



FOR OFFICIAL USE

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National  
Qualifications  
2023

Mark

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**X827/75/02****ESOL  
Reading**

TUESDAY, 23 MAY

10:30 AM – 11:40 AM



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Fill in these boxes and read what is printed below.

Full name of centre

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Town

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Forename(s)

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Surname

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Number of seat

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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 — 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.



\* X 8 2 7 7 5 0 2 0 1 \*

## Text 1

Read the article below and attempt the questions that follow.

- 1 If you were lonely, would you go into a café and sit down for a chat with a complete stranger? That's the idea behind Sainsbury's new "talking tables" initiative. The supermarket chain has designated specific tables in its cafés as places where you can have a conversation with a stranger instead of sitting alone and feeling isolated. It comes as the UK government launches its first loneliness strategy to deal with the issue nationwide. But what's particularly revealing is to hear what those employed in the retail sector see of the loneliness of their customers.
- 2 There are 20 Sainsbury's cafés, roughly ten per cent of this arm of the business, piloting the "talking tables" idea, including the branch in Fulham, West London. Edward Collet, who works on the welcome desk, sees people every day who he feels come to the supermarket for company as much as for shopping. He says some are bereaved husbands who relied on the social networking skills of their wives and are now trapped in solitary lives. They don't want to be perceived as lonely, Collet says, and might crave company, but don't feel able to ask for it.
- 3 Checkout assistant Rupa Graham sees shoppers who will wait until they can be served by a particular assistant because they see them as friends, and this is a moment when they can swap a few words. It's their chance for some human interaction which they really appreciate. There are also young mothers, cut off from the adult company of work, who, Graham says, can seem quite harassed, which she puts down to their feelings of isolation. She feels she often sees those at risk of chronic isolation, where people lose all contact with the outside world and effectively live inside their houses.
- 4 With so many public places closing, whether it's post offices, libraries, churches or pubs, the supermarket has become one of the last places people can still meet and feel safe, says store manager Leigh Brown. He feels much of what really happens in a shop on a day-to-day basis goes unrecognised by the customers who dive in and out. "Staff in the shop often work alongside local charities, churches and food banks, creating a kind of informal community support network," he says. "Last week an elderly man was noticed spending the entire day in the shop — and as it was eventually closing, I gave him a lift home." Brown is confident the talking tables will catch on with customers, because, he says, he's seen how in other places they attract their own cult following, with people integrating it into their social lives.
- 5 So if these Sainsbury's employees were asked for their own first-hand answers for tackling loneliness, what would they suggest? Graham believes the challenge lies in bridging the gap between generations in families so that young people can spend more time with elderly people. She also would like to have less negative media coverage of the danger of meeting strangers, because it creates a fear of talking to them.
- 6 Brown feels that the most pressing problem is that town centres are dying and the places where people might socialise are disappearing. "What are we going to do with them? We need local authorities to invest in town centres and re-invent them, creating new social spaces for people to interact, or we're going to end up with ghost towns."
- 7 According to Collet, loneliness needs to be understood from the perspective of those most vulnerable. Protecting public transport, particularly bus routes, is essential, in his view. "Local authorities and bus companies might want to close a bus stop, stating that it's only a five-minute walk to the next stop — but it's not five minutes if you've got arthritis," he says. The other big question, linked to good transport, is a sense of safety. He goes on to explain that many elderly customers are concerned about leaving the house and they need to be able to travel safely and feel they are in a secure environment.
- 8 But will the tables get people talking? On a rainy Monday morning, with the new signs in place, there were no takers. The conversation about loneliness is still waiting to begin.



## Text 1 questions

Questions 1 and 2: Tick (✓) the correct answer from the options listed below (refer to paragraphs 1 and 2).

### 1. Sainsbury's "talking tables" initiative

1

A is only at certain tables.

☐

B is part of the UK government strategy on loneliness.

☐

C was started by café employees.

☐

D is in all of its cafés.

☐

### 2. Edward Collet describes seeing

1

A people more interested in socialising than shopping.

☐

B husbands whose wives are helping them socialise.

☐

C men who are shy about showing a need for friendship.

☐

D people who don't realise how lonely they are.

