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of Public Service

École de la fonction
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 **C256**

Preparation for the English as a Second Language Evaluation

READING COMPREHENSION 1 & 2

September 2015

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Canada 

Canada School of Public Service
Language Training

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NOTE

These exercises mainly constitute a learning activity. The results cannot be considered a reflection of those that will be achieved during the SLE-Test of Reading Comprehension in the Second Official Language of the Public Service Commission.

AVERTISSEMENT

Ces exercices représentent avant tout un outil d'apprentissage pour la clientèle étudiante et ne peuvent donc pas servir de pronostic quant aux résultats qui pourraient être obtenus à l'ÉLS – Test de compréhension de l'écrit dans la seconde langue officielle de la Commission de la fonction publique.

DIRECTIVES

Ce cahier d'exercices de compréhension de l'écrit contient 60 questions à choix multiples. Vous avez 90 minutes pour répondre à l'ensemble des questions. Il y a deux types de questions.

TYPE 1

Remplir les espaces en blanc - Pour ce type de question, il s'agit de compléter la phrase en choisissant le meilleur mot ou groupe de mots parmi les quatre choix de réponse.

EXEMPLE :

Questions 1 and 2
<p>To: Aline Richer From: Olivia Péréra</p> <p>Subject: Report submission</p> <p>I sent you the quarterly report which you asked me for _____. I need you to send me your comments as soon as possible. The meeting has been <u>advanced</u> from next Friday to tomorrow afternoon. It is scheduled from 10 a.m. to 2 p.m.</p> <p>Question 1</p> <p>Choose the best word to insert into the blank.</p> <ol style="list-style-type: none">1. tomorrow2. later3. yesterday4. soon <p>Question 2</p> <p>Which word could replace the underlined word?</p> <ol style="list-style-type: none">1. rearrange2. moved forward3. postponed4. delayed

La réponse à la question 1 est : 3

La réponse à la question 2 est : 2

TYPE 2

Choisir la meilleure réponse - Pour ce type de question, vous verrez une question au sujet d'un texte et quatre choix de réponse. Choisissez la réponse qui répond le mieux à la question.

EXEMPLE :**Questions 3 and 4**

Individuals interested in this position must possess work experience in an environment related to program implementation, as well as experience in the preparation of reports and correspondence, and the use of a wide variety of office equipment.

They must have good oral and written communication skills, work efficiently as a member of a team, plan, establish priorities, respect deadlines and work well under pressure.

Question 3

Which of the following statements best summarizes the text?

1. The position requires someone who can handle stress.
2. Interested people do not need to know how to use a computer.
3. The position does not involve a lot of stress.
4. The position does not involve team work.

Question 4

What is the purpose of the text?

1. To describe the experience required for a position
2. To give an explanation about a position
3. To describe the qualifications required for a position
4. To give an explanation about the qualification required for a position

La réponse à la question 3 est : 1

La réponse à la question 4 est : 3

READING COMPREHENSION 1

Questions 1, 2 and 3

Please do not hesitate to contact the library staff if you would like assistance in accessing any of these services or resources. As well, recommendations for improvements are always welcome!

The help desk is available daily from 8:00 a.m. _____ 4:00 p.m.

Question 1

According to the text:

1. Recommendations can be made regarding places to be improved.
2. Improvements are well accepted by the library staff.
3. People are invited to make recommendations to improve services.
4. People must recommend improvements in order to have access to resources.

Question 2

Choose the best word to insert into the blank.

1. for
2. at
3. until
4. since

Question 3

What is the purpose of the text?

1. To ask people to only contact employees when problems concerning resource access occur
2. To inform people that the library is looking for recommendations to improve its services
3. To invite people to contact the library personnel in case of any problem
4. To invite people to contact the library personnel if they need help accessing the services

Questions 4, 5 and 6

Material and procurement staff must complete the C215 training course entitled “Green Procurement” online. This training will be incorporated into the next cycle of the Individual Learning Plan process.

Monitoring and tracking of staff participation for this session will be tracked in the employees’ Human Resources files.

Further information on this subject will be sent out in a few days.

Question 4

What is the meaning of the underlined word?

1. formation
2. instruction
3. preparation
4. exercise

Question 5

What is the purpose of the text?

1. To inform employees of their obligation to take the “Green Procurement” course
2. To inform employees that the “Green Procurement” course will be offered online
3. To inform employees that Human Resources has integrated the course into existing Individual Learning Plans
4. To inform employees that their participation has been noted in their files

Question 6

Who must take the course?

1. Human Resources personnel
2. Employees who are responsible for the acquisition of equipment
3. All purchase administrators
4. Employees who are in charge of the working environment

Questions 7, 8 and 9

To: All management employees
From: Rita Nigam
Subject: Out of office

Please take note that I will be out of the office for business purposes from now until March 20th inclusively. _____ **(A)**, I will check my e-mail on a regular basis and try to reply to the urgent ones.

If you wish to speak to someone _____ **(B)**, you can call Client Services.

Question 7

Choose the best word to insert into blank "A".

1. However
2. Since
3. Yet
4. While

Question 8

What does Rita state?

1. She will be back in her office on March 20th.
2. Urgent requests must wait until after March 20th.
3. She will read all her e-mail until her return on March 20th.
4. She will try to reply to the most urgent requests.

Question 9

Choose the best word or group of words to insert into blank "B".

1. still
2. any way
3. instead
4. in addition

Questions 10, 11 and 12

To: Denise
From: Gladys
Subject: May 12th presentation

Good luck on your upcoming presentation on May 12th. I would like to remind you that you have to prepare a satisfaction questionnaire for the participants to fill out at the end of the day and that it has to include a comments section. Please do not forget to send out an e-mail reminder to the guests two days before the presentation and attach a presentation plan.

Question 10

Which word could replace the underlined words in the text?

1. replace
2. complete
3. include
4. inscribe

Question 11

According to the text, which of the following statements is true?

1. Denise will give a presentation about the satisfaction questionnaires.
2. The satisfaction questionnaire must have a remarks section.
3. Gladys wanted to remind Denise about her upcoming presentation.
4. Denise has to make comments about the people who will attend the May 12th presentation.

Question 12

According to the text, Denise:

1. must call the participants to talk about the presentation.
2. must give a copy of her presentation plan to the participants.
3. must provide a complete copy of the presentation before May 12.
4. must send an e-mail with the presentation plan on May 10.

Questions 13, 14 and 15

To: Emma Fraser
From: Cynthia Nagavalli
Subject: Financial aid program

Emma,

Could you find some financial aid programs that are available in our department? I would like to know which programs could help a client who is _____ **(A)** writing a document on Canadian history. It would really help me if you could give me four or five suggestions. Thank you _____ **(B)**.

Question 13

Choose the best word to insert into blank "A".

1. really
2. not
3. currently
4. sometimes

Question 14

According to the text, which of the following statements is true?

1. Cynthia works for a history program.
2. Cynthia needs help making suggestions to a client.
3. Cynthia needs financial help.
4. Cynthia wants to know if she can suggest financial aid programs to a client.

Question 15

Choose the best word or group of words to insert into blank "B".

1. before
2. soon
3. in advance
4. always

Questions 16, 17 and 18

EXTRACT FROM THE CANADA PRIVY COUNCIL WEB SITE

NETFILE is one of our electronic tax-filing options. This transmission service allows you to file your income tax return directly to the Canada Revenue Agency (CRA) using the Internet. Tax returns filed using NETFILE must be prepared using one of the commercial tax preparation software packages or Web applications certified for NETFILE.

