

Worked Example for Functional Skills English Reading Level 2

Sample Assessment 2 – Mobile Phones

Borderline Pass

Note:

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

3748-013

Level 2 Functional Skills English Reading Sample Assessment

Mobile Phones

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**.
- Answer **all** the 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 are about to start a new job as a Customer Service Advisor at Must Have Mobiles. To help you prepare for the job you read the following three documents:

- a letter (**Document 1**)
- a webpage (**Document 2**)
- an in-store poster (**Document 3**).

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

Questions 1 to 3 are about **Document 1**.

- 1 What is meant by the term “flagship” when describing West View Store? **1 mark**

The best shop they have. ✓

1 mark

- 2 What does Joanna Grange believe is the essential skill the sales team need to provide fantastic customer service? Provide **three** separate quotations from the text to justify your answer. **4 marks**

make sure the customer gets the right phone for them ✓

Good customer service

know about the products

1 mark for correct identification of the essential skill. Supporting evidence is incorrect. Candidate supplied only two pieces of supporting evidence; the instruction in the question itself and the total number of marks available should have informed the candidate that three pieces of supporting evidence were required.



- 3 Identify **two** language techniques used by the author to put pressure on the new employee. Support your answer with quotes from the text. **4 marks**

Questions ✓

Can you master that? ✓ Are you ready for the challenge?

Formal writing ✓

You have done exceptionally well to gain a position here ✓

It would do you no harm to brush up on your skills.

4 marks

The question requires the identification of two language techniques, each to be supported by a quotation from the text; therefore, the candidate's inclusion of more than one example of each technique is superfluous.

Questions 4 to 6 are about **Document 2**.

- 4 Describe how the author uses four different layout features to enhance communication. **4 marks**

Heading - makes it stand out ✓

Different fonts - highlight different parts of the writing ✓

Links

Subheadings

2 marks

The question asks the candidate to describe how a technique enhances communication. The candidate has successfully done this for two identified techniques, but has then merely listed two additional techniques.

- 5 Provide examples from the text that show the author has a negative view of sales people. **3 marks**

Overwhelmed by the choices

Pushy sales advisor ✓

Don't let the sales team gloss over the boring bits ✓

2 marks



- 6 Identify and give examples of **two** language techniques being used in the text and explain how they help to convey meaning. **4 marks**

First chosen technique and example from text

Questions

Is a smartphone for you? ✓

Explanation of technique

To make the person think about the information they get. ✓

Second chosen technique and example from text

Everyday phrases **accepted as similar wording to informal language**

Swanky video player ✓

Explanation of technique

Makes the reader feel comfortable reading the article. ✓

4 marks

Questions 7 and 8 are about **Document 3**.

- 7 Give **four** opinions presented as fact from document 3. **4 marks**

World's smartest smart phone ✓

Superior sound quality ✓

Space age handset ✓

3 marks

Only three responses presented, despite the instruction to provide four.

- 8 Identify the purpose of document 3 and provide supporting evidence from the text. **2 marks**

To sell the new phone ✓

1 mark

No supporting evidence provided

Questions 9 to 12 are about one, some or all of **Documents 1 – 3**.

- 9 Using Documents 2 and 3, summarise the positive qualities of the camera on the Galactica One. **4 marks**

7 inch screen ✓

48 hour battery life ✓

13 megapixel camera ✓

slim, sleek handset – not specific to the camera

3 marks

- 10 According to Joanna Grange, how can you prepare for your job at Must Have Mobiles before starting? **3 marks**

Brush up on customer skills ✓

visit the West View store

Look at what other shops sell ✓

2 marks

- 11 According to Documents 2 and 3, how can a customer find out more about the Galactica One? **4 marks**

read the links ✓

website ✓

phone

2 marks



12 What terms and conditions are associated with the Galactica One?

3 marks

No pay as you go ✓

Cheapest £40 month ✓

2 marks

End of Assessment

Total marks scored: 27 out of 40, which is on the borderline between a pass and a fail. The candidate could have achieved further marks through careful reading of the questions to ascertain exactly what was required, both in terms of content of the answers and the number of responses.

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