on basic surveys to classify consumers. Today, technological advances enable businesses to access vast quantities of highly (95) _____ information. A significant milestone occurred in 1993 with the emergence of early (96) _____, which replaced fragmented “data silos” with unified storage systems capable of advanced analytics.

Customer data is generally divided into three broad categories: personal profiles, detailed activity records, and documented (97) _____ between companies and their clients. When cross-referenced instantly, this information allows retailers to address individuals by name and provide (98) _____ content together with carefully targeted advertising.

The financial value of such systems is projected to reach \$17.85 billion by 2027. Corporations such as Amazon have extended their data practices through the adoption of (99) _____ data for security and payment purposes. Nevertheless, critics argue that the accumulation of personally identifiable information increases the likelihood of theft and the possibility that CRM technologies could be (100) _____ by state authorities or other bodies.

Your answers:

95.	96.
97.	98.
99.	100.

Part 5. *In the passage below, five paragraphs have been removed. For questions 101 – 105, read the passage and choose from paragraphs A–G the one which fits each gap. There are TWO extra paragraphs which you do not need to use. Write the letters A–G in the corresponding numbered boxes provided.*

The Empty Shells of Antarctica

Generally, the coldest, driest and windiest continent, Antarctica is a trial for the human body to withstand, so I was naturally apprehensive about my expedition to Mawson's Huts, a remote outpost in that frozen continent. Undertaking one of the most epic journeys I'd ever be likely to take, I dressed in layers of thermal and waterproof clothing in order to shield my rather pampered body from the sub-zero conditions that awaited me.

101. _____

When I arrived at the huts, the temperature was –7 degrees Celsius – which we could consider to be summertime there, I was told – and it felt bitterly cold with a wind that whipped into the very heart of me. How men could survive there all these years ago doesn't bear thinking about, yet, upon entering the hut, echoes of their lives, and their successes, still resounded in such small details as their names on their bunks, and names of familiar places they could think about while there.

102. _____

Since the 1970s, continual efforts have been made to preserve the structure, as it is just one of six surviving sites from what is known as the Heroic Era of Antarctic Explorations, a time in the early 19th century when the first explorers arrived there. It was perhaps given the name 'heroic' as the conditions were perilous, and the expeditions' aims were mainly to further our understanding of the environment.

103. _____

This may seem incredible, seeing as Antarctica has no permanent human population. There are on average 3,000 people stationed there during the year and this number drops to around 1,000 in the more challenging winter months. This means that buildings greatly outnumber the population and, on top of this, most people are concentrated in a few active research stations. The fact that this beautiful wilderness is littered with disused buildings is something that is extremely problematic and the focus of international action.

104. _____

Naturally, things are changing. There is a more general awareness in the world that humans need to limit their impact, and such policies as the Madrid Protocol, which includes, alongside wide-ranging rules on commercial activity in the Antarctic, regulations citing that any abandoned structures should be carefully removed. However, there are still many tourist trips made to the continent, including to Mawson's Huts, and there are still thousands of empty outposts to see there.

One reason for this is that these obligations do not apply to buildings that were constructed over a certain number of years ago. This is largely because these sites have historical significance, and there may be environmental repercussions from their removal after so much time. Yet it was another policy decision that perhaps caused the initial boom of these buildings.

The 1959 Antarctic Treaty declared that only countries conducting substantial research activity in Antarctica could have a vote in decisions about the continent's future. This, naturally, saw heightened interest in the area and construction, but for political purposes rather than true research goals.

105. _____

The footprint of the Mawson expedition would have been relatively minor in comparison to what we see today. The high-tech bases typically serve to conduct a range of activities that contaminate the local environment, from noise and visual pollution to discharge of sewage and energy use. Of course, these elements are necessary for scientists to have a comfortable existence on the island, but they are certainly at odds with preservation of the natural environment.