You can only send your own tax return to the CRA using NETFILE. You cannot send tax returns on behalf of your clients. Tax preparation service providers must use EFILE to file tax returns on behalf of their clients.

EFILE is an automated service that permits those who prepare and file taxes on behalf of others to file the current year's income tax and benefit return to the CRA through the Internet.

Question 16

What is the meaning of the underlined word?

1. authorized
2. recommended
3. developed
4. identified

Question 17

According to the text:

1. NETFILE is a software package that can be used to submit personal income tax.
2. Only tax preparation service providers can use EFILE to submit their personal income tax.
3. Both NETFILE and EFILE are electronic tax-filing options available to Canadians for Income Tax submissions.
4. To use EFILE, prepare your own tax return and take it to a tax preparation service provider so that your return can be submitted electronically.

Question 18

What is the purpose of the text?

1. To inform Canadian citizens that they must use the Internet to submit their tax returns
2. To promote the use of NETFILE and EFILE options to the Canadian population
3. To identify the steps required to submit personal income tax returns electronically
4. To assist tax preparation service providers with electronic submissions of their clients' tax returns

Questions 19, 20 and 21

EXTRACT FROM THE HUMAN RESOURCES AND SKILLS DEVELOPMENT
CANADA WEB SITE

Changes in the labour force affect the nature of work in Canada. The size and growth of the Canadian population strongly determine the size and growth of the labour force. In addition, an aging population and the contribution of immigration to population growth have led and will continue to lead to changes in the composition of the labour force.

In 2008 the percentage of Canadian adults who were employed was 63.6%, the highest level in almost three decades.

Employment has grown more rapidly among women than men: between 1976 and 2008 the employment rate for women increased by 17.4% but decreased by 4.6% for men.

Question 19

Which word could replace the underlined word in the text?

1. influence
2. resolve
3. assign
4. cause

Question 20

According to the text, which of the following statements is true?

1. The increasing proportion of seniors and newcomers in the population will soon begin to influence the size of the workforce in Canada.
2. The labour force is changing in size and composition, and these changes influence the character of employment in Canada.
3. The employment rate is influenced by the growing numbers of women, seniors and immigrants in the labour force.
4. The nature of work is changing in Canada because of the investment of immigrants who make changes despite the aging of the population.

Question 21

What does the text say about employment in Canada?

1. There were more women than men working in 2008.
2. There were more Canadian adults working three decades ago than in 2008.
3. The size and growth of the labour force affects the Canadian population.
4. The Canadian workforce representation is changing because of the aging population and immigration.

Questions 22, 23 and 24

EXTRACT FROM THE CANADIAN HUMAN RIGHTS COMMISSION WEB SITE

The Canadian Human Rights Commission is empowered by the *Canadian Human Rights Act* to investigate and try to _____ complaints of discrimination in employment and in the provision of services under federal jurisdiction. Under the *Employment Equity Act*, the Commission is responsible for ensuring that federally regulated employers provide equal opportunities for employment to the four designated groups: women, Aboriginal peoples, persons with disabilities and members of visible minorities. The Commission also has the mandate to develop and provide information and discrimination prevention programs.

Question 22

What is the meaning of the underlined word?

1. sanctioned
2. forbidden
3. assigned
4. made available

Question 23

Choose the best word to insert into the blank.

1. control
2. settle
3. investigate
4. mandate

Question 24

According to the text, which of the following statements is true?

1. The Canadian Human Rights Commission creates employment and information programs to ensure that employers provide employment to workers from the four designated groups.
2. The Canadian Human Rights Commission provides equal employment opportunities for workers from the four designated groups by resolving complaints of discrimination.
3. Federally regulated employers are accountable for the provision of equal opportunities for employment to the four designated groups under the *Employment Equity Act*.
4. The Canadian Human Rights Commission is responsible for ensuring that the four designated groups follow the *Employment Equity Act*.

Questions 25, 26, and 27

EXTRACT FROM THE DEPARTMENT OF FINANCE WEB SITE

Unlike many other federal departments, Finance Canada offers an Economist and Policy Analyst (EC) Progression Program. Through this program it is possible for new recruits in the EC stream to move from the EC-02 to the EC-05 level in 3.5 to 5 years without having to go through formal competitions. In addition, when at Finance Canada, you are a member of the public service of Canada with access to positions in other departments, in other regions of the country and abroad. We encourage employees to move around and broaden their experience starting in the early stages of their careers.

Recruits receive a competitive starting salary (note that most available positions are currently part of the EC classification), extensive health and dental coverage, as well as generous parental leave and pension benefits. They also start with three weeks of vacation per year.

We encourage employees to take advantage of learning opportunities inside and outside of Finance Canada.

Question 25

Which word could replace the underlined word?

1. expand
2. fatten
3. wide
4. inflate

Question 26

According to the text, what advantages does Finance Canada offer?

1. To become an employee in this department there is no formal competition process
2. As an employee of Finance, other employment opportunities are made available to you within the federal government, in Canada and overseas
3. You can move up the ranks quickly and become an EC-02 within 3-5 years and an EC-05 in less than five years
4. These employees can take advantage of working experiences in other departments only at the beginning of their career

Question 27

Which of the following statements best summarizes the text?

1. At Finance Canada, regardless of the number of years of service, all employees receive a large number of benefits and work in an environment that is advantageous to the advancement of their careers.
2. Finance Canada is an ideal place to start a career for pay and promotion opportunities.
3. The best place to work as an employee within the EC classification is with Finance Canada since it takes care of its staff better than other departments.
4. Economists and policy analysts are interested in working at Finance Canada because it offers the best salary and benefits.

Questions 28, 29 and 30

To: Kuan Ha
From: John Lasso
Subject: Meeting arrangements

Thank you for sending us the presentation documents; they are greatly appreciated.

We would like to organize a teleconference between your team and ours to better understand the current state of your research objectives and methodology. We could also benefit from your expertise and see how our projects complement and differ **(A)** from each other.

May we suggest October 18 for the teleconference. Would this be possible at your end? We believe that one hour should suffice **(B)** to cover all the questions.

Please call me at 506-123-4567 so that we can set up the time of our meeting.

Question 28

Which word could replace the underlined word **(A)**?

1. clash
2. disagree
3. vary
4. different

Question 29

Which word or expression could replace the underlined word **(B)**?

1. sufficient
2. be suitable
3. satisfy
4. be enough

Question 30

According to the text, what does John Lasso want?

1. He wants a summary of Kuan Ha's research.
2. He would like to discuss the projects that the two teams are working on.
3. He would like to propose a time for a teleconference call to discuss the various methodological approaches.
4. He would like to meet the other team to confirm that his project is distinct from theirs.

Questions 31, 32 and 33

EXTRACT FROM THE COMPETITION BUREAU WEB SITE

The Competition Bureau is an independent law enforcement agency. It contributes to the prosperity of Canadians by protecting and promoting competitive markets and enabling informed consumer choice.

Headed by the Commissioner of Competition, the Bureau is responsible for the administration and enforcement of the *Competition Act*, the *Consumer Packaging and Labelling Act*, the *Textile Labelling Act* and the *Precious Metals Marking Act*.

The organization investigates anti-competitive practices and promotes compliance with the laws under its jurisdiction.

The Bureau promotes competition in two ways. It is a law enforcement agency which investigates allegations of anti-competitive conduct, seeking judicial and quasi-judicial remedies to stop anti-competitive behaviour. It also acts as an advocate for competition. To that end, the Bureau frequently makes submissions to legislative bodies or regulators on how to implement reforms that encourage competition.