☐

[Turn over



Text 1 questions (continued)

Questions 3–7: Complete each gap with **NO MORE THAN THREE WORDS** from the text (refer to paragraphs 3–6).

3. Some customers enjoy the \_\_\_\_\_ when they are being served by a shop assistant they know. 1
4. Rupa Graham believes that young mothers' isolation makes them \_\_\_\_\_ . 1
5. According to Leigh Brown, for some customers the daily activity in a supermarket \_\_\_\_\_ . 1
6. Brown thinks that "talking tables" will become part of people's \_\_\_\_\_ . 1
7. Brown is afraid that without more possibilities for socialising, we will find ourselves living in \_\_\_\_\_ . 1



**Text 1 questions (continued)**

8. Match each person (i–iii) with an opinion (A–E) about how to tackle loneliness by writing the correct letter in each box.

There are two opinions that you do **NOT** need.

(i) Edward Collet

1

(ii) Rupa Graham

1

(iii) Leigh Brown

1

A reduce media coverage of social isolation

B increase spending from local authorities

C encourage different age groups to spend time together

D reduce people's concerns about going out

E increase the number of bus routes in towns

**Question 9:** Tick (✓) the correct answer from the options listed below (refer to the whole text for your answer).

9. The main focus of this article is:

1

A What Sainsbury's is doing for the elderly

B The effects of loneliness in modern Britain

C The government's new policy on loneliness

D Strategies for tackling the problem of loneliness

[Turn over



\* X 8 2 7 7 5 0 2 0 5 \*

## Text 2

Read the article below and attempt the questions that follow.

- 1 In the Head Office of global food company Nestlé, not far from Gatwick Airport, Max, Reggie and Bella are sniffing around. This is not an unusual sight in the glass building, especially at lunchtime. “You can see they’re getting on well,” says Odette Forbes, head of media relations, as the dogs circle each other, tails wagging. It’s been 16 months since Nestlé began allowing its 1,000-plus employees to bring their dogs into its headquarters daily. So far, 56 staff have chosen to go through the company’s authorisation process.
- 2 Employees can choose to bring their dogs to meetings in designated dog-friendly rooms or let them run free in the newly created garden. Most of the time, however, the dogs lounge around on large cushions, chewing on company-provided toys and treats, their long leads fastened to metal hoops in the floor by their owners’ desks. “It’s like having a member of your family in the office,” says Forbes, owner of Reggie. “There’s something about it that feels so right.”
- 3 “The atmosphere in the office is warmer now and more sociable,” continues Forbes. “People will stop you in the corridors to stroke your dog so you start talking to someone in a different part of the company who you’d never normally have spoken to, or have only encountered over email.” Gemma Gillingham, owner of Max the labrador, agrees. “People will ask to come and see him, and find out where you sit,” she says. “You end up getting to know so many people in different parts of the business, which can be useful.”
- 4 About 8% of employees in the UK are allowed to take their dogs to work, according to research by Reed.co.uk, and the practice has been going on for years among petfood companies. Mars Petcare – whose brands include Pedigree, Whiskas and Sheba — began allowing all workers to bring pets into the office in 2008. Pet charity Blue Cross, which was founded in 1897, says dogs have always been permitted in the office. However, the popularity of Bring Your Dog to Work Day on 24th June over the last few years means a wider range of businesses across the country are waking up to the benefits of allowing dogs at work.
- 5 There are three key benefits dogs bring to a workplace, says Stephen Colarelli, one of the psychologists at Central Michigan University, who has researched the effects of bringing dogs to work. “First, dogs lower stress, heart rate and blood pressure, and make individuals who work alone feel less lonely. Second, people are perceived as more friendly and approachable when a dog is present in the office. Finally, it’s likely to increase cooperation and other positive behaviours among members of work groups.”
- 6 So what are the downsides? Some companies reported problems with dogs stealing food out of office bins, barking at motorcycle couriers and behaving aggressively towards other dogs in the office. Although most companies found these issues easy to resolve, health and safety consultancy Protecting.co.uk warns that a dog may invalidate a company’s insurance and endanger its fire safety certificate unless a proper risk assessment is carried out.
- 7 But the experience has been overwhelmingly positive. Some Nestlé staff have adopted rescue dogs since the policy began, knowing they won’t have to leave them in the house by themselves, and say their health has improved as a result of taking the dogs for walks. Even an employee who has asthma and allergies mentions that she is in favour of the policy now and has suffered no ill-effects. The office is cleaner now, she says, because it is deep-cleaned more frequently. “Allowing dogs in the workplace can improve morale and make employees think better of the company for offering this benefit,” says Colarelli. “Yet it can cost employers literally nothing.”



