

**Key skills communication  
Adult literacy  
Level 2**

**Practice Test Paper H**

**YOU NEED**

- This test paper
- An answer sheet

You may **NOT** use a dictionary

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**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**

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**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 in the question paper, your answer sheet and all notes to the supervisor

**REMEMBER: YOU HAVE 1 HOUR TO FINISH THE TEST**

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Note for learners and tutors. This is a practice test that has been put together using questions similar to those that you would find in a "live" Key skills communication or Adult literacy test. The layout of the test is also the same as that used for a live test.

Questions 1 to 5 are based on the following document.

**In the next 12 months  
we estimate over  
170,000 United Utilities’  
customers will experience a  
plumbing or drainage emergency**

Even more drainage and  
internal cover!

**PLUS**

Lifetime guarantee on  
permanent repairs

You know United Utilities already provide you with free repairs on burst external underground water supply pipes. But what if you’re faced with a different type of plumbing or drainage emergency such as a burst pipe late at night? How do you find a reliable plumber who’ll get there fast? And what about that big emergency repair bill? Relax – with Home Service you make just one call and we’ll take the whole problem off your hands.

### **Home Service plugs the gap in your home insurance**

While damage to carpets, furniture etc. caused by a plumbing or drainage emergency will be covered by your home insurance, the vast majority do not cover the cost of the plumber. That’s where Home Service comes in – not only do we provide expert plumbing and drainage engineers but we also pay the bill – now with increased cover for both internal and external emergencies.

### **Don’t dread finding a plumber in a hurry – call the experts!**

In a plumbing or drainage emergency, plunging into the local directory can be a nightmare. If it’s late at night or at the weekend it’s doubly difficult – will any plumber be available? If they say ‘yes’, will they actually turn up, and how quickly? Will they be skilled? Will they be trustworthy? So many questions that can make a bad situation much, much worse – unless you have Home Service membership. Our members know that one phone call is all it takes to **ensure prompt service** from our expert plumbing and drainage engineers.

**For just  
£46.95  
a year**

- 1 The **main** purpose of this document is to
- A provide plumbing information
  - B provide a reliable next day service
  - C advertise plumbing services
  - D to promote home insurance
- 2 Without changing the meaning of the final paragraph, the words "**ensure prompt service**" in bold could **best** be replaced with
- A take out a quick policy for repairs
  - B make sure of instant attention
  - C request polite service
  - D make sure of eventual expert help
- 3 The third section refers to problems in finding a plumber. This is in order to make the reader
- A feel uncomfortable when relaxing at home
  - B telephone other plumbers late at night
  - C realise plumbing emergencies mostly happen at night
  - D feel concerned enough to join the scheme
- 4 According to the document
- A Home Service will pay for all damage to your home
  - B all Home Service repairs carry a lifetime guarantee
  - C most home insurance will pay for plumbing repairs
  - D Home Service will repair plumbing inside and outside
- 5 Which of the following does the Home Service **not** imply?
- A Other plumbers are likely to be unreliable
  - B Getting a plumber at night is almost impossible
  - C Other plumbers always ask too many questions
  - D Emergency repairs are always very expensive

Questions 6 to 10 are based on the following document.

**Young Prefer Cigs And Booze to TV**

Six out of 10 young people prefer drinking and smoking to watching television. Experts say today's youths are fixed on the 'instant highs' they get from nicotine and alcohol.

Psychologist Dr David Lewis said: 'The Gratification Generation live at a very fast pace. They expect their needs and wants to be satisfied virtually at the speed of light.' He added: 'The downside is that drugs such as alcohol and nicotine, which provide an instantaneous buzz, are attractive to them.' Booze and fags mean more to youngsters than TV, according to a survey of 15 to 24-year olds.

They were asked what they could not bear to give up. Two-thirds of the males questioned said they would never give up cigarettes and alcohol – compared to just over half of women - six out of 10 said they could never go without alcohol, cigarettes or both. This is despite high-profile campaigns showing the health risk of drinking and smoking. Only one in 10 said they would not be able to live without a television. About 27 per cent of those polled said they couldn't live without chocolate. Being a success was only important to just 14 per cent. The same number couldn't give up their CD collection or phoning friends.

