Source: It's a Triumph!

A 1 c  
   2 b  
   3 a  
   4 b  
   5 c  
   6 a  

B 1 People who own (classic) Triumph cars  
   2 A Triumph enthusiast; probably an older person because they use words such as ‘youngsters’, and the style is slightly old-fashioned  

C 1 That the insurance is about the same price or cheaper  

D 1 manufactured  
   2 registered  
   3 experienced  
   4 enthusiasts  
   5 wonderful  

E 1 c  
   2 a  
   3 b  

F 1 Fact  
   2 Fact  
   3 Opinion  
   4 Fact  

Source: Going up in smoke

A 1 e  
   2 c  
   3 b  
   4 a  
   5 d  

B 1 True  
   2 False  
   3 True  
   4 True  

C 1 People working in motor vehicle repair  
   2 To encourage them to work safely with flammable substances  
   3 Choose from: petrol; diesel; fuel; waste engine oil; paints; thinners; gas; solvents; cleaning materials; fibreglass; aerosols  
   4 Choose from: do not drain petrol over or close to pits or drains; do not smoke, weld or carry out other hot work while handling petrol, etc.; do not use petrol or thinners to burn rubbish  
   5 What dangerous substances are in their workplace and what the fire and explosion risks are
Focus on: Proper nouns

A  Kevin, Oxford, Peugeot and Michelin are proper nouns.

B  1  Mr Paul Stevens is the manager of Green Hill Motors.
    2  Julie is a sales assistant and works on Friday, Saturday and Sunday.
    3  The car was insured with Aviva.
    4  Mark will take his holiday in July.
    5  The Institute of the Motor Industry is based in London.
    6  There are more than 500 car component suppliers in Birmingham.
    7  Peter took the Citroën out for a test drive.
    8  The lunch menu gave a choice of roast chicken or macaroni cheese.
    9  The Royal Automobile Club is a national motoring association.
    10 The sales team ate at Pizza Express.

Source: A blind spot

A  To inform readers about the growth in blind spot detection systems

B  3

C  3

D  3

E  1  Lane change assist
    2  Lane-keeping systems (or steering or individual wheel braking to help the driver stay in lane)

F  1  Fact
    2  Opinion
    3  Opinion
    4  Fact

H  Blind spot detection systems typically have two small radars hidden in the rear bumper. The radars detect any vehicle moving beside or behind the car. A computer combines the data from the two radars and this is communicated to the driver, usually by a light coming on. The system works both on motorways and in towns. BSD systems can be linked to lane-keeping systems.

Source: Choosing an MPV

A  1  People thinking of buying an MPV
    2  Because the seating and load carrying is flexible and can be changed for different purposes
    3  Family hatchback (or Megane)
    4  Choose from: Renault Kangoo; Citroën Berlingo Multispace
    5  Meriva
    6  Five
    7  Choose from: Ford Galaxy; VW Sharan; SEAT Alhambra
    8  Try different types and take the family

B  1  c
    2  d
    3  b
    4  a
C  1 Renault
    2 Vauxhall
    3 Citroën
    4 Ford
    5 SEAT
    6 Mitsubishi

Focus on: Apostrophes

A  1 He’s
    2 we’re
    3 They’re

B  1 I’ve
    2 They’ve
    3 he’s

C  1 wasn’t
    2 weren’t
    3 can’t
    4 couldn’t
    5 wouldn’t
    6 don’t

D Her friend’s car

E The engineers’ staff room

F The men’s equipment

Source: How your memory works

A  1 Short-term memory
    2 The hippocampus
    3 Choose from: handwriting; speech; faces
    4 Repetition
    5 Physical exercise
    6 Choose from: fish; spinach; olive oil

Source: Lewis Hamilton – a true champion?

