



Candidate's name must NOT be written on any sheet of the examination paper.

Index number must be written once ONLY above the perforation.

Qualifying Examination for the Post of Correctional Officer within the Correctional Services Agency April 2026

Subject: English
Date: 10th April 2026
Time: 11:00 – 12:30 (One and a half hours)

This examination paper consists of TWO sections (Section A and Section B). Candidates are requested to attempt ALL sections and to read carefully the instructions within each section.

Write your answers in the space available on the examination paper.

Charisma is no mystery. It's a skill you can learn...

6 Rules to Be Charismatic

① Make People Feel Important (SHR Method)



Seen
Make
eye
contact

Heard
Ask good
questions

Remembered
Recall names

② Pause before Speaking (30% Rule)

When speaking, we allow ourselves only 30% of the time a listener would give us to fill a pause. Wait for 2 seconds first.

Pause in Speaking + Eye Contact = Confidence

③ Hone Your Body Language (7-38-55 Rule)

People will like / dislike your communication based on:

7% words

38% tonality

55% body language

- Stand up straight
- Shoulders back
- Smile

④ Use Humour

A study of top TED Talks found humour as a key ingredient. People are drawn to those who make them feel good.

TWO proven tips to boost your sense of humour:

- Give a surprising answer
- Be more specific than necessary

⑤ Don't Complain or Gossip. Ever.

Nobody likes to hear complaining. So why do we do it ourselves? Being assertive is different.

⑥ The Shadow Rule

You don't need to hide parts of yourself to be accepted by others. Own your flaws, be magnetic.

Find this valuable? Follow me for more.



Ben Meer

Adapted from <https://benmeer.com/newsletter/charisma/>

Section A: Reading

Task A1

(12 marks)

Read the text on page 2 and answer the questions which follow.

A. Look at the text and underline the correct answer.

5 marks

1. The aim of this text is to (instruct, persuade, narrate).
2. This text focusses on ways people can become more (organised, technical, appealing).
3. When speaking, we give ourselves (less, the same, more) time than the listener would.
4. When communicating, what you say is (less, as, more) important than how you say it.
5. The author invites readers to access more of his content via (email, social media, text message).

B. According to the information provided, are the following sentences True (T) or False (F)? Tick (✓) the correct answer below.

5 marks

		T	F
1.	SHR stands for Seen, Heard and Respected.		
2.	Waiting for a few seconds and making eye contact helps with confidence.		
3.	Research from multiple sources confirms that joking helps others feel better.		
4.	One way to be funnier is to include extra detail.		
5.	Complaining can be the same as standing up for yourself.		

C. These four icons are missing from the text. Match the icon with the rule by writing the correct number under the icon.

2 marks



Task A2**(38 marks)****Read the text below and answer all the questions that follow.**

Think of The Jetsons — Rosie the robot maid, futuristic gadgets, and humans doing zero housework. That vision might be closer than you think. A robotics company called 1X Tech has announced NEO, a robot designed to handle everyday domestic chores.

5 **A:** _____

10 1X Tech describes NEO as a humanoid home robot equipped with arms, legs, hands, sensors, and Artificial Intelligence (AI) to perform tasks humans typically do — without complaints. NEO stands at about 1.68 metres tall and weighs roughly 30 kilograms, giving **it** a human-like presence in the home. It uses advanced motors with synthetic tendons to
15 mimic natural muscle movement, ensuring smooth and safe operation. Designed for practical assistance, NEO can lift up to 68 kilograms and carry loads of around 25 kilograms, making it capable of handling everyday chores such as loading and unloading the dishwasher, folding clothes, and cleaning surfaces—though it currently avoids tasks involving hot or sharp objects. The robot comes with a hefty price tag of approximately \$20,000, and a \$499 monthly subscription, and is scheduled to launch in the U.S. in 2026, with a broader rollout worldwide in 2027.

B: _____

20 NEO operates via voice commands or a smartphone app. You can say “load the dishwasher” or “fold laundry” and NEO uses Artificial Intelligence to understand **them**, your home environment, learn preferences, and adapt. It connects via Wi-Fi/Bluetooth and even includes entertainment features like a speaker system.

C: _____

25 Despite its promise, NEO faces significant hurdles. **These** include the high cost, around \$20,000 plus a subscription, which creates a major affordability barrier **that** will take time to overcome. Beyond price, the complexity of home environments poses challenges, as clutter, varied objects, and lighting conditions make robotic navigation and manipulation difficult. Safety and reliability are also critical. If NEO fails or damages customer property,
30 **their** trust could quickly erode. Additionally, privacy concerns arise from the use of sensors and cameras, especially when remote monitoring is involved. The robot’s limited scope further tempers expectations, as it cannot yet handle tasks like cooking, childcare, or advanced maintenance. Finally, consumer readiness remains uncertain, with many households likely opting for simpler, more affordable automation, such as robot vacuums, before embracing full humanoid assistants.