There is no easy resolution to this dilemma. Some academics have called for research stations to be shared between countries to limit the human footprint on the continent, but continued smooth participation in such projects between countries isn't an easy endeavour. Another solution could be the introduction of further regulations, but this hasn't seemed to work in the past. Maybe the answer lies in the gradual change of our collective mindset in respect of our natural world. As more and more people realise that we as humans have a responsibility to protect rather than transform the environment, maybe governments will start listening.

Missing paragraphs:

A. The land and the wildlife that live on it are extremely sensitive due to the fact that they have remained in an environment virtually untouched by unknown invasive species for thousands of years. This fragility, coupled with the careless introduction of human activity, can leave indelible effects on the landscape. Such effects include the unintentional introduction of invasive species, and the irresponsible disposal of waste for human-related activities.

*B. It's essentially a wonderful social history that is literally frozen in time. I could see a candle in a tin and a book, *The Methods of Mr Ames*, which conjured up images of someone in their sleeping bag reading by candlelight. However, despite these wonderful historical details, nature is constantly trying to reclaim this settlement, as can be seen by the ice crystals creeping into the building.*

C. The hostile nature of the environment there may have limited human presence, but sadly not sufficiently to prevent changes to the natural ecoculture on the continent. Despite what we may think, Antarctica has an abundance of flora and fauna, many of which have been affected by the growing appearance of man and his structures on their land. Yet, many claim this is a problem that cannot and should not be reversed.

D. However, and although this is one of a smattering of structures of historic significance on the continent, it is far from unusual as abandoned buildings in Antarctica go. In fact, there are around 5,000 structures on the continent, many of which are deserted, and the buildings there range from research stations to churches and lighthouses.

E. Sir Douglas Mawson and his team didn't have such luxuries when they constructed these small structures over a century ago. With his group of explorers and scientists, they

established the base in order to provide ground-breaking information about the environment and wildlife on the continent, even sending the first radio communications from the continent back to Australia, documenting their undertaking.

F. Nowadays, the continent is peppered with run-down structures from the 20th century to the modern state-of-the-art bases that are currently being used by researchers. We can only imagine what Sir Douglas Mawson would have thought about these kinds of developments and the use of the land.

G. In recent years, Antarctica has also attracted growing interest from filmmakers and documentary producers, who travel there to capture dramatic landscapes and rare wildlife footage. While such projects raise public awareness about climate change, they can sometimes disrupt scientific work schedules at research stations, especially during peak tourist seasons.

Your answers:

101.	102.	103.	104.	105.
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III. WRITING (50 points)

Part 1. The table below presents the year-on-year percentage change in selected education indicators in an Asian nation in 2024 and 2025.

Summarise the information by selecting and reporting the main features, and make relevant comparisons.

You should write between 180 and 200 words. (20 pts)

No	Indicators	2024 (%)	2025 (%)
1	Total student enrolment (all levels)	+ 2.1	+ 3.4
2	Primary school enrolment	+ 1.5	+ 2.0
3	Lower secondary enrolment	+ 1.8	+ 2.7
4	Upper secondary enrolment	+ 2.9	+ 4.6
5	University enrolment	+ 4.2	+ 6.8
6	International student arrivals	+ 18.5	+ 12.3
7	Government expenditure on education	+ 7.4	+ 9.1
8	Private investment in education	+ 5.6	+ 11.5
9	Graduates entering the labour market	+ 3.3	+ 5.2
10	Dropout rate (all levels)	- 1.2	- 2.4
11	Participation in online learning programmes	+ 14.8	+ 8.7
12	Teachers receiving professional development training	+ 6.1	+10.4

(Adapted from national education statistics, 2025)

Part 2. Write an essay of at least 300 words on the following topic. (30 points)

Some argue that digital detoxes are essential in an age of constant notifications and online comparison, helping students regain focus and emotional balance. Others believe that completely disconnecting is unrealistic and unnecessary, as technology is deeply integrated into education, communication, and modern life. A third perspective suggests that the issue is not technology itself, but how responsibly individuals use it.

17

Handwriting practice lines consisting of 30 horizontal dotted lines.

Handwriting practice lines consisting of 30 horizontal dotted lines.

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