Question 31

What is the role of the Competition Bureau?

1. To encourage and help with the development of competitive commerce
2. To favour certain markets compared to others and to guide consumers
3. To endorse laws such as those for textiles and precious metals
4. To educate consumers about the importance of prosperity in Canada

Question 32

What is the meaning of the underlined expression?

1. defiance of
2. fulfilment with
3. obedience to
4. exploitation of

Question 33

The Bureau protects competitive markets by:

1. putting an end to anti-competitive behaviour through the provision of compensation.
2. investigating and enforcing laws against anti-competitive practices.
3. conducting surveys on competitive markets and promoting open competition.
4. imposing laws and ensuring that they do not impair competition.

Questions 34, 35 and 36

To: Jennie Lawson
From: Mark Torino
Subject: Information Kit

Attached is a draft of the information kit for the forthcoming presentations. The kit contains the course schedule, a list of objectives, important telephone numbers and a floor plan of the building. As discussed earlier by phone, I would like your comments as soon as possible because I want to start creating the final version within the next few days.

I know you are busy working on a project that must be finalized by the end of the quarter. If you do not have enough time to review the entire kit, that is fine; we will be grateful for whatever feedback you are able to provide. Moreover, rest assured that your contribution to the presentations will be highly appreciated.

Question 34

What is the meaning of the underlined word?

1. distant
2. nearby
3. future
4. upcoming

Question 35

What is the purpose of the text?

1. To announce that an information kit for the presentations has been sent
2. To ask for feedback on the presentations to create the final version
3. To send information regarding the presentations that will take place soon
4. To ask for a critique on the information kit before it is finalized

Question 36

Jennie Lawson:

1. told Mark Torino that she is very busy these days.
2. will not be able to look over the kit.
3. must send her comments to Mark Torino.
4. must finish her project planning within six months.

Questions 37, 38 and 39

To: The Director
From: Susan Lesiuk
Subject: Request for course approval

Good day Mr. Gillen,

I would like to know if it is possible to enrol in the Real Estate Management course offered by the Canada School of Public Service. I am aware that course funding has already been allocated, but, since my new tasks require that I be knowledgeable in this area of expertise, I believe that an introductory level of theoretical knowledge would be greatly beneficial. I know I can rely on my colleague, Sheila, to answer my questions. However, as you are aware, she is very busy, and I don't like taking her away from her work.

The course is only three days long, and the afternoons are dedicated to working on case studies so that the participants have the opportunity to discuss real work scenarios. Past participants of the course have confirmed that essential knowledge was gained that has allowed them to better accomplish tasks similar to those I am currently assigned.

Question 37

What is the meaning of the underlined word?

1. distributed
2. spent
3. withheld
4. offered

Question 38

Why does Susan want to take this course?

1. Because her colleague Sheila took it
2. To learn how to assign funds
3. To learn more about real estate management
4. Because one of her new tasks is to manage budgets

Question 39

According to Susan, the course:

1. does not incorporate activities such as case studies.
2. has helped many people with comparable responsibilities.
3. allows the participants, on occasion, to discuss real work situations.
4. has been taken by all employees who have the same responsibilities as Susan.

Questions 40, 41 and 42

To: Stewart
From: Michael
Subject: Carpooling

Stewart,

I heard through the grapevine that you have organized a carpool for those who live in the western part of the city. I am hoping that I could travel with you, but I am not sure if I understood correctly as to whether or not you have seats available in your car. My contact explained that you may have an extra seat available four out of five days because you have an extra passenger on Fridays; could you confirm this? Even if this is the case, I would still be interested. I can take my own car in on Fridays. Can you let me know what the deal is?

Could you also let me know if you pick up people at home? If picking me up at home is too far out of your way, I could easily meet you at one of the municipal park and ride lots. Tell me which one is on your route and I will meet you there.

Thanks,

Question 40

What is the meaning of the underlined expression?

1. To hear the information in the elevator
2. To read the information from a bulletin board
3. To get information from unofficial sources
4. To get the information from official sources

Question 41

What does the text say about Michael?

1. Michael is unclear as to whether Stewart has room for him to join the other carpoolers in his car.
2. Michael would love to carpool with Stewart only if he can take his own car on Fridays.
3. Michael is not interested in carpooling with Stewart because he has to take his own car on Fridays.
4. Since there is an additional passenger on Fridays, Michael is willing to give a lift to that passenger that day.

Question 42

Under which circumstances would Michael carpool?

1. Only if he could leave his car at home and travel in to work with Stewart
2. Only if he could leave his car in a city parking lot where Stewart could pass by to pick him up
3. If he could wait at home where Stewart would pick him up
4. If he could park in any parking lot and get a ride with Stewart

Questions 43, 44 and 45

To: George Chester
From: Valerie Smith
Subject: Re: Request for information on a new program

Mr. Chester,

I understood from your message that you wish to receive information regarding a new training program we are offering. I forwarded your request to Joseph Lafrenière who is responsible for the development and implementation of this program.

As for (A) registration, I have attached the registration form you must complete and return by March 3 if you wish to enrol. The first session should take place in early April. That being said, this date could change at a moment's notice (B). If this is the case, we will let you know immediately.

Question 43

Which word or expression could replace the underlined expression **(A)**?

1. Depending on
2. With reference to
3. According to
4. Regarding

Question 44

What is the meaning of the underlined expression **(B)**?

1. soon
2. with no warning
3. with a note
4. with ample warning

Question 45

What is the purpose of the text?

1. To inform Mr. Chester that his inquiry has been sent to the person in charge and to provide him with an enrolment form
2. To confirm that Mr. Chester is enrolled in the new program but that the date may change
3. To provide Mr. Chester with the requested information and to advise him of the registration deadline of March 3
4. To advise Mr. Chester that Josephe Lafrenière will contact him and provide him with the requested information

Questions 46, 47 and 48

To: Stephanie Braun
From: Hanna Salvador
Subject: The Thérèse-Casgrain award

Stephanie,

As you no doubt already know, I intend to submit the nomination of our colleague Raymond for this year's Thérèse-Casgrain award. I know that you have already participated in certain volunteer activities organized by Raymond, and I would like to ask if you could give me some examples of situations where Raymond showed creativity and leadership in the organization of these activities. I already have a good list of examples, but as I would like to be very convincing, I am looking for as many as possible to add to the list. As well, if you could take a few minutes to read, in its entirety **(A)**, the biographical note I've written on the subject and give me your comments, I would be grateful.

This year I'm able to designate one candidate among the members of my team. If you ask me, Raymond is an excellent candidate, and I would like him to be rewarded for his noteworthy **(B)** dedication.

Question 46

What is the meaning of the underlined expression **(A)**?

1. part of
2. over a period of time
3. fully
4. sections of

Question 47

Which word could replace the underlined word **(B)**?

1. remarkable
2. insignificant
3. ordinary
4. important

Question 48

Which of the following statements best summarizes the text?

1. Hanna has nominated Raymond for the Thérèse-Casgrain award and asks Stephanie to give her more examples to show that their colleague is the best candidate.
2. As Stephanie has had the opportunity to see Raymond's leadership qualities first hand, Hanna asks her to provide some examples of volunteer activities organized by him to support her nomination proposal for the Thérèse-Casgrain award.
3. Hanna would like Stephanie to criticize the text she has written for the nomination of a colleague for the Thérèse-Casgrain award and to give her some extra information to further strengthen her case.
4. Hanna wants to propose Raymond as a candidate for the Thérèse-Casgrain award and has asked Stephanie to compile a list of Raymond's work achievements.