The survey for Cadbury's Crème Egg polled 800 young people.

line 1

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line 18

- 6 What word could **best** be used instead of 'instantaneous' in line 8?
- A immediate
  - B instinctive
  - C simulated
  - D inconsiderable
- 7 How many women said that they would never give up cigarettes and alcohol?
- A two-thirds
  - B 27 per cent
  - C six out of ten
  - D just under half
- 8 Which of the following is an opinion?
- A The Gratification Generation live at a very fast pace
  - B Six out of ten said they could never go without alcohol
  - C Being a success was only important to 14 per cent
  - D The Cadbury's Crème Egg survey polled 800 people
- 9 According to the survey, people think that
- A being successful is more important than phoning friends
  - B watching television is more important than eating chocolate
  - C drinking and smoking are less important than taking drugs
  - D watching television is less important than smoking and drinking
- 10 The **main** purpose of the document is to
- A persuade more young people to eat chocolate
  - B warn people of the dangers of alcohol and nicotine
  - C report the results of a survey of people's addictions
  - D criticise the behaviour of the younger generation

**Questions 11 to 15 are based on the following draft document.**

Dear Paul

I have'nt heard from you for ages! It must be at least three months since you last wrote. I expect you're busy with the exams coming up. What've you been doing lately? I went to see the film that you told me about. It was absolutely brilliant! I thought the special effects, especially the way that car exploded, was great. I might go to see it again or maybe get it out on video. I was picked for the school football team and scored two goals in my first match. I was really proud of myself and was smiling for days. The manager was happy too. I think I'm probably going to get picked again I hope so anyway. I'd like to be in the team permenintley. Please write back soon and tell me what you \_\_\_\_\_lately.

All the best

*Junior*

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11 There is a grammatical error in the document. It is on

- A line 2
- B line 4
- C line 6
- D line 8

12 An apostrophe has been incorrectly used on

- A line 2
- B line 3
- C line 4
- D line 11

13 In line 4 the missing words should read

- A were doing
- B are doing
- C will be doing
- D have been doing

14 There is a punctuation error on

- A line 5
- B line 6
- C line 8
- D line 10

15 The word 'permenintley' on line 11 is incorrectly spelt. It should be

- A permenantly
- B permanently
- C permenantley
- D permanentley

Questions 16 to 20 are based on the following document.

### HAPPY SPICE WORTH THE WAIT

Spice Girl Melanie Chisholm finally brought her sell-out tour to Colston Hall.

It was the third time lucky for the Spice Girl. Just over six months ago her date was cancelled due to her drummer and musical director undergoing minor heart surgery. Earlier this year she had to cancel again due to a throat infection. Half way through last night's gig she apologised to everyone for taking so long to get to the city. But the crowd told her she had been worth the wait.

Mel C giggled and smiled through the energetic gig and by the end her two-tone hair was ringing wet, her face was glowing and she was still beaming. Although no longer the toned Spice Girl we met in the 1990s, she is still petite and not at all beefy. A more apt nickname would be Happy Spice.

She performed most of the songs from the chart-topping *Northern Star* album, including the title track, singles *Goin' Down* and *I Turn to You*, as well as a couple of covers, but not a single Spice Girl song.

After singing *If That Were Me*, she asked everyone to dig deep into their pockets and donate spare change to the Bristol-based Kendo Project who received the royalties from the song, inspired by homelessness.

She ended the show with her number one hit single *Never Be The Same Again*, which the audience sang back to her. She thanked the audience for coming, before vanishing off stage, probably never to return.

