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QUALIFICATIONS,
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ASSESSMENT AUTHORITY
FOR WALES



Key skills communication Adult literacy Level 1

Tuesday 16 March 2004

Test Paper

YOU NEED

- This test paper
- An answer sheet

You may **NOT** use a dictionary

Do **NOT** open this paper until you are told to do so by the supervisor

THERE ARE 40 QUESTIONS IN THIS TEST

Total marks available: 40

Try to answer ALL the questions

YOU HAVE 1 HOUR TO FINISH THE TEST

INSTRUCTIONS

- Make sure your personal details are entered correctly on the answer sheet
 - Read each question carefully
 - Follow the instructions on how to complete the answer sheet
 - At the end of the test, hand the test paper, your answer sheet and all notes to the supervisor
-

REMEMBER: YOU HAVE 1 HOUR TO FINISH THE TEST

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Ref: Com/L1/2.1/P4

Questions 1 to 5 are based on the following article.

Who's Who in Denim?

Who first made denim?

The cloth was first produced in France in the town of Nimes in the seventeenth century. When it was brought to England it was called the cloth "de Nimes". This means "from Nimes" in French. English people simply said "denim".

Who first wore denim?

Denim was used to make work overalls. When it was taken to America in the eighteenth century it became very popular with workmen. This was because it was a very strong yet comfortable fabric to wear.

Who made the first denim jeans?

A man called Levi Strauss arrived in America from Germany in 1847 and began to make trousers from denim. They were called waist overalls before they were known as jeans. It is thought that they got the name jeans because they looked like the trousers worn by sailors from Genoa, which were called Genoese trousers.

Who helped denim jeans to become popular?

In the 1930s Hollywood Western films became very popular and people wanted to dress in denim jeans as the cowboys did on the cinema screen. Young people began to wear jeans not just for work but also for leisure wear. Even American soldiers who came to Europe during World War Two brought their denim jeans with them. By the 1950s jeans had become very fashionable. Today, denim is worn by people of all ages all over the world. Not only is it seen in the traditional blue, but in many other colours as well. It is worn by people of all backgrounds and the cloth is made into skirts, shirts and even handbags.

- 1 Denim was first popular with workmen in America because
- A they wanted to dress like film stars
 - B it was a strong, comfortable cloth
 - C it arrived in England from France
 - D it had become very fashionable

- 2 Where does the word 'jeans' originate from?
- A the town of Nimes in France
 - B the leisure wear worn by cowboys
 - C Genoese trousers worn by sailors
 - D work overalls worn by Americans
- 3 Jeans were brought to Europe during the War by
- A American soldiers
 - B Genoese sailors
 - C Levi Strauss
 - D Hollywood stars
- 4 What is the **main** purpose of this article?
- A to persuade workmen to wear denim
 - B to give information about denim
 - C to tell readers about sailors from Genoa
 - D to try to sell denim jeans to Americans
- 5 The last paragraph could be split into two. The new paragraph should start with
- A Young people
 - B Even American
 - C Today, denim
 - D Not only

Questions 6 to 10 are based on the following leaflet.

BURSLEY COUNCIL RECYCLING CENTRES

Bursley Council
Town Hall
Weatherby Street
Bursley
BU3 2SS

The amount of waste we generate is increasing all the time and so is the cost of disposal. By bringing your waste to one of the council's recycling centres you can do your bit for the environment.

This is where they are situated.

	Glass*	Clothes	Paper**	Cans	Plastic	Foil
Werrington Street	✓			✓	✓	✓
Community Centre		✓	✓	✓	✓	
Civic Hall Car Park	✓		✓		✓	✓
Weston Sports Hall			✓	✓		
Millennium Square	✓		✓		✓	
Chell Supermarket	✓		✓	✓		

***Glass:** Please put only clean bottles and jars into the recycling banks. Coloured glass needs to be taken to the Millennium Square or Chell Supermarket collection points. Do not bring mirrors, broken jars and bottles or panes of glass to the recycling centres.