Questions 49, 50 and 51

From: Anna Schriver
 To: Elaine Pitt
 Subject: Smokers at the main entrance

Ms. Pitt,

I would like to ask if it is possible for you to send a reminder to everyone who smokes close to the main entrance. As you know, there are some very clear rules regarding this activity, and it seems that some of my colleagues do not know them. Personally, I find it repulsive to walk through a cloud of smoke to get to my office in the morning, and I know that I'm not the only person who deplores this situation.

In fact, some individuals who have respiratory problems have told me that they cannot use this entrance since the air in the area is not breathable, and it often sets off debilitating migraines. Not only is the quality of air an issue, but the cigarette butts are everywhere around the benches in the front because many of the smokers don't use the designated ashtrays. Moreover, it should not just be the smokers who monopolize the most desirable outside areas.

Question 49

What is the meaning of the underlined word?

1. invigorating
2. strong
3. incapacitating
4. depressing

Question 50

According to the text, Anna:

1. would like Elaine to write a memo to those who are not respecting the no-smoking regulations at the main entrance.
2. is asking if Elaine is aware of the rules prohibiting smoking at the building entrances.
3. has decided to no longer use the main entrance of the building because of the smoke.
4. is asking if Elaine is aware that people have to pass through a cloud of smoke when using the main entrance of the building.

Question 51

According to the text, which of the following statements is true?

1. Nobody wants to risk getting a migraine by using the main entrance and going through the suffocating air.
2. Because of the horrible air quality, some employees have started having respiratory problems.
3. Only those who smoke can take advantage of the ideal setting the main entrance offers.
4. The main entrance is never clean since cigarette butts are thrown haphazardly on the ground.

Questions 52, 53 and 54

EXTRACT FROM THE CANADA REVENUE AGENCY
THE CANADA REVENUE AGENCY WARNS CANADIANS OF MAIL SCAM

The Canada Revenue Agency (CRA) is warning taxpayers to be wary of a recent scam where some Canadians are receiving a letter, fraudulently identified as coming from the CRA, that asks for personal information. The letter is not from the CRA. A PDF version of the letter is available on the CRA Web site.

The letter claims **(A)** that there is “insufficient information” for the individual’s tax return and that in order to receive any claims **(B)**, they will have to update their records. The letter attaches a form specifically requesting the individual’s personal information in writing, via fax or e-mail, including information on bank accounts and passports. This letter is not from the CRA and Canadians should not provide their personal information to the sender.

All taxpayers should be vigilant when divulging any confidential information to third parties. The CRA has well-established practices to protect the confidentiality of taxpayers’ information.

The CRA has notified the proper law enforcement authorities of this scam.

Question 52

Which word could replace the underlined word **(A)**?

1. declares
2. states
3. refunds
4. requests

Question 53

Which word could replace the underlined word **(B)**?

1. declaration
2. compensation
3. refunds
4. protests

Question 54

Which of the following statements best summarizes the text?

1. The CRA is warning taxpayers about a recent letter that attempts to obtain personal information; the CRA advises taxpayers to be careful.
2. The CRA cautions taxpayers that one or more identified members of the CRA are attempting to obtain information about bank accounts and passports.
3. Recently, some members of the CRA have sent a letter, accompanied by a form, and are asking taxpayers to send them personal information.
4. According to the CRA, taxpayers must pay attention to a letter that, on behalf of the CRA, requests personal information.

Questions 55, 56 and 57

EXTRACT FROM THE AGRICULTURE AND AGRI-FOOD CANADA WEB SITE

Canada is increasingly recognizing the multiple uses of agricultural and forested lands, and the value of protecting natural areas to preserve environmental ecosystems. The issue has been on how best to motivate agricultural producers to facilitate and ensure environmental stewardship on their lands.

A pleasant landscape or preserved wetland generally provides a societal benefit, but maintaining such a benefit on private lands generally imposes a cost upon the land's owner (by taking otherwise productive land out of agricultural production to preserve it, or because property taxes are levied upon non-productive land, for example). Left on their own, private landowners would provide the social benefits at sub-optimal levels. Therefore, the issue becomes that of willingness to pay to protect the environment on private lands.

A recent partnership between the governments of Canada and Manitoba encourages producers to undertake greater environmental stewardship on their lands. Part of the Beneficial Management Practices Program, the Environmental Suite provides funding for riparian area management.

Question 55

According to the text:

1. The government of Canada takes sole responsibility for the cost of preserving natural landscapes and ecosystems on private land.
2. The Beneficial Management Practices Program targets the return of unproductive agricultural land to its natural state.
3. The Canadian and Manitoba governments have joined forces to promote environmental protection practices among agricultural producers.
4. Environmental stewardship is a recent government preoccupation. The government aims to promote sustainable development by offering financial incentives.

Question 56

What is the meaning of the underlined expression?

1. the problem involves the landowners' disinclination
2. the question involves the landowners' desire
3. the matter in question involves resistance
4. the problem has become the desire

Question 57

Which of the following statements best summarizes the text?

1. In support of the importance of agricultural land and forested areas, Canada is presently collaborating with provincial governments to encourage agricultural landowners to use sound environmental practices despite the extra cost that these may entail.
2. In response to recent views regarding the importance of natural areas for societal well-being, the governments of Canada and Manitoba are offering aid to agricultural landowners for the protection of unproductive agricultural land.
3. Agricultural landowners are faced with a problem when it comes to practising environmental protection on their lands because it often involves a reduction in production or the payment of higher taxes which does not motivate them to take charge.
4. Given that environmental protection of agricultural land is of increasing importance, it is essential to encourage the agricultural landowners' participation.

Questions 58, 59 and 60**EXTRACT FROM THE DEPARTMENT OF FINANCE WEB SITE – 2010 BUDGET
GLOBAL ECONOMIC DEVELOPMENTS AND OUTLOOK**

Looking forward, the forces currently driving the recovery in advanced economies are expected to gradually weaken as positive contributions to growth from inventories diminish and as the impact of fiscal stimulus fades toward the end of 2010 and early 2011. A sustained recovery will require increased support from private sector spending. The International Monetary Fund (IMF) expects global economic activity to grow by 3.9% in 2010 and 4.3% in 2011, led by developing Asian countries and China.

The expected rebound is relatively modest compared to previous recoveries, especially given the sharp drop in output last year. Based on the IMF outlook, the output lost during the recession is not expected to be recouped over the medium term. The IMF outlook suggests that the level of global GDP will be about 7.5% lower in 2014 than it would have been if pre-recession trends had continued. This loss reflects the view that the level of activity prior to the crisis was unsustainably high as it was based on excessive risk taking, an unsustainably low cost of financing and rising leverage.

Question 58

According to the text:

1. The author foresees that the helpful forces propelling the advanced economies will diminish, and simultaneously the favourable effects on growth as a result of economic revitalization measures will no longer help.
2. Economic activity in China and certain other Asian countries will increase by 4.3% in 2011.
3. As a result of the increased inventories, the private sector will have to sustain increased spending so that the economy may achieve lasting fiscal recovery.
4. The factors affecting economic activity, existing presently in developed countries, should slowly diminish with the economic recovery.

Question 59

What is the meaning of the underlined expression?

1. be cut
2. be recovered
3. be regrouped
4. be redesigned

Question 60

What can be deduced from the analysis and interpretation of the facts?

