**Voorbeeldexamen MBO 2019-2020: Engels B1  
Tekstdocument**

Examenduur: 90 minuten + toegestane verlenging.

Het examen bestaat uit:

- 9 teksten (5 leesteksten en 4 kijk- en luisterteksten)

- 40 vragen

Bij dit tekstdocument horen een vragendocument en een antwoordblad.

In het tekstdocument staan de 5 leesteksten.

In het vragendocument staan eerst de vragen over de leesteksten en daarna de vragen over de kijk- en luisterteksten met hyperlinks naar de betreffende fragmenten.

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# Algemene instructie

- Je mag zelf bepalen in welke volgorde je het examen maakt.

- Let op dat je alle vragen maakt. Een vraag die niet beantwoord is, is fout.

- Je kunt een fragment zo vaak afspelen als je wilt.

- De aantekeningen op kladpapier moet je na het examen inleveren of van de computer verwijderen.

- Je mag woordenboeken gebruiken.

- Na het beantwoorden van de vragen lever je het antwoordblad in of laat het printen.

# Leestekst 1. Birmingham apartment

Deze tekst hoort bij vraag 1 t/m 4.

Met een vriend(in) ga je een weekendje naar Birmingham.

Voordat je tot de definitieve boeking overgaat, zoek je naar reviews van het appartement waar je wilt verblijven.

Tussen de reviews kom je een link tegen naar onderstaande negatieve beoordeling.

Dear Sir or Madam,

I write following a stay at one of your apartments that was booked through an internet company called 'XXX'. I stayed in apartment '16' for one night only, as a surprise for my girlfriend's birthday. This letter is a letter of complaint following the standard of the apartment, and to highlight the differences between what was advertised and indeed what was factual. A copy of this letter will be forwarded to 'XXX' so that they can make the necessary adjustments to the web advertisement.

We had booked the exclusive apartment through the company at a cost of £75. For this value it was advertised that we would have the following:

"In addition to the listed facilities this apartment has a king-size bed, a dining and a study area and a TV with Freeview. Room facilities: shower, bath, TV, telephone, air conditioning, bathroom amenities, toilet, bathroom, heating, satellite TV, tea/coffee maker, wake up service/alarm clock, iron, refrigerator, ironing facilities, seating area, DVD player, microwave, kitchen. Both secure 24-hour parking and a 24-hour reception desk are available."

I wish to address some of the points above, but first wish to start with my main points of complaint. In total I managed 3 hours of sleep on the night in question, due to the particularly noisy party that commenced approximately midnight, and ceased approximately 6 a.m. This party was within one of the apartments, and consisted of loud music, arguing and things being dropped and smashed. Not only could I not sleep due to the noise, but I held constant concerns for my car being damaged in the apparent secure car park. Not a nice scene to set for your 'exclusive' luxury apartments.

I could not find the bath advertised on the website, nor the air conditioning which would have been nice - especially as none of the windows opened. Fingers crossed that there were no fires! I could not find the satellite TV or the DVD player, so entertainment was on the low side. I should be grateful really that the neighbouring flat put on a 6-hour music concert for us to enjoy instead. A nice twist to the apartment was the 24-hour parking, which was actually only available until 11 p.m. If you arrived after this time, we were told that we had to park out on the street at an extra cost. Laughable!

All together a shocking stay! I would have loved to have made a complaint in person, but I was so angry as to the standard, I was concerned that I might miss some of my points raised. I write as I wish to find out what you are going to do to address this issue, and also to address the same raised points with 'XXX' as they appear to rate you quite high. I just hope that the next break that we have booked with them is of a better standard!

Yours faithfully,

David Jones

# Leestekst 2. Snakebite first aid and treatment

Deze tekst hoort bij vraag 5 t/m 8.

Je bent op vakantie in Amerika en je wilt met je reisgenoot gaan trekken en wildkamperen.

Voordat jullie vertrekken, valt je oog op een folder over slangenbeten.

Je leest de tips.

**paragraph 1**

**How to prevent, recognize and treat snakebites**

While most North American snakes are not poisonous, nearly 8,000 people are bitten by venomous snakes each year. Despite this, there are usually less than eight deaths per year. This statistic should not, however, lead backpackers and hikers to believe snakes aren't something to worry about. Snakes do not want to waste their poison on humans, but rather rodents and other small animals to feed on. But if threatened, a snake may attack and can leave a life-threatening wound behind. A bite from a so-called harmless snake can cause infection or allergic reaction, but if venomous, a snake's bite can be deadly.