****Paper:** Yes to:- newspapers, magazines, catalogues, white telephone books, letters, junk mail, leaflets.

No to:- brown paper, cardboard, yellow pages, envelopes with plastic windows, all greetings cards.

- 6 Which centre would a resident visit to deposit catalogues, green wine bottles and used plastic bags?
- A Werrington Street
 - B Civic Hall Car Park
 - C Millennium Square
 - D Chell Supermarket
- 7 Which paper item is not suitable for recycling?
- A catalogues
 - B junk mail
 - C birthday cards
 - D magazines
- 8 This leaflet has been produced to
- A inform the council about recycling
 - B warn about the cost of recycling
 - C tell the public about the environment
 - D show where items can be recycled
- 9 In the first sentence of the leaflet the word 'generate' could be replaced by
- A recycle
 - B develop
 - C produce
 - D supply
- 10 A charitable organisation wants to apply to Bursley Council for some used clothes. What would be the most suitable document to send?
- A a business letter to the Town Hall
 - B an internal memo to the Civic Hall
 - C an application form to Werrington Street
 - D a short report to the recycling centre

Questions 11 to 15 are based on the following article.

Marathon running has become very popular over the last ten years. Many people who have never done any running before are attracted by the idea of taking part in a marathon race and raising money for charity.

Here are some tips for those of you who are thinking of training for a marathon.

- 1 Run on grass and footpaths as well as on roads because you will use a wider variety of leg muscles. Running up and down steep hills will also strengthen the muscles.
- 2 Keep a training log in which you record how many miles you have run and how you felt afterwards. This will help you to plan future training.
- 3 Build up the number of miles you run steadily day by day so as to avoid injury. Aim to run several times in the week and to do a long run of over ten miles at the weekend. This will give you confidence.
- 4 Take care when training on roads. Face oncoming traffic at all times and always wear brightly coloured clothes so that you are visible by motorists.
- 5 Be flexible and do what is right for your body and your lifestyle. Don't follow exactly what a magazine or book tells you to do.
- 6 Buy proper running kit. Don't make do with cotton T-shirts and baggy tracksuits. These will hold sweat and you will become wet and cold. Buy good running shoes and wear them for all your training. Finally, when the big day arrives never try anything new, which you haven't practised in training. On the day of the race don't wear new kit, or change your drinking or eating patterns.

- 11 According to this article, what advice is given on how to avoid injury during training?
- A always plan future training schedules
 - B increase the number of miles gradually
 - C avoid wearing cotton T-shirts and tracksuits
 - D read and follow advice from magazines or books
- 12 According to the article, what helps to strengthen muscles in the legs?
- A gaining confidence in your running
 - B wearing some good running shoes
 - C running on footpaths and hills
 - D building up the number of miles you run
- 13 Which word could best be used instead of 'flexible' in tip 5?
- A adaptable
 - B relaxed
 - C comfortable
 - D sensitive
- 14 The **most** suitable heading for this article would be
- A Marathon Training - The Right Way
 - B Marathon Running - The Last Ten Years
 - C Running To Raise Money For Charity
 - D Always Wear The Right Running Gear
- 15 For easier reading tip 6 could be divided into two separate tips. Tip 7 would then begin with
- A Don't make do with cotton
 - B These will hold sweat
 - C Buy good running shoes
 - D Finally, when the big day

Questions 16 to 20 are about the following draft document.

Are you interested in working in a busy hotel? Do you enjoy meeting new people? Are you friendly and hard working. We___looking for the right person to work as a receptionist in our lively, family-run hotel. Your duties will include welcoming guests and answering their questions. You will also be takeing telephone bookings and dealing with enquiries about the hotel. Experience of working in a hotel is not essential but we need someone who enjoys meeting the public and___good communication skills. If you would like further details, please apply to Mr Bob Jones, Station hotel, Richmond Road, Exton, EX15 8AH.	line 1 line 2 line 3 line 4 line 5 line 6 line 7 line 8 line 9

16 There is a spelling mistake on

- A line 1
- B line 4
- C line 5
- D line 6

17 A word has been left out on line 2. It is

- A is
- B were
- C was
- D are

18 A question mark needs to be used instead of a full stop on

- A line 2
- B line 4
- C line 5
- D line 7

19 There is a word missing on line 7. It should be

- A as
- B have
- C has
- D had

20 The word 'hotel' needs a capital letter on

- A line 1
- B line 3
- C line 6
- D line 8

Please go on to the next page

Questions 21 to 25 are based on the following letter.