1. According to some, and keeping in mind that the current global GDP is lower than what was expected for 2014, the course of economic activity, such as was in effect before the recession, could not have continued.
2. Economic recovery following past recessions has been achieved more quickly.
3. If the course of economic activity had remained unchanged, the present global GDP would have been 7.5% higher than IMF predictions for 2014.
4. The IMF maintains that, with the support of the developing world's private enterprises, pre-recession levels of production should shortly be recovered.

FEUILLE-RÉPONSE (imprimer au besoin)

Questions	Réponses
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Questions	Réponses
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Questions	Réponses
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42.	
43.	
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CORRIGÉ

Questions	Réponses
1.	3
2.	3
3.	4
4.	2
5.	1
6.	2
7.	1
8.	4
9.	3
10.	2
11.	2
12.	4
13.	3
14.	2
15.	3
16.	1
17.	3
18.	2
19.	1
20.	2

Questions	Réponses
21.	4
22.	1
23.	2
24.	3
25.	1
26.	2
27.	2
28.	3
29.	4
30.	2
31.	1
32.	3
33.	2
34.	4
35.	4
36.	3
37.	1
38.	3
39.	2
40.	3

Questions	Réponses
41.	1
42.	3
43.	4
44.	2
45.	1
46.	3
47.	1
48.	2
49.	3
50.	1
51.	4
52.	2
53.	3
54.	1
55.	3
56.	2
57.	1
58.	4
59.	2
60.	2

READING COMPREHENSION 2

Questions 1, 2 and 3

The Innovation Committee was formed in July 2009 _____ (A) approval by the Management Committee of the Canada School of Public Service. It has two objectives: find ways to save costs and identify innovative best practices within the department.

Since _____ (B) creation, it has completed numerous projects.

Question 1

Choose the best word to insert into blank "A".

1. before
2. since
3. after
4. during

Question 2

According to the text, the Innovation Committee:

1. must try to save money.
2. approved the School's Management Committee in July.
3. must understand its two objectives.
4. must prove that its innovative practices are the best.

Question 3

Choose the best word to insert into blank "B".

1. a
2. it's
3. its
4. the

Questions 4, 5 and 6**GOVERNMENT OF CANADA PUBLICATIONS**

You can now get many of our publications at incredibly low prices—up to 90% off!
Click on the icon below to browse our catalogue and use the order form to place your order.

This offer is _____ until December 30.

Question 4

According to the text:

1. all publication prices are reduced by 90%.
2. the catalogue is on the Internet.
3. orders can only be made on the Internet.
4. the publication prices will remain low.

Question 5

What is the purpose of the text?

1. To tell readers how to place an order
2. To tell readers that several publications are currently on sale
3. To tell readers that they must order publications online
4. To tell readers that all publications are now priced low

Question 6

Choose the best word to insert into the blank.

1. available
2. expired
3. ending
4. starting

Questions 7, 8 and 9

From: Jasmine Adams
To: Review Committee
Subject: Report on the last committee meeting

Hello everyone,

You will find attached an outline of the report on the last committee meeting. To choose which project to _____, we ask that you indicate which of the three projects proposed you find the most important. I will share the results during our next meeting on December 9.

Question 7

Choose the best word to insert into the blank.

1. guard
2. conserve
3. maintain
4. keep

Question 8

According to the text, Jasmine:

1. is inviting the committee to rank the three projects by order of importance.
2. wants the committee to cut one of the three projects.
3. asks that committee members determine which project is the highest priority.
4. is proposing to add another project to those that have already been suggested.

Question 9

According to the text, which of the following statements is true?

1. Jasmine is going to divide the projects among the committee members.
2. The projects will be sorted during the next committee meeting.
3. Jasmine will receive the results concerning the projects at the meeting.
4. At the next meeting, Jasmine will tell the committee which project was retained.

Questions 10, 11 and 12

To: Lucie Toumno
From: Julia Pedersen
Subject: Request for information

I would like to buy back four years of previous service. I have been informed that I must first provide a medical certificate to qualify for this pension _____ benefit. Could you please tell me the steps I need to take to make a buy-back request?

Thank you in advance for sending me all of the necessary information.

Question 10

Choose the best word to insert into the blank.

1. regime
2. plan
3. arrangement
4. fund

Question 11

What does Julia Pedersen want?

1. To retire in four years
2. To learn about the retirement benefits plan
3. To work for four more years
4. To purchase past years of service

Question 12

According to the text, Julia:

1. wishes to know the procedure for buying back her years of service.
2. wants to understand the process for submitting a medical certificate.
3. would like to meet Lucie to thank her for her help.
4. has already made her request and wants Lucie to check her file.

Questions 13, 14 and 15

To: All third floor staff
From: Philip Bernatchez
Subject: Friendly reminder

I would like to remind everyone that someone on our floor has a serious allergy to fish and must not come into contact with it in _____ way.
If you have fish for lunch, kindly eat it in the lunchroom on the second floor. I apologize for any inconvenience this may cause and thank you for your cooperation. Feel free to contact me for further information.

Question 13

Choose the best word to insert into the blank.

1. every
2. some
3. any
4. whichever

Question 14

According to the text, which of the following statements is true?

1. Someone on the second floor is allergic to fish.
2. Employees on the third floor must not eat fish.
3. Anyone who wants to eat fish must eat it in the lunchroom on the second floor.
4. No one must come into contact with fish.

Question 15

Which word could replace the underlined word?

1. farther
2. additional
3. a lot of
4. advanced

Questions 16, 17 and 18

To: All managers
From: Margaret Kuruville
Subject: Managers' responsibilities

Managers must ensure that all resources provided are used to increase their workgroup's productivity. Therefore, it is the responsibility of managers to ensure that work is distributed equally among employees.

In order to obtain better results, managers must clearly state their expectations of each employee and encourage creativity and initiative. They must also encourage continuing education within their workgroup so as to improve the staff's competencies.

Furthermore, all managers must efficiently manage all work-related conflicts that may occur in order to promote a healthy workplace environment.

Question 16

What is the meaning of the underlined words in the text?

1. certify
2. decide
3. ask that
4. make certain

Question 17

According to the text, managers:

1. are solely responsible for the fair and effective distribution of work.
2. are asked to increase their workgroup's productivity in proportion to the available resources.
3. are responsible for making sure that all available means are used to improve their team's output.
4. are responsible for reasonably increasing their workgroup's productivity.

Question 18

According to the text, managers can improve their staffs' performances by:

1. reminding employees of their obligation to maintain their competencies.
2. providing explicit explanations as to what is expected from each employee.
3. offering employees a conflict-free workplace environment.
4. allowing everyone to show initiative and creativity at all times.

Questions 19, 20 and 21

ADAPTED FROM THE HUMAN RESOURCES AND SKILLS DEVELOPMENT CANADA WEB SITE.

The Enabling Accessibility Fund supports community-based projects across Canada. It provides funding for projects that improve accessibility and enable Canadians, regardless of their physical ability, to participate in and contribute to their communities and the economy.

The approved projects will be closely connected to the applicant communities which will simultaneously support and benefit from the project. All projects must be implemented within Canada and must have a proven positive impact on the lives of people with disabilities within the funded community.

Question 19

What is the meaning of the underlined word?

1. questionable
2. verified
3. direct
4. determined

Question 20

According to the text:

1. The Enabling Accessibility Fund brings financial aid to all projects whose purpose is to improve the physical abilities of all Canadians.
2. All projects may take place in Canada and may be beneficial to people with disabilities.
3. For a project to be approved, it must be associated with a community which will support and benefit from it.
4. The Enabling Accessibility Fund sponsors projects that could interest all Canadian regions simultaneously.

Question 21

What is the purpose of the text?