**paragraph 2**

**Preventing snakebites**

While in the outdoors, do not pester, bother, or provoke snakes or other animals as you are in their territory. While it may seem like obvious advice, do not play with or attempt to pick up a snake unless you are a trained professional. If a snake is to bite a human, it is merely acting in defensive and will likely only leave enough venom behind to cause illness.

**paragraph 3**

**Backpacking tip**

Rattlesnakes can strike from a distance of half their body length. Let the snake slip away, or walk around it. When scrambling up rocky trails, watch where you put your hands, especially on sunny ledges.

Avoid hiking in areas where snakes are known to be. Stay out of tall grass and stay on the hiking trail as much as possible. If you must invade snake territory, wear long pants, ankle-high boots, or even snake-proof gaiters. Be careful when stepping in areas where snakes could be hiding such as under or around rocks and logs. If you are entering an area where you cannot see your feet, kick ahead of you to give snakes enough warning and time to slither away. Simply put, always keep your hands and feet out of areas where you are unable to see them.

**paragraph 4**

**Snakebite first aid instructions**

After contacting medical help and while waiting for medical attention or prior to hiking the victim out, follow these instructions:

1. Keep the snakebite victim calm, keeping them still and quiet. Restrict movement and keep the affected area at or below heart level to reduce the flow of venom.

2. Remove any constricting items and tight clothing as the affected area may swell.

3. Allow the bite to bleed freely for 15-30 seconds before cleansing. Clean the wound, but don't flush with water. Cover it with a clean, dry dressing.

4. Create a loose splint to help restrict movement of the affected area.

5. Monitor the person's vital signs - temperature, pulse, breathing rate, and blood pressure. Also be aware of paleness.

6. Watch for any signs of shock (sweating, clammy skin, or shallow breathing) since the fear of having been bitten is often more dangerous than the bite itself.

**paragraph 5**

**The don'ts of snakebites**

1. **Don't apply a suction device or use a snakebite kit** if the victim is 1 hour from medical help. Instead, contact medical help and focus on following the first aid instructions listed above.

2. **Don't use your mouth to extract venom.**

3. **Don't allow the victim to engage in strenuous physical activity.** If necessary, carry the person to safety. Otherwise, have them hike out slowly without their pack so they are not over-exerted.

4. **Don't apply a tourniquet.** Restricting superficial blood flow does keep the venom from spreading, which you want to avoid. Concentrated venom will rapidly destroy cells. Allowing it to spread will dilute the toxin and reduce tissue damage.

5. **Don't apply a cold pack.** Cold reduces healthy circulation to the infected area and can result in the loss of limbs. Some experts also believe snake venom increases vulnerability to frostbite.

6. **Don't let the snakebite victim eat or drink anything,** including medication and alcohol, unless okayed by medical staff.

7. **Don't cut across the bite marks.** Because snake fangs are curved, the pocket of venom will not be where expected and will probably have already spread. In addition, many snakebites are considered to be dry, or where there was no toxin released into the victim. Cutting into a dry bite may increase the risk of infection in the area by having an open wound.

# Leestekst 3. Packing a backpack

Deze tekst hoort bij vraag 9 t/m 12.

Je werkt in een buitensportzaak.

Om klanten goed te kunnen adviseren, zoek je informatie op een paar websites.

**Learn how to correctly load your pack for your next hike**

While many backpackers just throw their gear into their packs with no organization the day before their trip, there is a method in packing it properly to improve their overall backpacking experience.

Learning to organize your gear properly before loading your backpack will eliminate forgotten items and help you remove unnecessary luxuries. In addition, efficiently packing your backpack will give you more comfort, convenience and stability.

**Backpack capacity**

Before loading the pack with your backpacking gear, be sure that you have the proper pack size to fit the gear you plan to bring. In short, you want to find the line between eliminated unnecessary weight and certain luxuries for comfort. Upgrading to new and lighter equipment will help keep weight and pack size down. Also, keep in mind that shorter trips will require you to pack less gear while more gear, such as clothes and food, are needed for longer trips. For more detailed information on choosing a backpacking backpack and finding the right pack size for you, see information below with pack capacity in liters.

**Pack capacity (liters)**

Trip duration: 5 nights or more

- Summer: 65-80

- Spring/Fall: 80-90

- Winter: 80-90

Trip duration: 3-5 nights

- Summer: 50-65

- Spring/Fall: 65-80

- Winter: 80-90

Trip duration: 1-2 nights

- Summer: 40-50

- Spring/Fall: 50-55

- Winter: 65-80

Trip duration: day hikes

- Summer: 25-35

- Spring/Fall: 35-40

- Winter: 40-55

**Backpack weight distribution**

By distributing weight in a specific manner, you can achieve better comfort, convenience and stability. Instead of simply stuffing your backpacking gear inside your bag, follow these guidelines.