Ms Jane Barks
9 Milton Road
Frenton
FR7 9LW

L.M.H.

Linda Mary Hospice
Lottery Office
Charlton Road
Frenton
FR1 2GC
Date as postmark

Dear Ms Barks

Thank you for wanting to support the Linda Mary Hospice Lottery. I am pleased to send you the information you requested about how to join. All profits from the Hospice Lottery go directly to the patients and their families who are supporting them.

It costs a pound every week to take part in the lottery and you can send us a cheque for either a month or a year's membership. When we receive your cheque we will give you your lottery number, which will then be entered into our weekly draw. We will also send you a lottery badge with our logo on it. Please wear your badge and advertise our lottery.

Below are the most frequently asked questions.

What are the prizes?

1st £2,000
2nd £300
3rd £100

plus 250 more prizes ranging from £75 to £5

How do I know if I've won?

The winning numbers are published every Wednesday in The Frenton Evening News.

Do I have to claim my prize?

No, all prizes are sent to the winners every week.

Is there any other way in which I can help to raise money?

Yes there is. Please buy a copy of our newsletter LMH News that comes out twice a year. It costs just £2.

Please get in touch with me if you want further information.

Yours sincerely

Diane Johnson

Diane Johnson
Lottery Manager

- 21 The **main** purpose of this letter is to
- A answer questions about the hospice
 - B explain how the lottery is organised
 - C persuade the reader to join the lottery
 - D announce the lottery winners
- 22 The smallest lottery prize is
- A £1
 - B £2
 - C £5
 - D £75
- 23 From the contents of the letter it is clear that Jane Barks
- A has enquired about advertising the lottery
 - B helps with the organisation of the lottery
 - C has already won some money in the lottery
 - D has shown an interest in joining the lottery
- 24 According to the letter how can Jane Barks find out more about the lottery?
- A read the hospice newsletter
 - B contact the Lottery Manager
 - C buy The Frenton Evening News
 - D go directly to the patients
- 25 Why are there questions asked in this letter?
- A to find out if Jane Barks knows the answers
 - B to present the information in a clear way
 - C to make the letter seem shorter
 - D to explain how to claim a prize

Questions 26 to 30 are based on the following memo.

BLD ENGINEERING COMPANY

Memo

To: Pat Ryan

From: Mary Wong

Subject: _____

Date: Thursday 5th March

There is a meeting next Wednesday afternoon in the training room about the new computer network and I was wondering if you would be available to attend.

Diane Richards from the computer department is going to give a presentation about the new system that has just been put in throughout the factory. There is also a video to watch and then you will be able to sit down at a computer and try out the system for yourself.

It would be helpful if you could take notes on how the new system will affect the staff in the department and word process a document for us to read in the weekly team meeting on the following Monday morning. I will then arrange for everyone in the department to have the opportunity for some training at a later date. Please let me know by Friday at the latest if you are able to go.

26 Mary Wong's department has a regular meeting on

- A Monday
- B Wednesday
- C Thursday
- D Friday

- 27 The subject of the memo has been missed out. Which of the following is the most suitable?
- A Computer training
 - B Friday meeting
 - C Video watching
 - D Training room
- 28 Which of these words can **best** be used instead of 'put in' in the second paragraph of the memo?
- A inserted
 - B inputted
 - C instilled
 - D installed
- 29 Which would be the **most** suitable document for Pat to produce for the team meeting?
- A a training manual
 - B a leaflet
 - C an essay
 - D a short report
- 30 The memo could be improved by splitting the first sentence into two shorter ones. Which word needs to be removed before adding a full stop?
- A in
 - B about
 - C and
 - D if

Questions 31 to 35 are based on the following draft document.