1. To advertise the availability of funding for projects for the disabled
2. To warn Canadians of the kinds of projects that will not be approved for funding
3. To publicize funding available for projects aimed at helping people with disabilities to take part in their communities
4. To define the conditions of the Enabling Accessibility Fund so as to receive financial aid

Questions 22, 23 and 24

To: All building employees
From: Director of security
Subject: ID cards verification checkpoint

We have recently received complaints regarding the slowness of the ID card verification checkpoints located prior to elevator access. I would like to remind everyone that employees responsible for the ID card verification have been trained to check each card with care. We understand that this practice slows down access to the elevators, and we, therefore, ask employees to please have their cards in hand and visible when arriving at the checkpoint in order to avoid further holdups.

At this time, we would also like to remind you that our mandate is to ensure the security of the premises and that ID card verification is one way to fulfil this mandate. The procedure helps us prevent the potential use of stolen cards to gain unauthorized access to the buildings. Moreover, it has come to our attention that some employees, contrary to our directives, have not taken the time to report lost cards. These lost cards could easily find their way into the wrong hands, thus, compromising security.

Thank you in advance for your co-operation.

Question 22

When an employee loses his or her card, it:

1. should be reported to prevent any misuse.
2. will find its way into a person's hands who will undoubtedly try to use it.
3. can no longer grant access to certain rooms.
4. must not be made known to the concerned authority.

Question 23

Which word could replace the underlined word?

1. position
2. scene
3. advance
4. location

Question 24

According to the text, the Director of Security:

1. thinks that the process would take less time if the employees were visible when they present themselves at the identification card verification checkpoint.
2. confirms that the employees responsible for checking ID will receive training to accelerate the ID card verification process.
3. asks the employees to have their ID cards ready and visible when they pass the checkpoint.
4. will not ignore the slowness of the identification card verification process and will accelerate the process.

Questions 25, 26 and 27

To: the Organizing Committee
From: Suzie Lambros
Subject: Open House

Hello everyone,

I heard that your work on the preparation for the Open House is coming along well and that many creative ideas are on the table. I've just learned that the Open House coincides with the visit of a Kenyan delegation to our offices. Would you have an innovative idea (I'm sure you do) that would entertain our guests and have them actively participate in our open house? Obviously, this activity would need to be short, seeing as our guests already have a full day planned. Please explore this possibility more thoroughly, and let me know no later than tomorrow as we need to finalize the plans as soon as possible.

Question 25

What does the text say about the writer of this message?

1. She is responsible for the organization of an open house for a Kenyan delegation.
2. She finds that the idea of an open house is excellent and that the only thing missing are creative ideas.
3. She thinks that the activity in which the delegation could participate should be a relatively short one.
4. She thinks the guests already have too much to do that day.

Question 26

What is the meaning of the underlined expression?

1. under development
2. complete
3. evolving nicely
4. about to arrive

Question 27

What is the purpose of the text?

1. To announce the participation of the Kenyan delegation in a short activity at an open house
2. To suggest that the Kenyan delegation join the event in a limited way
3. To ask for an activity that would fit in the Kenyan delegation's busy schedule
4. To announce the presence of the Kenyan delegation during the Open House

Questions 28, 29 and 30

To: All building employees
From: Maintenance
Subject: Water quality

Please note that the water from the building's faucets cannot be consumed at this time. We ask that you not drink the water until further notice. Over the weekend pipes were damaged and the drinking water in the tank was contaminated. A team is currently working on fixing the problem.

In the meantime, water will be made available to you on a daily basis. Water dispensers will be placed on every floor near the elevators. For the sake of protecting the environment, we encourage you to bring your own reusable water container.

As soon as the repairs are done, an e-mail will be sent out.

We apologize for any inconvenience that may be caused by this problem.

Question 28

What is the meaning of the underlined expression?

1. For now
2. Later
3. Afterwards
4. Since

Question 29

According to the text, which of the following statements is true?

1. The problem will be fixed by the end of the week.
2. The cause of the water contamination is unknown.
3. The water tank has been sanitized.
4. The tap water is currently undrinkable.

Question 30

As a result of the situation, the maintenance department is:

1. informing employees that they may now drink bottled water placed near the elevators.
2. asking employees to take into consideration the environment by bringing their own water in a recyclable container.
3. telling employees that water will be provided until the repairs are done.
4. apologizing for the unfortunate situation and says the end of the repairs will be announced by e-mail.

Questions 31, 32 and 33

To: Ray Dudley
From: Lillian Scott
Subject: Your project

After last Friday's presentation to our staff, you no doubt noticed my team's interest in your project. To begin work on its implementation while I am away, may I suggest that you contact my assistant?

I am sending you a list of those interested, as well as the names of their supervisors, who could be invited to participate in the project on a rotational basis. The only stipulation is that project participation not interfere with organizational needs. I recommend, nevertheless, that you request confirmation from the employees who wish to participate.

As for me, I am also interested in following this project closely and in contributing to its success.

Question 31

What is the meaning of the underlined word?

1. though
2. conversely
3. obviously
4. clearly

Question 32

What is the purpose of the text?

1. To inform Ray Dudley of the tasks needed to be done for the project
2. To send Ray Dudley the list of people invited to take part in the project
3. To share with Ray Dudley the team's strong interest in the monitoring of the project
4. To indicate which employees will likely participate in the project

Question 33

According to the text:

1. The names of the people on the list have been reserved for organizational needs.
2. The people could be asked to participate in the project with each of them being given a different role.
3. Ray Dudley must follow the project with interest.
4. The employees on the list could be asked to take turns on the project.

Questions 34, 35 and 36**EXTRACT FROM THE TREASURY BOARD OF CANADA SECRETARIAT WEB SITE**

The federal public service is committed to offering students valuable learning assignments that represent structured pathways from a school environment to the world of work. While students are not to be regarded as lower-cost alternatives to employees, they are recognized as trainees who do not receive the same benefits as employees do.

To be eligible for assignment under one of the student employment programs, a candidate must meet the criteria defined in Appendix A.

The federal public service supports learning assignments for non-Canadian post-secondary students who are legally entitled to work in Canada when reciprocal arrangements exist for an equivalent number of Canadian students studying in foreign countries. International students, however, are not to displace Canadian students. The work experience of international students is limited to the equivalent of 12 months of full-time work.

Question 34

What is the meaning of the underlined word?

1. similar
2. mutual
3. repeating
4. compensating

Question 35

According to the text, the public service is:

1. committed to giving students work experience, which acts as an intermediary between school and the work environment.
2. committed to giving students a trainee status, with the same privileges as permanent employees.
3. making a point of offering students positions with the same benefits as regular employees.
4. committed to offering acceptable work opportunities to students who want to quit school for the work world.

Question 36

In what cases can foreign students work in the public service?

1. If the period of work is less than or equal to one year of full-time work and if the foreign student has a valid work permit
2. If the foreign student is in the position for less than one year and if, in that same time period, a Canadian student is allowed to work outside of Canada
3. If the foreign student does not replace a Canadian student and if the position is neither full-time nor for a period of more than one year
4. If the position, regardless of the schedule, does not last for more than one year and if the foreign student has a valid Canadian work permit

Questions 37, 38 and 39

To: Judy Rivers
From: Margaret Greenberg
Subject: Partnership

Greetings Ms. Rivers,

I've heard that you are on the verge of creating partnerships between various levels of government, as well as with the private sector, regarding an initiative on nanotechnology. I was wondering if you had thought of asking local universities to partake in the partnerships. I think that this type of initiative with us would be of great interest to them. I recently attended a seminar at one of these universities where a specialist in nanotechnologies underscored the importance of unifying efforts in order to see progress in this field. I would be delighted to meet with you to further discuss this prospect.