**Text 2 questions**

**Questions 10–13:** Complete each gap with **NO MORE THAN FOUR WORDS** from the text (refer to paragraphs 1 and 2).

10. In paragraph 1, what action shows us the dogs are friendly with each other? 1

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11. Before they bring their dogs to work, what do Nestlé workers need to complete? 1

---

12. What has the company provided for dogs to stay active? 1

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13. In Nestlé's offices, what ensures that the dogs can't run away? 1

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**Questions 14–18:** Choose the correct answer and tick (✓) **one** box. (refer to paragraphs 3–6).

14. Which of the following ideas do Forbes and Gillingham agree on? 1

A Staff help with each other's dogs. ☐

B Emails between staff are now friendlier. ☐

C Communication between companies has improved. ☐

D Dogs improve office sociability. ☐

[Turn over



Text 2 questions (continued)

15. Which one of the following statements is true?

1

- A Reed allows approximately 8% of its staff to bring their dogs to work. ☐
- B Mars Petcare began allowing dogs in more recently than Blue Cross. ☐
- C Dog rules for Pedigree workers are different from those for Sheba workers. ☐
- D Bring Your Dog to Work Day is a long-established tradition. ☐

16. Which of the following does Colarelli **NOT** say about the presence of dogs in the workplace:

1

- A It decreases loneliness. ☐
- B It improves relationships. ☐
- C It increases productivity. ☐
- D It promotes teamwork. ☐

17. The author suggests that the hardest problem to fix involves

1

- A theft. ☐
- B deliveries. ☐
- C aggression. ☐
- D insurance. ☐





**Text 2 questions (continued)**

**18.** One employee changed their mind about the dogs policy because

**1**

A they can easily adopt a rescue dog. ☐

B there is no need to leave a dog alone. ☐

C there is chance of walking a dog and getting fitter. ☐

D their health has not been negatively affected. ☐

**Questions 19–20**

**19.** Which word in paragraph 6 means ‘disqualify’?

**1**

\_\_\_\_\_

**20.** Which word in paragraph 7 means ‘mood’/‘attitude’?

**1**

\_\_\_\_\_

**Question 21:** Choose the correct answer and tick (✓) one box. Refer to the whole text for your answer.

**21.** The text suggests that companies should

**1**

A enthusiastically welcome the idea of dogs at work. ☐

B allow a limited number of people to take their dogs to work. ☐

C encourage people to socialise through their dogs. ☐

D do additional research to monitor the effect of dogs at work. ☐

[Turn over



### Text 3

Read the article below and attempt the questions that follow.