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line 23

16 According to the document, which song did the audience sing back to her?

- A Goin' Down
- B I Turn To You
- C Northern Star
- D Never Be The Same Again

17 According to the text, which of the following statements is true?

- A Mel C has appeared at the Colston Hall three times this year
- B She apologised for having a throat infection that night
- C Mel C performed despite having a very high temperature
- D Mel C apologised for taking so long to get to the city

18 The **main** purpose of this article is to

- A promote sales of Mel C's records
- B raise money for a homeless charity
- C review a performance at Colston Hall
- D promote Colston Hall as a good venue

19 Mel C topped the singles charts with

- A If That Were Me
- B I Turn to You
- C Northern Star
- D Never Be The Same

20 The writer has started a new paragraph on line 10 because

- A there is a change of mood from the previous paragraph
- B someone new is introduced at this point in the account
- C at this point the focus on the subject changes subtly
- D there is a time lapse here since the previous paragraph

Questions 21 to 25 are based on the following document.

### Thinking of becoming a Police Constable?

One minute you could be dealing with a road accident, the next chasing a suspected thief. Saturday afternoon could see you controlling crowds of fans at a football match or racing down a motorway after a speeding motorist. One thing's for sure, this job offers you plenty of new challenges every day.

line 1  
line 2  
line 3  
line 4  
line 5

Police constables usually work 'on the beat' – walking around an area, making contact with the public and keeping an eye open for anything suspicious going on. Others work in car patrols or back at the police station. The constable's job is to maintain law and order, protect people and property, and prevent and detect crime.

line 6  
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line 10

Investigating crimes involves apprehending and interviewing suspects and taking statements from witnesses. Sometimes police constables give evidence in court. They also handle complaints as well as dealing with traffic problems and accidents. They help people in emergencies too, or just give advice or directions.

line 11  
line 12  
line 13  
line 14  
line 15

Communication is central to this work. You need to enjoy working with people but it is essential to know how to deal with people in an appropriate way, be tactful and tolerant. Police constables need plenty of common sense and initiative. You need written skills too, to record details of incidents and arrests. You need to be fit and courageous when it comes to dealing with disturbances.

line 16  
line 17  
line 18  
line 19  
line 20  
line 21

21 The **main** point being made in paragraph 1 is

- A a road accident happens every minute
- B as a police officer you may have to speed down motorways
- C police are expected to chase thieves
- D as a police officer you encounter something new every day

22 It is important for police constables to have good communication skills because they need to

- A pass exams to join the police force
- B be tactful and tolerant
- C be able to treat everyone in the same way
- D be fit to deal with disturbances

23 The word that means **most nearly the same** as 'apprehending' on line 11 is

- A understanding
- B arresting
- C approaching
- D detecting

24 The writer's intention is to

- A give an insight into the different aspects of the job
- B discourage nervous people from becoming police constables
- C explain the variety of crimes that are committed
- D inform the public that police only deal with complaints

25 The tone of this document is both

- A factual and informative
- B informal and persuasive
- C formal and critical
- D anecdotal and colloquial

Questions 26 to 30 are based on the following document.

**Could you do better by cable?**

A cable area is that part of the country where communication cables have been installed. Through these cables local households can receive a range of electronic communication services. If you live in a cable area, you can get all your national calls at local rates, with a phone service offering real value for money – for just £18.99 a month (if you pay by Direct Debit). That's the same as you'd pay for BT Connections. You can also get fantastic international call rates, from as little as 5p a minute to the US or Australia, for just £2 extra each month.

**Plus all the most popular cable channels available on C.K Cable and more**

Of course, a great value phone service is just part of the package. You can also:

- Subscribe to all the most popular cable TV channels available on C.K Cable to get a wide choice of movies, sports and more.
- Access a great selection of internet sites and send and receive emails, all through your TV, and soon you'll get digital TV too!

And, best of all, by combining your cable TV and phone services with C.K Cable you actually pay less than you would pay for them separately with other providers.

Think you could be getting more for your money? Call us now on **0800 052 6705** to find out more.