A  1 Fernando Alonso
    2 Vodafone
    3 2008
    4 Stevenage
    5 Karts
    6 a) He was the first black world champion
       b) He was the youngest world champion
    7 Changes to technical regulations
    8 His celebrity lifestyle
    9 Renault
    10 Canada
B 1 b
  2 c
  3 d
  4 a

D 1985: Born in Stevenage
  1998: Gets first contract with McClaren
  2007: Joins McClaren F1 team
  2008: Wins the World Championship
  2010: Wins the Turkish Grand Prix
  2011: Comes fifth in the World Championship

E 1 karting
  2 Championship
  3 suited
  4 black
  5 celebrity

F 1 Opinion
  2 Fact
  3 Fact
  4 Fact
  5 Opinion

Focus on: Non-verbal communication
B 1 f
  2 e
  3 g
  4 d
  5 h
  6 b
  7 i
  8 a
  9 c

Source: Industry award for Motor Codes
A 1 More than 6,800
  2 The Motor Industry Code of Practice for Service and Repair
  3 Choose from: honest and fair services; open and transparent pricing; completing work as agreed; invoices that match quoted prices; competent and conscientious staff; a straightforward, swift complaint procedure

B 1 False
  2 True
  3 False
  4 True
  5 False
C 1 Fact
    2 Opinion
    3 Fact
    4 Opinion
D 1 In 2008 the motor industry launched a new code of practice to improve the standards of garages across the country.
    2 The Office of Fair Trading has awarded full approval to the code of practice.
    3 Chris Mason is the Managing Director of Motor Codes.
F 1 c
    2 b

Source: MOT failures
B 1 b
    2 a
    3 c
    4 b
    5 c
C 1 Vehicle Operator and Services Agency
    2 Because VOSA has fought to keep it secret
    3 The consumer website www.honestjohn.co.uk
D 1 Worst: Renault
    2 Second worst: British-built Mini
    3 Third worst: Citroën
E 1 millions
    2 minor
    3 Tyres
    4 Suzuki
    5 Swedish
    6 purchase
F France; Renault Megane; British; Saab; European
Focus on: Commas

A 1 An exhaust has a manifold, a pipe and a silencer.
2 A reliable garage will have honest prices, accurate invoices and competent staff.
3 When servicing a gearbox you should check the oil level, carry out a visual inspection and do a road test.
4 Dave’s lunchbox contained a sandwich, a biscuit and a banana.

B 1 In F1 racing, too many accidents are caused by reckless driving.
2 To reduce accidents, new rules have been established.
3 Following complaints from customers, the garage was closed down.
4 Most motor vehicle engineers are male, but some women are entering the profession.

C 1 Ahmed, the Audi specialist, will look at your car.
2 Steve Brook, from the National Consumer Council, thinks that motorists should get a better deal.
3 Seat belts, which must be fitted by law, minimise the risk of serious injury.
4 Graham Watson, the garage owner, said it would never happen again.

D Harry has worked on Fords, Renaults and Vauxhalls. He prefers Fords as they are easy and straightforward to service. His current employer, Drivesafe, is a good company to work for. Drivesafe treats its staff well, giving them generous bonuses and a good pension scheme.

Source: Time on your hands

A 1 True
2 False
3 True
4 False
5 True

B 1 It helps you to get the right balance between your work and personal life
2 Having clear priorities
3 A to-do list
4 Choose from: gives you a clear idea of how much you need to do; shows how much time you can allow for each task; is satisfying when you start ticking off the jobs you have finished
5 Ideally, get out for some fresh air or exercise

D It is important to know which of your tasks are top priority. Find time for the things that are important but not urgent. If you keep a to-do list, this will help you stay organised. Make sure you take a break during the day as this will help you stay fresh. Avoid getting distracted by things that are not important. Break up big jobs into smaller tasks as this can make them more manageable.
Source: Teamwork

B  1 More time and effort will be needed to achieve tasks
   2 Tone of voice and body language
   3 Not having a strong sense of purpose or shared goals
   4 It provides for positive interpersonal relationships and ensures that goals and procedures are clear

C  1 achievement; achieving
   2 treatment; treating
   3 encouragement; encouraging
   4 requirement; requiring
   5 appointment; appointing
   6 amazement; amazing

F  1 Tilbury Docks
   2 Office, administration and managers; workshop staff; and drivers
   3 Their roles were separate
   4 a) Improve collaboration
      b) Develop more of a sense of team
      c) Help staff to get a better understanding of others’ roles and daily pressures

Focus on: Questions

A  1 What is the cost of the service?
   2 The new model comes with air conditioning.
   3 When can we start work?
   4 When will the car be delivered?
   5 The car will be delivered on Tuesday morning.
   6 How long will the paint take to dry?

