

# 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**

.....

.....

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

.....

.....

.....

.....

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

.....

.....

.....

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

.....

.....

.....

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

.....

.....

.....

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

.....

.....

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

**3 marks**

.....

.....

.....

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

**2 marks**

.....

.....

---

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

---

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

.....

.....

.....

.....

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

.....

.....

.....

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

.....

.....

.....

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

.....

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

.....

.....

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

.....

.....

.....

.....

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

.....



**This page is intentionally blank**

---

**Published by City & Guilds**  
**1 Giltspur Street**  
**London**  
**EC1A 9DD**  
**T +44 (0)844 543 0000**  
**F +44 (0)20 7294 2413**  
**[www.cityandguilds.com](http://www.cityandguilds.com)**

**City & Guilds is a registered charity  
established to promote education and  
training**