

Sample Assessment for Functional Skills English Reading Level 1

Faulty Product

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 2
Faulty Product

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 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 bought a product which is faulty. The company you bought it from won't let you return it. You want to find out what your consumer rights are.

You read the following documents:

- a letter from Appliance World (**Document 1**)
- a webpage giving advice about returning faulty goods (**Document 2**).

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

Questions 1-7 are about **Document 1**.

1 How has the author set the letter out to make it more understandable? **4 marks**

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2 What options are open to a customer if an appliance has a manufacturing fault? **4 marks**

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3 How does Appliance World differ from other companies? **3 marks**

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4 Why is the refund being refused? **3 marks**

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5 How can the customer obtain another set of instructions? **2 marks**

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6 What documents can be found on Appliance World's website? **3 marks**

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7 If you are dissatisfied with the response from the Hurlfield store, what is the next step you can take? **1 mark**

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Questions 8-15 are about **Document 2**.

8 What type of insurance might cover your product? **1 mark**

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9 What are the main causes of damage for which a refund is not given? **4 marks**

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10 As soon as you find that a product is faulty, what should you do? **1 mark**

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11 How can a Citizens Advice Bureau advisor assist you if a trader refuses to give you a refund? **3 marks**

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12 According to the document, an online search may enable you to:

1 mark

TICK **ONE**

- a) repair the product
- b) use the product properly
- c) find a replacement
- d) contact other consumers.

13 If the trader cannot find a fault, what can you do to convince the trader that there is one?

4 marks

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14 When you return an item, what other things might the retailer ask for?

3 marks

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15 What types of purchases are covered by the Consumer Contracts Regulations? **3 marks**

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End of Assessment

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