

Functional Skills English Reading Level 1 Sample Paper 1

Technology in the Workplace Question Paper

Note:

These materials relate to the Functional Skills English assessments that will be in use from September 2019 and are subject to Technical Evaluation by Ofqual

Level 1 Functional Skills English Reading
Sample Assessment
Technology in the Workplace



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 **30**.

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 share any information about the questions.**

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

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

1 Which of the following **best** describes the views of the writer on technology in the workplace? (Tick **one**) **1 mark**

- A. Positive.
- B. Critical.
- C. Neutral.
- D. Angry.

2 Identify **three** different features used to organise and structure the content. **3 marks**

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3 According to the article, what is **one** reason why it can be better to discuss work issues in person? **1 mark**

.....

.....

4 Which of the following words could **best** replace 'coupled' in the last paragraph? (Tick **one**)

1 mark

- A. related
- B. fastened
- C. attached
- D. combined

5 Which of the 'Related Articles' would give readers the **opposite** point of view to Mary's article? (Tick **one**)

1 mark

- A. The Downside of Digital Communication
- B. The Benefits of Technology at Work
- C. The Challenges of Technology for Business
- D. The Realities of Technology in the Workplace

6 Name **one** other publication that the writer of Document 1 has written for.

1 mark

.....

.....

7 Where can the reader find out more information about the research referred to in the document?

1 mark

.....

.....

8 Match the images below to the numbered paragraphs (1, 2 or 3) in the article.

3 marks



Number ____



Number ____



Number ____

Questions 9 to 18 are about **Document 2**.

9 In the first paragraph, which phrase is used to describe the dramatic impact of technological changes?

1 mark

.....
.....

10 Which **three** areas of learning do the House of Lords consider to be essential?

1 mark

.....
.....
.....

11 Look at the section headed 'Basic Coding Skills'. Which phrase means 'to make sure that something will **not** go out of date'?

1 mark

.....
.....

12 'HTML5' and 'Android' are examples of (Tick **one**) 1 mark

- A. persuasive language
- B. emotive language
- C. technical language
- D. instructional language.

13 What is the **main** purpose of the content in the box at the bottom of the text? (Tick **one**) 1 mark

- A. To say why digital skills are important.
- B. To describe the Digital Literacy course.
- C. To give contact details for Human Resources.
- D. To promote a Digital Literacy course.

14 Who has the newsletter been written for? (Tick **one**) 1 mark

- A. Company employees.
- B. Online job seekers.
- C. The general public.
- D. Social media users.

15 Give **two** different ways the writer has emphasised certain words or phrases in the box at the bottom of the text. 2 marks

.....

.....

16 How many terms has the writer listed in the first paragraph of the section, 'Basic coding skills'? **1 mark**

.....

17 The **main** reason the writer has used an image is to (Tick **one**) **1 mark**

A. emphasise how important literacy is.

B. suggest more needs to be spent on team building.

C. help the reader to compare the figures.

D. illustrate the main points in the article.

18 Give **one** fact and **one** opinion from Document 2. **2 marks**

Fact:

.....

.....

Opinion:

.....

.....

Questions 19 and 20 are about **both** documents.

- 19 Both documents discuss problems and challenges created in the workplace by the growth of technology. Compare the documents and identify **four** different problems or challenges, **two** from Document 1 and **two** from Document 2. **4 marks**

Document 1

-
-

Document 2

-
-

- 20 Both documents discuss problems and challenges created in the workplace by the growth of technology. Compare the documents and identify which writer offers possible solutions to these problems and challenges. Give **one** example of a solution. **2 marks**

Writer:

.....
.....

Solution:

.....
.....

Total 30 marks

End of assessment.

Functional Skills English

Reading Level 1

Sample Paper 1

Technology in the Workplace

Source Documents

Do not write your answers in this booklet as this will not be marked.
All answers should be written in the space provided on the question paper.

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Read both documents.

Use **Document 1** to answer questions 1 to 8.

Use **Document 2** to answer questions 9 to 18.

Use **both** documents to answer questions 19 and 20.