B  1 What is your favourite food?
   2 When is your appointment with the doctor?
   3 Where do you live?
   4 What time do you need to catch the bus?
   5 How does she manage to do so much?

C  1 What would you like to drink?
   2 Please can you put that down? It might break.
   3 Could you give me the maintenance schedule please?

D  1 How did your meeting go?
   2 How are you finding the work on reception?
   3 What was your day like?
Source: Car reviews

A  1  BMW
    2  Mazda
    3  Ford
    4  Audi
    5  BMW
    6  Mazda
    7  Ford
    8  Audi or BMW

B  1  BMW X1
    2  a) Mazda MX-5
        b) Audi Q3
    3  Mazda MX-5
    4  BMW X1
    5  Choose from: practical; cheap to run; affordable; safety features
    6  Better looking than its competitors; prestige of the name

D  1  support
    2  folding
    3  manoeuvre
    4  interior
    5  wind

E  1  BMW X1
    2  Global warming

F  1  False
    2  True
    3  True
    4  True

Source: Hybrids

A  1  To inform about developments in hybrid cars
    2  To persuade readers that hybrids are a good thing

B  2  1.3 per cent

C  3  The Toyota Yaris hybrid was planned for summer 2012.

D  Choose from: congestion charge exemption in London; VED road tax exemption; raised fuel economy; lower CO₂ emissions

F  Choose from: phrases such as ‘a healthy saving in carbon emissions’; ‘impetus for even more drivers to make the switch’; ‘class-best combination of emissions and efficiency’; the quotes from Toyota’s President and Managing Director
Focus on: Audience and purpose

**A**
1. Tutor
2. Friends
3. Fellow students
4. Manager/work colleagues

**B**
1. True
2. False
3. True
4. False
5. True

**C** Audience: motor vehicle engineers; car enthusiasts. Purpose: to inform

**D** Audience: garage owners; the public. Purpose: to inform and persuade

**Source: Communicating with colleagues**

**A**
1. b
2. c
3. a

**B**
1. Customers; colleagues
2. Pass on information about a job; report something to your manager; give a customer details about their car
3. The way the message is communicated; the way the message is received; the environment

**Source: Car or computer network?**

**A** To provide information about on-board car computer systems

**B**
1. False
2. False
3. True
4. True

**C** Choose from: interesting layout; headings; bullet lists; words in bold; photos

**D** Choose from: adjust the engine to keep emissions as low as possible; get the best performance possible from the engine; check when something has gone wrong

**F** A trip computer is an on-board computer found in many of today’s cars. It has various functions such as recording the distance travelled, current fuel consumption, average fuel consumption, average speed and the distance you may be able to travel before you next need to fill up the petrol tank. Some trip computers measure this information for one trip; others can store information for several trips.
Focus on: Checking written work

A  Proofreading tips

Proofreading is the task of reading and correcting written work. It’s best to proofread a paper copy, rather than checking on screen as you will spot errors more easily.

You need to concentrate to do proofreading. Find a quiet space where you will not be distracted. First, scan your document to make sure the layout is clear. Mark anything that looks odd and check paragraphs and headings.

When checking in detail you might put a ruler or piece of paper below the line you are reading to help you focus. Each sentence should start with a capital letter and end with appropriate punctuation such as a full stop or question mark:

All words must be spelt correct. You can use a dictionary or spellchecker, but you need to be careful with spell checkers as they won’t always pick up the right word for the meaning. They will miss spelling mistakes when a typing error has changed one word into another perfectly good one, such as learner/leaner, where/were, to/too.

B  proofreading; written; It’s; errors; proofreading; quiet; paragraphs; in; piece; letter; punctuation; full stop; correctly; dictionary; spellcheckers; won’t; spelling; into

Source: A good impression

A  1 c
   2 a
   3 b
   4 b
   5 c

F  1 Choose from: listening in an interview is one of the main ways of establishing rapport with the interviewer; you may miss some important information; you have to listen to questions properly to be able to give a good answer; it shows interest in the interviewer, the organisation and the work
   2 Choose from: use gestures such as nods; turn towards them; maintain eye contact

Source: Getting better all the time?

