

## Task 1

You should spend 20 minutes on the following task.

Your company sent you to complete a course in another country. You have lost the certificate received at the end of the course. Write a letter to the principal of the college where you took the course asking for a replacement certificate.

In your letter, you should say:

- how you lost the certificate
- why you need it now
- what you want the principal to do.

Write at least 150 words.

To the Principal,

My name is Jon Toh and I recently graduated from your business administration diploma course. Unfortunately, on my return home, the airline lost my luggage, and my graduation certificate was in my case, which means it is now lost.

As my company paid for the course, I am required to furnish the certificate as proof of completion to the human resources department of my company. If I am unable to provide the certificate I will have to pay back, to the company, all the expenses outlaid in sending me to do the diploma and it will also leave a black mark on my personnel record.

I see on your website that for a small fee I can obtain a replacement certificate, but it does not give any details as to how to do this. Would you be able to send me the requisite forms and instructions for getting the replacement certificate? Or could you put me in touch with whomever is in charge of replacements? I would greatly appreciate any help you could give.

I have only three months in which to present the certificate, so I do hope to hear from you soon.

Yours sincerely,

Jon Toh

## Task 2

You should spend about 40 minutes on this task.

Write about the following topic:

*The cultures of many countries around the world have become more similar than they used to be.*

*What are the reasons for this trend?*

*Is it positive or negative?*

Give reasons for your answer and include any relevant examples from your own knowledge or experience.

Write at least 250 words.

Globalisation means the countries are becoming more similar via travel, education and trade. While there is the danger of losing unique cultures, generally I see this as a good trend.

Firstly, nowadays everyone travels, and tourism has become very important to many a developing nation's economy. Although experiencing unique cultures is why tourists travel, these nations also understand that tourists want a secure environment, and hotel chains and restaurants like McDonalds which make the newcomer feel safer, like there is still something familiar around. The ability to communicate using translation tools and online travel guides also helps make the individual learn more about the local culture and increases tolerance of different cultures.

Education has been another area where countries have become comparable, most systems of education are similar now, so many students are able to go overseas to study. Obtaining an education overseas means an appreciation of the host country's culture is gained, and the student's culture often imparted to the locals, especially if there is a large influx of undergraduates from one country or place.

At the level of countries, trade is important. In order to facilitate trade, countries tend to cooperate rather than resort to hostilities which is why there are now global standards for manufacturing and logistics. Also, as many companies are now multinational in nature, people are able to be transferred across the globe and still understand the workplace they end up in while being immersed in a new culture.

In conclusion, although it seems counterintuitive, by becoming more similar, people and governments actually become more tolerant of differences, resulting in a more peaceful and stable society which is of benefit to all.