Document 1

*Chron	
Local	Business Advertising Jobs About Us
Related Articles <ol style="list-style-type: none">1. The Downside of Digital Communication Read2. The Benefits of Technology at Work Read3. The Challenges of Technology for Business Read4. The Realities of Technology in the Workplace Read	<h3>The Disadvantages of Technology in the Workplace</h3> <p>by Mary Nestor-Harper</p> <p>A quick look around any workplace will tell you that digital technology is essential to business. Computer systems can run factories. Only a few operators are needed to keep the factory running. Every desk has a computer with the latest digital software. But, all this technology comes at a price. Using technology is necessary for businesses to compete in today's marketplace. But there are also some points to think about.</p> <ol style="list-style-type: none">1.<p>At the next desk, John is conducting a job interview via Skype. Sue is walking through the office talking on her phone. Carlos is into the second hour of a webinar. Add these distractions to the normal noise of a busy workplace and it's no wonder that it's hard to get work done. Technology demands attention. The time saving advantages are often outweighed by constant distractions.</p>2.<p>Mobile phones, email, texting and social media have largely replaced face-to-face communication. Recent research has found that we are losing important personal communication skills*. Too much reliance on electronic and digital methods of communication increases unnecessary electronic messages. This can mean a loss of vital personal contact.</p>3.<p>Technology is continually being improved. This needs constant and costly upgrading. Each new upgrade requires staff training. This takes time away from regular work. The loss of time coupled with the costs of software upgrades can reduce a company's profits. Each upgrade may also lower morale as employees struggle to learn new applications. Read more...</p> <p>*See <i>'Being connected all the time has its drawbacks'</i>, article by Steve Kohler</p>
About the Author  <p>Mary Nestor-Harper has more than 12 years' experience as a human-resources director. This was followed by more than 19 years' experience as an HR/management consultant. She is now a writer and motivation expert. She has been published in Training Magazine and The Savannah Morning News.</p>	

The Growing Importance of Technology in the Workplace

Author: Grace Pulley – Development Manager at KLD Academy

You might be able to avoid the digital revolution at home by ignoring Kindles in favour of books and smartphones in favour of landlines, but in the workplace, it is becoming harder and harder to get away with a limited knowledge of technology.

Once, simply knowing how to use Microsoft Office would have been enough, but today, there is a growing need to improve employees' digital skills even more. In 2015, the House of Lords stated that digital skills should be taught as a third core subject alongside numeracy and literacy.

The younger generation have grown up with digital technology at their fingertips. But for older generations or people from less well-off households, these skills cannot be taken for granted.

Multi-Device Skills

Today, many organisations provide laptops, smartphones and tablet devices to make sure their workforce can work on the go as well as in the office. Although traditional skills with desktop computers are often transferable to these other devices, it can still take time to learn how to use them fully.

Social Media

Although social media is mainly used by marketing departments, employees from other departments may be asked to help out, especially in smaller organisations.

A 2015 study by Social Media Today found that a massive 91 percent of big brands use at least two social media channels where they can access 2.2 billion active users. A great opportunity for any marketing department, if they get it right.

Basic Coding Skills

Research from the job search website Indeed showed the fastest-growing key terms in online job postings are 'HTML5', 'iOS', 'mobile app' and 'Android'. A spokesperson from Indeed said, 'Being able to manipulate a website's code is now a sought-after skill, but in my view it actually doesn't require a huge level of technical understanding to learn how to do the basics.'

It seems that by improving employees digital know-how we can future proof what they can offer in an increasingly connected world.

Employee skills UK businesses value most



APPLY NOW! If you are a current employee and would like to join our new Digital Literacy course starting next month contact Human Resources on Ext 3792 or email janet@ulearning.co.uk before 25th September.

The course is FREE and you will receive a certificate of learning on completion.

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Technology in the Workplace Provisional Mark Scheme

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Document 1

Question	Answer	Marks	Criteria
1	<p>Which of the following best describes the views of the writer on technology in the workplace? (Tick one)</p> <p>A. Positive B. Critical C. Neutral D. Angry</p> <p>Key = B. Critical</p>	1 mark	9
2	<p>Identify three different features used to organise and structure the content.</p> <p>Three of</p> <ul style="list-style-type: none"> • Links / Read/read more / underline / Underlined text/hyperlinks • Numbering • Paragraphs • Headings/subheadings • Tabs at top • Bold font • Image • Italics • Colour • Sidebar 	3 marks	14
3	<p>According to the article, what is one reason why it can be better to discuss work issues in person?</p> <p>Answers which make reference to:</p> <ul style="list-style-type: none"> • It reduces the need for multiple text messages, phone calls or emails / It could save time in the long run • Personal contact is vital / without if benefits of personal contact is lost 	1 mark	9
4	<p>Which of the following words could best replace 'coupled' in the last paragraph? (Tick one)</p> <p>A. related B. fastened C. attached D. combined</p> <p>Key = D. combined</p>	1 mark	17

5	<p>Which of the 'Related Articles' would give readers the opposite point of view to Mary's article? (Tick one)</p> <p>A. The Downside of Digital Communication</p> <p>B. The Benefits of Technology at Work</p> <p>C. The Challenges of Technology for Business</p> <p>D. The Realities of Technology in the Workplace</p> <p>Key = B. The Benefits of Technology at Work</p>	1 mark	9
6	<p>Name one other publication that the writer of Document 1 has written for.</p> <p>One of:</p> <ul style="list-style-type: none"> • Training Magazine • The Savannah Morning News. 	1 mark	9
7	<p>Where can the reader find out more information about the research referred to in the document?</p> <p>Reference to Steven Kohler's article / (in the article) Being connected all the time has its drawbacks /clicking link at the bottom of the article</p>	1 mark	13
8	<p>Match the images below to the numbered paragraphs (1, 2 or 3) in the article.</p> <ol style="list-style-type: none"> 1. (Distractions) 2. (Communication) 3. (Upgrade Costs) <div style="display: flex; justify-content: space-around; align-items: center;"> <div style="text-align: center;">  <p>3</p> </div> <div style="text-align: center;">  <p>1</p> </div> <div style="text-align: center;">  <p>2</p> </div> </div>	3 marks	15