TRANSWORLD TOURS	
Your chance to win the holiday of a lifetime	line 1
This month Transworld are giving away a fantastic three-week holiday in sunny Florida to the lucky winner. As well as this, there are two runners-up Prizes to be won of weekend breaks in Paris.	line 2 line 3 line 4
To win, tell us in no more than 200 words why you want to go on holiday and who you would take with you. Send your entry with your name, address and telephone number too Transworld tours Ltd, Stafford Street, Hambley HA15 8AH. Don't miss the closing date. It _____ arrive by Febuary 28th .	line 5 line 6 line 7 line 8 line 9
The winner and guest will fly to Miami and stay in a luxury hotel. They will visit Disneyland and will also have £1000 spending money. The runners up and their guests will travel to Paris by train and spend three nights in an exclusive hotel with £300 to spend.	line 10 line 11 line 12 line 13
Do you deserve a holiday To get one, just tell us why.	line 14 line 15

31 There is a word used incorrectly on

- A line 3
- B line 5
- C line 7
- D line 13

32 The writer has left out a word on line 9. It is

- A must
- B will
- C could
- D did

33 Which word on line 7 needs a capital letter?

- A name
- B address
- C telephone
- D tours

34 A spelling mistake needs correcting on

- A line 1
- B line 5
- C line 9
- D line 14

35 A question mark needs to be added on

- A line 1
- B line 5
- C line 14
- D line 15

Questions 36 to 40 are based on the following questionnaire.



Customer Service Questionnaire

Thank you for taking time to complete this questionnaire. We are always trying to improve the service in our shops and we are grateful for the comments of our customers. The management will use the results of these questionnaires to raise our standards.

	<i>Please tick one</i>		<i>Please tick one</i>
Speed of service:	Excellent <input type="checkbox"/>	Information given:	Excellent <input checked="" type="checkbox"/>
	Good <input type="checkbox"/>		Good <input type="checkbox"/>
	Satisfactory <input checked="" type="checkbox"/>		Satisfactory <input type="checkbox"/>
	Poor <input type="checkbox"/>		Poor <input type="checkbox"/>
Courtesy of staff:	Excellent <input type="checkbox"/>	Quality of service:	Excellent <input checked="" type="checkbox"/>
	Good <input checked="" type="checkbox"/>		Good <input type="checkbox"/>
	Satisfactory <input type="checkbox"/>		Satisfactory <input type="checkbox"/>
	Poor <input type="checkbox"/>		Poor <input type="checkbox"/>

What age range do you put yourself in?

Underline one of these under 20 21-34 35-48 49-64 65+

Are you Male / Female? *

How often do you shop at Alec Electrics?

Underline one of these once a month once every six months once a year

Did you purchase any of these goods?

Underline one of these Computer Mobile Phone Television DVD Player
 Camera Personal Stereo CD Player Kitchen Goods
 Video Camera

**Please delete as necessary*

- 36 What is the main reason for asking customers to complete this questionnaire?
- A to persuade customers to shop at Alec Electrics
 - B to make sure the customers get a good service
 - C to give the public information about electrical goods
 - D to enable shoppers to complain about Alec Electrics products
- 37 What information does this completed questionnaire tell the reader?
- A a man in his late forties has purchased a camera
 - B a woman aged 35 visits the shop every six months
 - C a man aged 35 to 48 years has bought a video camera
 - D a female who bought a video camera had good service
- 38 This questionnaire shows that the politeness of staff towards this customer was
- A more than acceptable
 - B below average
 - C adequate
 - D better than good
- 39 With what aspect of the service is the customer least satisfied?
- A willingness to help the public
 - B politeness of the assistant
 - C quality of help provided
 - D length of wait before service
- 40 The person who would be most likely to use this completed document would be
- A a dissatisfied shopper
 - B the manager of the shop
 - C one of the shop assistants
 - D a regular customer

End of test