Question 37

Which expression could replace the underlined expression?

1. are in the process of creating
2. intend to create
3. are in the middle of creating
4. are about to create

Question 38

According to the text, what does Margaret want?

1. She would like to talk to Judy about her knowledge of nanotechnology.
2. She would like to create ways to reinforce partnerships with the private sector.
3. She would like to inform Judy of the lack of effort on the government's part in the field of nanotechnology.
4. She would like to discuss with Judy the possibility of including universities in nanotechnology partnerships.

Question 39

Which word could replace the underlined word?

1. highlighted
2. determined
3. underlay
4. discussed

Questions 40, 41 and 42**EXTRACT FROM THE ELECTIONS CANADA WEB SITE**

The Office of the Chief Electoral Officer normally has a group of approximately 330 employees who work in Ottawa. When a general election or a referendum is called, the returning officers employ over 160 000 people in the country. In each riding the returning officer manages the election that will choose a Member of Parliament.

The Chief Electoral Officer is assisted by the Deputy Chief Electoral Officer and the Senior Legal Consultant. The latter is also the registrar of political parties and the person in charge of the international services of the agency, which include many multilateral and bilateral professional support programs for countries which are on the verge of establishing democratic institutions. Elections Canada sends electoral experts abroad to honour the Canadian commitment in the support of democracy around the world.

Question 40

What is the meaning of the underlined word?

1. domain
2. electoral district
3. place
4. section

Question 41

According to the text:

1. Canada is honoured to participate in the development of democratic values across the world.
2. Elections Canada has implemented multilateral and bilateral programs in order to get more experts in its organization.
3. The person responsible for international services is also the registrar and the senior legal consultant.
4. In his duties, the Chief Electoral Officer is always supported by the Deputy Chief Electoral Officer and the Senior Legal Consultant.

Question 42

What is the purpose of the text?

1. To show the structure of the Office of the Chief Electoral Officer
2. To point out the different programs provided by the Office of the Chief Electoral Officer
3. To provide information on the role of certain people within the Office of the Chief Electoral Officer
4. To point out different key positions within the Office of the Chief Electoral Officer

Questions 43, 44 and 45**EXCERPT FROM THE CORRECTIONS CANADA WEB SITE**

In Canada, responsibility for corrections is divided between the federal and provincial governments. The Correctional Service of Canada is responsible for offenders serving sentences of two years or longer (including life sentences). The provinces are responsible for offenders sentenced to terms of less than two years.

The National Parole Board makes conditional release decisions for federal offenders and for provincial offenders in the provinces and territories which don't have their own parole boards.

Public Safety Canada works to harmonize policies among the federal agencies and departments which are involved in crime prevention, law enforcement and corrections with the goal of advancing effective corrections policy in the interest of public safety.

Question 43

What is the meaning of the underlined word?

1. supplement
2. tone
3. synchronize
4. correspond

Question 44

What does the text say about the Correctional Service of Canada?

1. For territories which have no parole board of their own, the release of offenders who have fully served their sentence is determined by the National Parole Board.
2. The federal government has the right to intervene in certain cases even if it concerns a minor offence that doesn't lead to an incarceration of two or more years.
3. People who commit an offence that leads to a life sentence fall within the control of the Correctional Service of Canada.
4. Provinces which have a parole board are responsible for prisoners who are incarcerated for a period of more than 24 months.

Question 45

Which of the following statements best summarizes the text?

1. Regarding the Correctional Service of Canada, the federal government and provincial governments share different cases, while the National Parole Board takes action on other levels.
2. The federal and provincial governments, as well as the National Parole Board and Public Safety Canada, work together to guarantee an efficient Canadian correction policy.
3. The Correctional Service of Canada is made possible by different governmental levels.
4. The provincial and federal governments share responsibility for the correctional system, assisted by other organizations such as the National Parole Board and Public Safety Canada.

Questions 46, 47 and 48**EXTRACT FROM THE TREASURY BOARD OF CANADA SECRETARIAT WEB SITE**

The Public Service Health Care Plan (PSHCP) is an optional health care plan for federal public service employees and their eligible dependants.

It is designed to supplement your provincial health insurance plan. In other words, the Plan will reimburse you for all or part of your eligible costs for medical services and products once you have taken advantage of the benefits provided under your provincial/territorial health insurance plan or other third party source of health care assistance to which you are legally entitled. Complete details on the Public Service Health Care Plan are set out in the PSHCP directive.

The Plan Administrator, Sun Life Financial, has an Internet service to provide members with secure access to information regarding members' individual claims and other services. An Access ID and a Personal Identification Number (PIN) are needed. You can get these by calling the Administrator. The contact information is located on their Web site.

If you do not have access to the Internet or you need a copy of the plan member booklet, you should contact your compensation advisor.

Question 46

According to the text:

1. You need an access code to contact the Plan Administrator.
2. The plan will not reimburse you if you have taken advantage of the benefits provided under your provincial or territorial health insurance plan.
3. It is impossible to get information on the Web regarding a refund without an access code.
4. If you do not have access to an Internet connection, you must contact your Administrator.

Question 47

What does the text say about the Public Service Health Care Plan?

1. The Public Service Health Care Plan reimburses eligible costs for services and products which are not covered by other health plans.
2. Contribution to the Public Service Health Care Plan is critical for public servants and their dependants.
3. Expenses which are not reimbursed by the Public Service Health Care Plan can be transferred to the provincial or territorial health care plan which will supplement them.
4. All expenses for products and services made by the public servants are partially covered by the Public Service Health Care Plan.

Question 48

What is the purpose of the text?

1. To indicate cases where a public servant can benefit from the Public Service Health Care Plan and to explain how to gather more information on the subject
2. To demonstrate the difference between the Public Service Health Care Plan and other health care plans
3. To point out the limits of the Public Service Health Care Plan and who to contact for information
4. To clarify what the Public Service Health Care Plan consists of and to identify the ways to obtain certain information

Questions 49, 50 and 51

To: Leslie Walsh, Fisheries and Oceans Canada
From: Philip Northway
Subject: Request for information

Dear Ms. Walsh,

I am a researcher recently hired by a private company to direct a research project, which could have an impact on the Spotted Gar, a species identified as being endangered by the *Canada Species at Risk Act*. I have been told that, in compliance with an article of the Act, I must obtain permission from your department in order to proceed with my research. I have also been told that I need to be aware of the most recent measures which I must incorporate into my research protocol. Would you kindly send me all the information which may be relevant to my research to help ensure that it is done in accordance with the Act.

I have heard that the process for the granting of a permit could be very long because of the complexity of certain necessary audits. However, my research is scheduled to begin in four months and be carried out between June and August. If I am unable to complete the research this year, it will have to be postponed until next year, and I will not be able to take advantage of the current government grant for which I am eligible. If you could send me the information I require as soon as possible, I would be ever so grateful.

If you need more information concerning my research, please do not hesitate to contact me by e-mail or phone.

Thanking you in advance,

Question 49

Which expression could replace the underlined expression?

1. as a result of
2. in adherence to
3. in subscribing to
4. with regard to

Question 50

According to the text:

1. Mr. Northway has been told that he should gather information concerning the *Endangered Species Act*.
2. Mr. Northway has been told that his research might harm an endangered species.
3. Mr. Northway's research will take place next year.
4. Mr. Northway needs approval from the department before he can continue with his research.

Question 51

What would Mr. Northway like Ms. Walsh to know?