35 **D:** _____

40 When you peel back the hype, you might ask: is NEO really a helpful home robot, or a very expensive gadget? The answer: it’s somewhere in between. Yes, it is a true helper. The tasks it supports are real chores for many households, and if it works well, the value is tangible. But it’s early. It is not a quick fix for all household labour. Therefore, the smart way to think about it: NEO is the prototype of a future helper. If you adopt it early, you’re participating in the future. If you wait, **you**’ll likely get more capability for lower cost.

Adapted from <https://www.technologyhq.org>

Underline the correct answer.

1. Which is the best title for the text? 1 mark
- a. The Jetsons Are Here: Meet Your New Robot Maid
 - b. A Robot That Could Change Household Chores
 - c. The Rise of Smart Appliances in Modern Homes
2. The aim of the text is to 1 mark
- a. entertain.
 - b. persuade.
 - c. inform.
3. The sentence 'That vision might be closer than you think' (line 2) suggests that 1 mark
- a. the concept of household robots is a near reality.
 - b. the futuristic idea of robot-assisted homes is far away.
 - c. robots will completely replace humans in all tasks soon.
4. Below are the missing subheadings for the four paragraphs **A** to **D** in the text. Write the correct letter of each paragraph in the space below. 4 marks

Subheading	Paragraph
The Big Question	
What Is NEO?	
Challenges & Roadblocks	
How It Works	

5. Fill in this fact file with information about the robot found in the text. 3 marks

	Information	
a.		name of the robot
b.		name of the company that created the robot
c.		height of the robot
d.		weight the robot can hold and move with
e.		date when the robot will be available in Malta
f.		price of the robot

6. In a paragraph of between 60 to 70 of your own words, summarise the problems the robot still has which are found in paragraph C. 10 marks

7. Are the following statements True (**T**) or False (**F**)? Underline the correct answer and give a reason. 7 marks

a. The robot is meant to be used at home.

T / F because _____

b. The robot can become annoyed when asked to do many chores.

T / F because _____

c. The robot can use a knife successfully.

T / F because _____

d. The robot listens to human instructions.

T / F because _____

e. The robot learns what you like and adjusts to your needs.

T / F because _____

f. The robot can play music.

T / F because _____

g. To keep using the robot you need to make a one-time payment.

T / F because _____

8. What do the following words, found in bold in the text, refer to? 3 marks

it (line 9)	
them (line 20)	
these (line 25)	

that (line 26)	
their (line 30)	
you (line 43)	

9. From lines 6-15, find **ONE** word which means:

3 marks

- a. fitted _____
- b. carry out _____
- c. fake _____
- d. copy _____
- e. planned _____
- f. wider _____

10. Which picture would best fit this text? Tick (✓) the correct answer.

1 mark



A ☐

B ☐

C ☐

11. a) Underline the correct answer. The writer is (seriously doubtful, cautiously optimistic, overly enthusiastic) about the robot. 1 mark

b) Quote a part-sentence of 8 words from lines 40 – 45 to support your answer. 1 mark

c) In your own words, give FOUR reasons why the writer feels this way. 2 marks

Answer the following question.

You are Sam Smith. This morning, an unauthorised individual had entered a restricted area at your workplace. Your line manager has asked you to complete the Incident Report Form below in 70-80 words.

8

Task B2

(40 marks)

Write between 180 and 200 words on **ONE** of the titles below.

You are advised to

- pay attention to layout, paragraphing, vocabulary, grammar, spelling and punctuation
- keep your writing to the number of words indicated.

You will be penalised if you write less than 180 or more than 200 words.

- a. You are Andy Smith, and you have noticed that several workplace facilities are in a very bad state. Write an email to Ms Debbie Towns, the Secretary of the Human Resources Department, in which you express your concern, explain how employees are affected, and suggest ways to improve the situation.

Start your email by copying the details below.

From: marsmith@dmil.com
To: debbtowns@hr.com
Subject: My concerns

OR

- b. You are Mark Allen, a newly recruited officer at your workplace. Your company is considering introducing a permanent remote work policy. Write an email to your Human Resources Officer, Luca Butler, in which you give your opinion about the matter, and explain your reasons clearly. Start your email by copying the details below.

From: markallen@dmil.com
To: lucabutler@hr.com
Subject: Opinion on Remote Working

[illegible]

END OF EXAMINATION PAPER

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