

3748-013 Sample Assessment
Level 2 Functional Skills English
Reading
Noisy Office

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

Noise in your office has become an issue. You do some research to see if anything can be done and find the following documents:

- a magazine article **(Document 1)**
- a blog **(Document 2)**
- a brochure **(Document 3)**.

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

Questions 1 and 2 are about **Document 1**.

1 What is meant by 'nit-picking'?

1 mark

.....

.....

2 Identify **two** language techniques that make the article more effective and provide an example of each from the text.

4 marks

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....



Questions 3 to 5 are about **Document 2**.

3 Which layout features enable the Document to be read easily? **2 marks**

.....

.....

4 What does the author of Document 2 mean by the following phrase? **1 mark**

Hear a pin drop

.....

.....

5 Identify specific language techniques used in the following quotes: **4 marks**

“It’s sort of like reality TV stars - how can they really be themselves when there’s a camera in their faces?”

.....

.....

“Whispering can create a climate of solitude, secrecy and suspicion, even fuelling paranoia, but a noisier office means that you can chat without having to whisper.”

.....

.....



Question 6 is about **Document 3**.

6 What biased phrases does OfficeCalm Consultants use to persuade potential customers?

6 marks

.....

.....

.....

.....

.....

.....



Questions 7 to 12 are about one, some or all of **Documents 1 – 3**.

7 Contrast the opinions in Documents 1 and 2 about the impact of noise on creativity.

4 marks

.....

.....

.....

.....

.....

.....

8 Which sources of office noise are repeated in Documents 1 and 3?

4 marks

.....

.....

.....

.....

.....

.....



- 9 Summarise possible solutions to noise from conversations in Documents 1 and 2. **4 marks**

.....

.....

.....

.....

.....

.....

- 10 According to the online blog, how does an office which is too quiet affect privacy? **3 marks**

.....

.....

.....

.....

.....



- 11 Using Documents 1 and 3, what specific external noises do you have no control over? **4 marks**

.....

.....

.....

.....

.....

.....

.....

- 12 According to the specialist consultancy, which cost-free ways are available to reduce unwanted noise at work? **3 marks**

.....

.....

.....

.....

.....

End of Assessment





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

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