**Internal backpacks** have recently become the standard backpacking frame type. While trail hiking with an internal-frame pack, items with the most weight should be centered high between the shoulder blades and close to your back. By doing this, the weight is placed on the hips which should hold most of our backpacking pack's weight. When off the trail, items should be placed a bit lower on the back, lowering your center of gravity and stabilizing you better on rough terrain.

**External backpacks** are still used, although less common than internal frames. They are recommended for trail hiking only. The heaviest items should be packed on top and closest to the back to center the pack's weight over the hips and help you stay in a more upright stance.

Be careful not to overload your pack or body. A loaded backpack shouldn't exceed 25-30% of your body weight. Although this is a general guideline, beginner backpackers and less-fit persons should start with less weight. Some experienced backpackers may be able to carry more weight.

**Backpack organization**

In order to pack your backpack correctly, you may want to lay out all of your backpacking equipment to get it organized. This is a great way to make sure you have all your gear. Another good idea is to cluster similar small items, such as eating utensils and pots, together in zip lock or stuff bags. You may want to go even further and color-code them as well. It is also a good idea to store food and liquid fuel in bags to prevent spills.

When packing your backpack, be sure to fill in all empty space with small or compressible items. For example, you can stuff a shirt inside a pot, put a roll of duct tape around your hiking poles, or remove your sleeping bag from its sack and stuff it around other gear. If you are using a bear canister, as more and more national parks and wilderness areas are requiring, be sure to fill it completely full with food and other scented items (be sure to pack this closest to your back).

Certain items like a GPS, insect repellent, snack food, rainwear, or a headlamp may need to be accessed at any time. Because of this, these essential things should be stored inside a front pocket, top lid, or in the top of the main compartment so they can be found with minimum searching.

After your bag is loaded and packed, tighten all compression straps to limit load-shifting while hiking.

# Leestekst 4. Students living in nursing homes

Deze tekst hoort bij vraag 13 t/m 16.

Studenten kunnen vaak moeilijk woonruimte vinden.

Een Nederlandse oplossing voor het huisvestingsprobleem was zelfs in Amerika nieuws.

Een Amerikaanse vriend deelt dit artikel met je.

**paragraph 1**

Everybody wins: In exchange for a bit of volunteer work, the students get free housing, and retirement facilities get people who can teach the elderly how to send emails and use Skype.

On his way home from class, Jurriën Mentink takes a slight detour to pick up some fresh fillets from the fishmonger. His neighbor has an affinity for fish and, since he cycles by the market anyway, it's really no trouble. After paying, he hops back on his bike and heads home. He'll visit his neighbor, have dinner, maybe do some studying or kick back to watch TV, much like any other university student. Except home is a nursing home. And his neighbor just turned 93.

**paragraph 2**

Mentink is one of six students living at Residential and Care Center Humanitas, a long-term care facility in the riverside town of Deventer, in the eastern part of the Netherlands. In exchange for 30 hours of volunteer work per month, students are able to stay in vacant rooms there free of charge.

**paragraph 3**

Students in the Netherlands spend an average of 366 euros (roughly $410) each month on rent, up from 341 euros in 2012. Student housing is often cramped or dingy, and is increasingly difficult to come by. Amsterdam, for instance, was almost 9,000 student rooms short last year.

**paragraph 4**

Meanwhile, long-term care facilities in the country are facing problems of their own. In 2012, the Dutch government decided to stop funding continuing care for citizens over the age of 80 who weren't in great need. A large group of aging adults, who had once benefited from a free, all-inclusive ticket to a home like Humanitas, found themselves unable to shoulder the costs.

**paragraph 5**

The new ruling resulted in fewer people seeking long-term care communities, making it difficult for those communities to stay afloat. In order for Humanitas to survive in this new environment, it needed a unique selling point, one that wouldn't cost residents any more than they were already paying.

**paragraph 6**

"That's when I thought of a group of other people - in this case students - who also don't have much money," says Gea Sijpkes, the director and CEO of Humanitas. "If they could get a room in Humanitas, they wouldn't have to borrow so much money for their studies," Sijpkes says. "At the same time, I have some young people in the house, which makes Humanitas the warmest and nicest home in which everybody who needs care would want to live."

**paragraph 7**

As part of their volunteer agreement, Mentink and the other students spend time teaching residents how to send email, use social media, Skype, and even draw graffiti. For the residents, the students represent a connection to the outside world. When the students come home from a class, concert, or party, they share those experiences with their elderly neighbors. The conversation moves from aches and pains to whether a student's girlfriend will be staying the night.