A  1 c
   2 d
   3 a
   4 b

B  1 1908
   2 Choose from: more powerful; quieter; more durable; less polluting; more fuel efficient
   3 Single piston
   4 More power without increase in engine size
   5 Aluminium engine blocks
C 1 The Benz Patent Motorwagen
   2 Four-stroke engine
   3 The first Peugeot
   4 The Model T Ford
   5 Fuel injection

E

<table>
<thead>
<tr>
<th>Improvement</th>
<th>Higher costs</th>
<th>Fuel efficiency</th>
<th>More complex</th>
</tr>
</thead>
<tbody>
<tr>
<td>Four-stroke engines</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Overhead camshafts</td>
<td></td>
<td></td>
<td>✓</td>
</tr>
<tr>
<td>Clean diesels</td>
<td>✓</td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td>Fuel injection</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
</tr>
</tbody>
</table>

F The first motor vehicle that the average person could afford to buy was the Model T Ford. The engine had just 22 horsepower, while the average for a car engine today is nearer to 100. This has been the result of a continuous series of improvements to the internal combustion engine. Developments such as fuel injection, clean diesels and hybrid engines have led to more power, better performance and improved fuel efficiency.

G Full sentences are 2, 4, 6, 7

Source: Cars for sale

A To persuade people to buy a car

B 1 months
   2 power-assisted steering
   3 anti-lock braking system
   4 door
   5 or nearest offer
   6 electric windows

C

<table>
<thead>
<tr>
<th>Feature</th>
<th>Ford</th>
<th>BMW</th>
<th>Citroën</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 Saloon</td>
<td></td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td>2 6 months tax</td>
<td></td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td>3 ABS</td>
<td></td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td>4 Tinted windows</td>
<td></td>
<td></td>
<td>✓</td>
</tr>
<tr>
<td>5 Recently serviced</td>
<td>✓</td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td>6 Mileage</td>
<td></td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td>7 Powerflow exhaust</td>
<td>✓</td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td>8 Reason for selling</td>
<td>✓</td>
<td>✓</td>
<td></td>
</tr>
</tbody>
</table>
D 1 Citroën
2 Ford
3 Ford
4 Citroën

G 1 Choose from: ‘very clean and tidy inside and out’
2 Choose from: ‘sounds gorgeous’; ‘very nice example’; ‘extremely reliable’; ‘well cared for’
3 Choose from: ‘excellent throughout’; ‘drives very nicely’

Source: Hidden dangers in motor vehicle repair

B 1 b
2 c
3 d
4 a

E 1 A substance that can harm health
2 It can give off flammable vapour that is hazardous to health if people breathe it in
3 Choose from: keep dust to a minimum; minimise the number of people exposed to dust; provide protective equipment and changing areas for people to change out of contaminated clothing

Focus on: Quote marks

A 1 Ruth asked, ‘Are you ready for lunch yet?’
2 ‘My shift starts at nine o’clock,’ said Ed.
3 ‘When do you finish work?’ Yusuf asked.
4 Emma said, ‘They will collect their car at four.’

B 1 ‘The car has not been valeted yet,’ said Priya. ‘You will be able to collect it at four o’clock.’
2 ‘Shall we take it for a test drive?’ asked Mike. ‘It might help us to identify the problem.’

C The article ‘MOT research reveals worst performers’ states that ‘European manufacturers are at the bottom of the table for first MOT failures.’ It points out that ‘the worst performer, Renault, was followed by the British-built Mini with Citroën being third from bottom.’ It goes on to say that ‘the top 10 best-performing cars are from Japanese manufacturers.’

Source: You have passed your test – now what?

