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Sample Assessment for Functional Skills English Reading Level 1

Switch and Save

Question Paper

Note:

These materials relate to the Functional Skills English assessments that will be in use from September 2015

3748-010
Level 1 Functional Skills English
Reading
Sample Assessment 4

Candidate Name (First, Middle, Last)

Candidate enrolment number

DOB (DDMMYYYY)

Candidate signature and declaration*

Assessment date (DDMMYYYY)

Centre number

General information

- The duration of this paper is **1 hour, 10 minutes.**
- Answer **all 15** questions.
- The maximum marks for each question are shown.
- The maximum number of marks is **40.**

General instructions

- Read each question carefully.
- You do not need to write in complete sentences.
- You will not be assessed on spelling, punctuation and grammar.
- Dictionaries **are** allowed.

***I declare that I have no prior knowledge of the questions in this assessment and that I will not divulge to any person information about the questions.**

Scenario

You have applied for a job in a call centre.

You read the following documents:

- a letter from the employer (**Document 1**)
- a webpage about switching energy supplier (**Document 2**).

Read the documents in the source booklet and answer the questions.

Questions 1-8 are about **Document 1**.

1. What sections has the letter been divided into? Give **two** answers. **2 marks**

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2. Give **four** pieces of information about pay. **4 marks**

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3. What **three** duties are Customer Service Operators asked to carry out? **3 marks**

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4. How is the letter laid out to make sure the reader doesn't miss important information? Give **three** examples. **3 marks**

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5. What do you need to read before your first day at work? Give **three** answers. **3 marks**

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6. What **two** ways can you earn extra money after the first three months? **2 marks**

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7. List **three** things you are asked to bring on the first day. **3 marks**

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8. What **two** things do you need to do if you want to leave your new job? **2 marks**

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Questions 9-15 are about **Document 2**.

9 What **four** key points does the website make about switching? **4 marks**

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10 Give **three** layout features the author has used to help the reader understand the step-by-step guide. **3 marks**

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11 What have customers said about switching suppliers? Give **three** examples. **3 marks**

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12 If you decide to switch supplier, how much time should you allow? **1 mark**

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13 What are **two** extra expenses the webpage advises you to avoid? **2 marks**

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14 What **four** additional guides has *switchnow.com* produced to help you switch supplier? **4 marks**

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15 What is the final step you must take regarding your old supplier when you switch? **1 mark**

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End of Assessment

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