- 1 The Swedish teenager Greta Thunberg has been missing school once a week in order to protest outside her country's parliament because not enough is being done to combat global warming. Initially, she lacked supporters. Her solo effort has since grown and spread to countries around the world including Germany and Australia, as thousands of teenagers join the school strike. This issue is proving a difficult one for educators.
- 2 School leaders are facing tough choices over pupils joining the next nationwide climate strike, caught between their duties as teachers enforcing discipline on the one hand and their instincts as educators on the other. Thousands of school pupils in the UK are expected to walk out of lessons to show their concern about the threat of escalating climate change.
- 3 Layla Moran, the education spokesperson for the Liberal Democrat Party and a former science teacher, said she will be joining a rally in Oxford and urged school leaders to allow pupils to join the protests. "I absolutely understand the frustrations that teachers and schools may have with these strikes. However, I would describe this as a teachable moment," said Moran, the MP for Oxford West. "I hope educators see this in the positive light it is meant and equally hope those students act sensibly by making sure adults know where they are and making up the missed work."
- 4 But the National Association of Head Teachers (NAHT), which last week offered some support for those joining the strike, gave a more hard-headed assessment to its members as the day of the action approached. "Pupils should only be out of school in exceptional circumstances. Whilst headteachers support the right of young people to express themselves, pupils should be in school during term time," the union said. "While a school leader's role is to ensure children attend school, it is right that individual school leaders can decide how best to respond to any proposed protest by students in their school on Friday."
- 5 Geoff Barton, who heads the Association of School and College Leaders, said: "While we understand the strength of feeling over the very important issue of climate change, we would urge pupils against walking out of school. Crucially, it is extremely disruptive for a school to have to deal with unauthorised absences. There's also the fact that pupils will be missing out on important learning time."
- 6 Chris Keates, general secretary of a union representing almost 300,000 classroom teachers, said young people were right to be concerned about climate change but warned that teachers had genuine safeguarding issues to consider. "It's not appropriate for pupils to just walk out of school. The young people organising this are potentially putting themselves and others at risk by simply walking out of school," Keates said. "Teachers take their responsibility for pupils' welfare seriously and while they may have sympathy for the cause they will not be able to condone pupils just leaving. A well-planned, accessible demonstration of young people at a weekend or during a holiday would enable thousands to participate meaningfully."
- 7 Government guidance says unauthorised absences must be recorded as a matter of law but gives room for headteachers to approve absences in "exceptional circumstances". With the strike taking place on the final day before half-term holidays in many parts of England, some schools may adopt a relaxed attitude. But others have already informed their students any absence will be noted as unauthorised. In a letter to the Guardian, however, a group of academics said they offered "full support" to the school strikers. "When politicians repudiate their responsibility to secure the future for generations to come, they have failed in their most essential duty of stewardship of our environment. The 'social contract' is not working, and it is therefore our moral duty to bypass the government's inaction and to rebel to defend life itself," it said.



**Text 3 questions**

**Questions 22–26:** Choose the correct answer and tick (✓) **one** box. (Refer to paragraphs 1–5.)

**22.** The school climate strike began with

**1**

A mass action.

☐

B individual action.

☐

C small-group action.

☐

D international action.

☐

**23.** The writer implies that school leaders' 'instincts as educators' should motivate them to

**1**

A allow pupils to strike.

☐

B force pupils to attend school.

☐

C join the strike themselves.

☐

D take action on climate change.

☐

**24.** For Layla Moran, the most important thing about the strike is that

**1**

A people should join the rally in Oxford.

☐

B teachers will be frustrated by pupils' absences.

☐

C it gives a chance for real learning to take place.

☐

D students should make up the missed work.

☐

[Turn over



**Text 3 questions (continued)**

**25. The NAHT**

**1**

A has kept its position unchanged in the run-up to the strike.

☐

B says there are many reasons for pupils to be out of school.

☐

C supports pupils' right to express themselves by striking.

☐

D leaves the final decision about the strike to headteachers.

☐

**26. Geoff Barton's priority is**

**1**

A respecting pupils' strength of feeling.

☐

B keeping schools running smoothly.

☐

C recording unauthorised absences.

☐

D maintaining children's learning time.

☐

**Questions 27–29: Complete each gap with ONE WORD ONLY from the text. (Refer to paragraph 6.)**

**27. Chris Keates is worried about schools' roles in the \_\_\_\_\_ of pupils.**

**1**

**28. Keates does not think that teachers will \_\_\_\_\_ random walkouts.**

**1**

**29. Keates suggests it would be better to organise a protest that is \_\_\_\_\_ to everyone.**

**1**



\* X 8 2 7 7 5 0 2 1 2 \*

**Text 3 questions (continued)**

30. Which word in paragraph 7 means 'refuse to accept'?

1

\_\_\_\_\_

31. Which word in paragraph 7 means 'the job of taking care of something'?

1

\_\_\_\_\_

**Questions 32–33:** Choose the correct answer and tick (✓) one box. (Refer to the whole text for your answer).

32. The text tells us that

1

A schools will use the strike as a learning opportunity.

☐

B pupils are concerned about safety and disruption.

☐

C concerns are shared by both Heads and teachers.

☐

D the government has given clear guidance on the strike.

☐

33. This text mainly focuses on

1

A educators' attitudes to the strikes.

☐

B school pupils' views of the strikes.

☐

C reasons in favour of the strikes.

☐

D reasons against the strikes.

☐

**[END OF QUESTION PAPER]**



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