26 According to the document, a cable area is

- A a particular county in Britain
- B a region in which cable connections are available
- C a place that is owned by C.K Cable
- D an area covered by e-mails and the internet

27 The **main** purpose of the leaflet is to

- A instruct people how to get more for their money
- B argue that the internet is cheaper with C.K Cable
- C inform people how to reconnect their services
- D persuade potential customers to use C.K Cable

28 Each of the following services is currently available **except**

- A fantastic international call rates
- B digital television channels
- C internet access through your TV
- D combined telephone calls and cable TV

29 The document promises that subscribers will be able to

- A make telephone calls cheaper than BT Connections
- B receive all cable TV channels for £18.99 a month
- C make free international calls for just £2 a month
- D use their television for e-mails and the internet

30 The tone of the writing in the document is

- A impartial and anecdotal
- B enthusiastic and prejudiced
- C persuasive and convincing
- D technical and realistic

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

Insurance Accident Report:	line 1
Dear Sir	line 2
As you're aware last Thursday evening I was involved in a serious accident. It was about 11 o'clock and I had just finished the late shift at Winterfields. I was driving my Citroen along the dual carriageway towards the Drayton roundabout. I was travelling at aproxamatly 40 miles an hour. I think that the introduction of the newer speed limits, especialy in built up areas like this, are essential for everyones' road safety. However, just as I came up to the roundabout, a blue Ford Mondeo suddenly overtook me going really fast. There wasn't room for both of us to get round. The Mondeo's wheels clipped the bank on the roundabout and then the car crashed into my Citroen's front wing. This started a sequence of other events. I was forced to the left, hit a Volvo that was coming onto the roundabout from the Somerton road, and skidded into the ditch. Fortunately neither the Volvo driver nor I was hurt. The assessment on my car though, indicates it's a write off.	line 3 line 4 line 5 line 6 line 7 line 8 line 9 line 10 line 11 line 12 line 13 line 14 line 15

31 The word 'aproxamatly' on line 6 is incorrectly spelt. The correct spelling is

- A aproximatly
- B approximatly
- C approximatley
- D approximately

32 An apostrophe is misused on

- A line 3
- B line 8
- C line 10
- D line 15

33 A comma is missing on

- A line 3
- B line 7
- C line 9
- D line 10

34 There is a grammatical error on

- A line 7
- B line 9
- C line 10
- D line 11

35 There is a spelling error on

- A line 5
- B line 7
- C line 12
- D line 14

Questions 36 to 40 are based on the following document.

## You can expect high standards

You can expect a quality service from the moment you post your letter or parcel to the time it arrives on someone else's doormat.

We're always looking for ways to improve this service. We monitor quality and reliability of our service constantly. We send out almost 50,000 questionnaires each month to find out what you think of it. We use an independent research company to measure the delivery performance of First Class and Second Class mail to every area of the United Kingdom.

We try to keep our prices low. Before we make any change in our prices, services or compensation, we consult the Post Office Users' National Council (POUNC), who is there to represent your interests. If there are any changes, we announce them in post offices throughout the United Kingdom.

We welcome any suggestions for improvement and, if things do go wrong, we want to know so that we can try to put them right.

**Phone us:**

- on 08457 740 740 (*Textphone users 0845 600 0606*). All calls are charged at local rates, Open from 8am – 7.30pm Mon-Fri, 8am-12 midday Saturday.

**Write to us:**

- at your local Royal Mail Customer Service Centre, it's free.

**E-mail us:**

- by using the form at [www.royalmail.com/contact](http://www.royalmail.com/contact) on our website.

36 The main purpose of the document is to

- A report on delivering performance
- B advise customers of the Users' Council phone numbers
- C advertise that Royal Mail Services are monitored
- D inform customers on how to complain

- 37 According to the document, the Royal Mail announces changes by
- A writing to the Royal Mail Research Company
  - B telephoning the Royal Mail Customer Service Centre
  - C consulting the Post Office Users' National Council
  - D putting notices in Post Offices throughout the UK
- 38 The Post Office welcomes suggestions for improvement because they wish to
- A increase their profits
  - B reduce their business costs
  - C increase their range of services
  - D offer the highest standards of service
- 39 Customers can make suggestions in all the following ways **except**
- A texting or telephoning their view and opinions
  - B writing to their local Royal Mail Customer Service Centre
  - C filling in a questionnaire at their local post office
  - D e-mailing a message through the Royal Mail website
- 40 The word 'constantly' (underlined in the second paragraph) is used here to mean
- A frequently
  - B continuously
  - C faithfully
  - D repeatedly

**End of test**