Document 2

Question	Answers	Marks	Criteria
9	<p>In the first paragraph, which phrase is used to describe the dramatic impact of technological changes?</p> <ul style="list-style-type: none"> Digital revolution <p>Need both words for the mark</p>	1 mark	17
10	<p>Which three areas of learning do the House of Lords consider to be essential?</p> <ul style="list-style-type: none"> Digital Skills Numeracy Literacy <p>Need all three for the mark</p>	1 mark	9
11	<p>Look at the section headed 'Basic Coding Skills. Which phrase means 'to make sure that something will not go out of date'?</p> <ul style="list-style-type: none"> Future proof 	1 mark	17
12	<p>'HTML5' and 'Android' are examples of (Tick one)</p> <p>A.persuasive language. B.emotive language. C.technical language. D.instructional language.</p> <p>Key = C. Technical language</p>	1 mark	16
13	<p>What is the main purpose of the content in the box at the bottom of the text? (Tick one)</p> <p>A.To say why digital skills are important. B.To describe the Digital Literacy course. C.To give contact details for Human Resources. D.To promote a Digital Literacy course.</p> <p>Key = D. To promote a Digital Literacy course.</p>	1 mark	9
14	<p>Who has the newsletter been written for? (Tick one)</p> <p>A. Company employees. B. Online job seekers. C. The general public D. Social media users.</p> <p>Key = A. Company employees</p>	1 mark	12

15	<p>Give two different ways the writer has emphasised certain words or phrases in the box at the bottom of the text.</p> <ul style="list-style-type: none"> • Capital letters • Exclamation marks <p>One mark for each</p>	2 marks	18
16	<p>How many terms has the writer listed in the first paragraph of the section, 'Basic coding skills'?</p> <p>4</p>	1 mark	18
17	<p>The main reason the writer has used an image is to (Tick one)</p> <ul style="list-style-type: none"> A. emphasise how important literacy is. B. suggest more needs to be spent on team building. C. help the reader to compare the figures. D. illustrate the main points in the article. <p>Key = C</p>	1 mark	12
18	<p>Give one fact and one opinion from Document 2.</p> <p>1 mark for reference to any valid fact, eg:</p> <ul style="list-style-type: none"> • In 2015, the House of Lords stated that digital skills should be taught as a third core subject alongside numeracy and literacy. • A 2015 study by Social Media Today found that a massive 91 percent of big brands use at least two social media channels where they can access 2.2 billion active users • Research from the website Indeed showed the fastest-growing key terms in online job postings are 'HTML5', 'iOS', 'mobile app' and 'Android' • The digital literacy course is free of charge. <p>1 mark for reference to any valid opinion, eg:</p> <ul style="list-style-type: none"> • In my view it actually doesn't require a huge level of technical understanding to learn how to do the basics. • It seems that by improving employees digital know-how we can future proof what they can offer in an increasingly connected world. 	2 marks	11

	Both documents:		
19	<p>Both documents discuss problems and challenges created in the workplace by the growth of technology. Compare the documents and identify four different problems or challenges, two from Document 1 and two from Document 2.</p> <p>1 mark for each different problem/challenge from Document 1 (up to 2 marks) For example, reference to the following</p> <ul style="list-style-type: none"> • it creates more distractions / hard to get work done / it demands attention • it impacts communication skills / increases amount of electronic messages • it can be expensive to maintain / comes at a price / can impact profits • it requires increased staff training <p>1 mark for each different problem/challenge from Document 2 (up to 2 marks) For example, reference to the following</p> <ul style="list-style-type: none"> • it is getting harder to get away with limited knowledge of technology / need to grow employees digital skills • older generations may not be as familiar with technology • it can take time to learn the new skills 	4 marks	10
20	<p>Both documents discuss problems and challenges created in the workplace by the growth of technology. Compare the documents and identify which writer offers possible solutions to these problems and challenges. Give one example of a solution.</p> <p>1 mark for Grace Pulley (accept Document 2)</p> <p>1 mark for reference to a valid possible solution, for example:</p> <ul style="list-style-type: none"> • digital skills taught as a third core subject alongside numeracy and literacy • improving employees digital know-how can future proof what they can offer • basic coding/technology isn't so hard to pick up/learn • workforce can get connected more easily if provided with laptops, smartphones, tablets • opportunities for employees to get involved in marketing via social media • free Digital Literacy courses offered to staff 	2 marks	10