**paragraph 8**

Research links loneliness to mental decline and increased mortality, and regular social interaction with friends and family has been found to improve health in older adults. Saying hello, sharing a joke, bringing fish from the market: It's the little joys of everyday life that the students bring to the seniors at Humanitas.

**paragraph 9**

But it isn't always just the little things. Mentink recalls being woken up in the middle of the night by a staff member. One of the residents had attacked a nurse. The resident was extremely agitated and nothing the staff did seemed to help. "When she saw me, it was like 180 degrees around," Mentink recalls. "She was instantly relaxed and happy to see me." Mentink had gotten to know her while giving her computer help. They spent the rest of the night watching 'Dirty Dancing' before Mentink headed off to work.

**paragraph 10**

The intergenerational living model is beginning to gain in popularity. Since Humanitas opened its doors to students in 2012, two more nursing homes in the Netherlands have followed suit. And a similar program was recently introduced in Lyon, France.

# Leestekst 5. J-1 Visa exchange visitor program

Deze tekst hoort bij vraag 17 t/m 20.

Je komt een artikel over uitwisselingsprogramma's tegen.

Om erachter te komen of zo'n programma iets is voor jou, lees je de tekst.

**paragraph 1**

**J-1 Visa Basics**

The Exchange Visitor (J) non-immigrant visa category is for individuals approved to participate in work- and study-based exchange visitor programs. Participants are integral to the success of the program.

**paragraph 2**

**Programs**

The J-1 Visa provides countless opportunities for international candidates looking to travel and gain experience in the United States. The multifaceted programs enable foreign nationals to come to the U.S. to teach, study, conduct research, demonstrate special skills or receive on the job training for periods ranging from a few weeks to several years.

Programs

- Au Pair

- Camp Counselor

- College and University Student

- Government Visitor

- Intern

- International Visitor

- Physician

- Professor and Research Scholar

- Secondary School Student

- Short-Term Scholar

- Specialist

- Summer Work Travel

- Teacher

- Trainee

**paragraph 3**

**Participant Experiences**

Participants discover first-hand the J-1 Visa's enriching cross-cultural opportunity to gain mutual understanding of diverse backgrounds and customs. Read their stories and share in their personal journeys.

**paragraph 4**

**Earning her expertise**

After studying tourism and marketing in her native country Sweden, Anna Karlsson was eager for a chance to broaden her experience. She found just such an opportunity when she came to New York City to spend a year as a trainee in the office of VisitSweden. "After three years of studying tourism and marketing, I wanted to develop my skills in these subjects by practice. Since VisitSweden is the marketing and communications company for Sweden, I felt being a trainee would be perfect for me," she said, adding: "I have always wanted to visit New York, so the opportunity to live there while working as a trainee felt like a dream opportunity."

**paragraph 5**

As a trainee at VisitSweden, Anna has been encouraged to participate in a variety of tasks, from writing a newsletter to helping set up a sweepstakes event. "I'm learning new things every day at the office and my hopes are that after this year I'll have learned even more that I can apply to my future career," she said.

She encourages anyone interested in gaining more real-world experience to consider becoming a trainee. "I have not met any trainee who regrets going to the United States," she added. "It really is a wonderful experience that you will remember for the rest of your life. To be here is a great opportunity to develop both in your career and personally. You can create a great network here for friendships and also for business."

**paragraph 6**

**Better than the movies**

Szonja Gagyor hoped her experience as a camp counselor in New Jersey would resemble the American life she'd seen portrayed in Hollywood movies back in Budapest, Hungary.

"I was really interested because I had a dream about seeing New York City one day and going to the 'new world' I knew from the movies. But at that time it was nearly impossible for students to go overseas and travel around because it was expensive and it wasn't easy to get a visa either," she remembered. "This provided a great opportunity and it has become much more than just being a tourist in the Big Apple."

Szonja spent the past four summers at a Christian day camp in New Jersey where she led sporting activities, arts and crafts programs and games for the campers. "I had my same group of girls for all four years so I basically saw them growing up. It was an amazing experience," she said.

"It took time to adjust to the cultural differences and we had some misunderstandings too, but we became more patient and tolerant," she added. "I liked the positive attitude I saw wherever I went, and most of the people were welcoming and helpful."

Now Szonja said she has a much better understanding of day-to-day life in another culture.

"I've learned that movies are fictional," she said, laughing. "I became familiar with the history, the traditions and the way of living in general. I really like the mentality of the people. I made many friends and I keep in touch with my closest ones year around."

She encouraged others to apply for this 'awesome adventure.'

"Leave your preconceptions behind, forget the movies' idealistic pictures and get ready for something better but real," she said. "It was one of the best decisions in my life when I applied, and I have never regretted it. In fact, I give thanks for it day by day."

Dit is het einde van het tekstdocument.