1. He will get some money from the government if the department approves his research.
2. He will not be able to use money from the government if his research is delayed by a year.
3. The research will take a long time because of the approval process.
4. His research will last four months.

Questions 52, 53 and 54**EXTRACT FROM THE TREASURY BOARD WEB SITE – REPORT ON PLANS AND PRIORITIES – FINANCIAL CONSUMER AGENCY OF CANADA**

While consumers generally recall receiving some type of agreement when they obtained their debit card, few recall any details of this agreement. Most focus group participants' recollections of the card holder agreements they received are of dense, legalistic and impractical documents. A potentially useful recommendation in this respect is the development (and distribution to card holders) of a "tip sheet" on avoiding unauthorized transactions, liability in the event of fraud, consumer recourse and related matters. For those consumers who might otherwise not read through the card holder agreement with enough detail, this "tip sheet" would provide essential information that they would otherwise not receive. For many others, a condensed presentation of this sort would likely impress upon them the importance of taking the time to read and understand their card holder agreement in greater detail.

Question 52

Which word or group of words could replace the underlined word?

1. legal responsibility
2. bankruptcy
3. damage
4. hardship

Question 53

According to the text, the writer recommends the development of a "tip sheet" because it:

1. can provide information not found in the debit card holder agreements.
2. will help debit card holders better protect themselves from fraudulent transactions.
3. will replace the current card holder agreements.
4. will force many card holders to read and understand their card holder agreement in more detail.

Question 54

What does the text say about the card holder agreement?

1. According to most participants in the focus group, the card holder agreements they received with their debit cards were useful.
2. The ways in which the card holder agreements are written make it difficult for consumers to understand and remember.
3. Few consumers take the time to read and understand their debit card agreements.
4. The card holder agreements collected by the focus group are not very useful.

Questions 55, 56 and 57**EXTRACT FROM ROUND TABLE ON ENVIRONMENT AND THE ECONOMY
– ADVISORY REPORT – FACING THE ELEMENTS: BUILDING BUSINESS
RESILIENCE IN A CHANGING CLIMATE**

Businesses of all sizes, in all regions, and sectors will face both direct and indirect impacts to their businesses from climate change. And, since we live in a global economy characterized by lean inventories, long supply chains and just-in-time delivery, impacts on one business have cascading consequences on others. Proactive planning for climate change can limit downside risks and help take advantage of commercial opportunities posed by the irreversible effects of greenhouse gases (GHGs) already in the atmosphere.

Yet relatively few companies appear to be taking a structured and explicit approach to incorporating climate change risk management and adaptation into regular business activities. Canadian businesses are already thinking about and acting on GHG emissions mitigation and carbon management, but they allocate far less attention to adaptation.

From a public policy perspective, business engagement on adaptation matters for three reasons. First, a lack of preparedness for future climate can affect investors, customers, employees and, ultimately, our economy and society. Second, corporations supplying essential services to Canadian households and businesses like electric power, Internet and cellular services, and transportation should plan, build, and operate infrastructure with the future climate in mind. Third, a changing climate presents opportunities as well as risks to Canadian businesses and industry sectors.

Question 55

According to the text, which of the following statements is true?

1. Climate change will lead to supply problems as well as global competitiveness between companies.
2. In trying to anticipate the effects of greenhouse gas emissions on the world's economy, it is possible to boost commercial trade.
3. Only large companies will be negatively affected by the impacts of climate change in all fields of activities.
4. The current means of supplying businesses ensures that the disruption to one business has repercussions on others.

Question 56

According to the text:

1. Climate change leads many companies to adapt their risk management to be able to cope with GHG emissions.
2. The measures taken by Canadian companies for carbon management have begun to take effect, thanks to fewer problems adapting to climate change.
3. While some companies are already working to reduce greenhouse gases, they are not doing much to adapt their activities to climate change.
4. Risk management related to adaptation to climate change requires a structured approach that few companies wish to adopt.

Question 57

Why is corporate commitment towards adaptation to climate change so important?

1. The effects of climate change may, in some cases, become an opportunity to do business.
2. Without this commitment, there is a lack of preparation for future climate, which can be blamed on society and harm investors.
3. Building adequate infrastructure is a way for all businesses to prevent essential services from being affected.
4. Businesses can influence the economy by appealing to investors to counteract the negative effects of climate change.

Questions 58, 59 and 60**TAKEN FROM TREASURY BOARD – REPORT ON PLANS AND PRIORITIES –
PUBLIC SERVICE STAFFING TRIBUNAL – RISK ANALYSIS**

As is the case with most other administrative tribunals under both provincial and federal jurisdiction, the unpredictability of the Public Service Staffing Tribunal's caseload represents a constant challenge. Originally, it was expected that 400 complaints would be submitted to the Tribunal annually and the Tribunal's organization was set up accordingly—that is, with a small number of multi-skilled employees and members. However, since the second year of operations, the number of complaints has exceeded that number by a significant margin. In fact, in each of the past two calendar years, the Tribunal has received over 800 complaints.

In order to avoid a backlog of cases due to the unexpected volume of complaints, the Tribunal has filled all of its positions on an indeterminate basis and practises effective case management to track files and avoid unnecessary delays in the process. Furthermore, it is hoped that the Tribunal will have additional Tribunal members in the coming year, which will help to ensure that pre-hearing motions by the parties are dealt with, complaints are heard and decisions are rendered in a timely fashion.

Given that very few of the Tribunal's decisions have been referred to the Federal Court for judicial review, and even fewer quashed, it is expected that the Tribunal will continue to issue well-reasoned and comprehensive decisions. Nevertheless, new and current members will continue to receive training designed to ensure that its decisions are sound and well-reasoned.

Question 58

What measure has the Tribunal taken to handle the caseload effectively?

1. In order to rapidly process cases, it gives all of its employees training in effective case management.
2. The Tribunal will seek to create member tribunals in the coming year to ensure that important tasks are completed in an expedient manner.
3. The Tribunal is expected to continue issuing decisions for approval by the Federal Court.
4. All employees receive training to make certain that the Tribunal always provides valid and logical decisions.

Question 59

What is the meaning of the underlined expression?

1. Similar to
2. Likewise
3. Unlike
4. Unfortunately, like

Question 60

The success of the Tribunal is evident because:

1. its team members are multi-skilled and able to receive training on a continuous basis regardless of when they joined the organization.
2. more and more cases are being brought forward to Tribunal for adjudication, and they will be hiring more staff to accommodate the increased demand.
3. few of its decisions have been brought to the Federal Court for judicial review, and fewer have been overruled.
4. it hopes to hire more members.

FEUILLE-RÉPONSE (imprimer au besoin)

Questions	Réponses
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Questions	Réponses
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Questions	Réponses
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CORRIGÉ

Questions	Réponses
1.	3
2.	1
3.	3
4.	2
5.	2
6.	1
7.	4
8.	3
9.	4
10.	2
11.	4
12.	1
13.	3
14.	3
15.	2
16.	4
17.	3
18.	2
19.	2
20.	3

Questions	Réponses
21.	4
22.	1
23.	4
24.	3
25.	3
26.	3
27.	2
28.	1
29.	4
30.	4
31.	2
32.	4
33.	4
34.	2
35.	1
36.	1
37.	4
38.	4
39.	1
40.	2

Questions	Réponses
41.	3
42.	4
43.	3
44.	3
45.	4
46.	3
47.	1
48.	4
49.	2
50.	4
51.	2
52.	1
53.	2
54.	2
55.	4
56.	3
57.	1
58.	4
59.	1
60.	3