A 1 Young drivers and drivers under 26 years old
2 To persuade you to buy Momentum/young driver assessment
3 Momentum
4 £40

B 1 c
2 b
3 a
4 c
C 1 Choose from: address at the top; text size; how text is broken up; other information on the page
2 Choose from: colour; stickers; ‘New’; price; images; bold text; words in capitals; headers
3 Choose from: risk of accidents (fear); price; becoming a better driver (benefit)
4 Choose from: chatty style; use of slang terms such as ‘mates’ and ‘banter’; relevant scenario

D 1 a) Online; downloading
   b) Filling in an application form
2 a) Online assessment
   b) On-road assessment
3 Parents or relatives

E 1 Chat
2 Friends
3 Shows
4 Buy
5 Before

Source: Employment rights of young workers

A 1 National minimum wage
2 £4.98 per hour
3 The Pay and Work Rights Helpline
4 Eight hours
5 If there is not an adult available to do the work and if their training needs are not negatively affected
6 At the end of the summer term of the school year when they turn 16

B 1 False
2 True
3 False
4 True
5 True
6 False

C The national **minimum** wage was introduced in the UK in 1999 when it was set at £3.60 per hour. People who opposed the NMW said that it would reduce the number of **jobs** and increase **inflation**, but that did not happen.

G 1 b
2 b
3 c
Focus on: Preparing a talk
A Here is a suggested order.
   1 Introduction
   2 Listening to a complaint
   3 Examples of complaints
   4 Company or organisation procedures
   5 How complaints are resolved
   6 Summary

Source: A drive for knowledge
A 1 False
   2 True
   3 True
   4 False
   5 True
B 1 Flag it
   2 Select the correct answer from several possible answers
   3 Respond early; press the mouse button as soon as you see the hazard developing
   4 Five
   5 A short story; real-life examples and experiences

G 1 c
   2 a
   3 b
   4 c

Source: Alternative fuels
A 1 b
   2 c
   3 c
   4 a
B 1 They are non-renewable; they produce greenhouse gas emissions
   2 They require large amounts of agricultural land
   3 50–100 miles
   4 Renewable energy and reduced emissions

Focus on: Writing good paragraphs
A The topic sentence is ‘There are different types of paragraph.’
B One way of doing it is as follows:
   There are a few simple rules for punctuating a paragraph. Begin each new paragraph
   with a new line. Either leave a line space before the new paragraph, or indent the first
   line. Make sure that each sentence begins with a capital letter and ends with a full stop,
   question mark or exclamation mark.
C One way of doing it is as follows:
In today’s society, the role of the motor vehicle engineer is changing rapidly. Modern cars use the latest technology to increase safety and to offer better fuel efficiency. More and more vehicle systems are now controlled by computers. All this means that the engineer needs computer expertise as well as mechanical expertise.

Source: Choosing tyres

A 1 c
   2 a
   3 e
   4 b
   5 d

B 3

C 2

D 1 All-terrain tyres
   2 Mud tyres

E 1 e
   2 a
   3 b
   4 c
   5 d

Source: A world class event

A 1 1932
   2 Llandudno
   3 Choose from: autograph signing; demonstrations; displays
   4 According to their world championship position; by seeding
   5 To ensure the safety of spectators
   6 Cardiff
   7 The Welsh Government

B 1 b
   2 a
   3 d
   4 c

C 1 Qualifying stage
   2 Day ticket
   3 Gold Rally Pass
   4 Start and finish ceremonies

E 1 False
   2 True
   3 True
   4 False
   5 False
F The official road book provides crews with maps, diagrams and timings for the Wales Rally GB. Tulip diagrams, introduced by the Tulip Rally in the 1950s, tell the crews which direction to take at junctions.

G Hey, what have you been up to? Can you come to mine for a party on Saturday at nine? Text back please.

Focus on: Conjunctions and prepositions

A 1 though; but
2 because; as
3 so
4 and; but
5 but; though
6 as; because

C 1 with
2 about
3 to
4 of; with
5 for; of
6 from
7 for
8 to

Focus on: Writing an email

A Subject line not clear or meaningful; no salutation; poor sign off (from); message unclear; there should be more references (e.g. to specific product, delivery dates, etc.)

Punctuation: ‘Which makes them unhappy’ should not be a new sentence; ‘weve’ needs an apostrophe; question mark missing at the end of the message.

Typos: ‘their’ should be ‘they’re’; ‘havng’ should be ‘having’; ‘materail’ should be ‘material’.

Focus on: Writing a formal letter

A 1 Your address
2 The name and address of the person you are writing to
3 The date
4 The salutation (Dear …)
5 Subject of the letter or reference
6 The correct closing phrase (Yours …)
7 Your signature
8 Your name and/or position