

**Key skills communication
Adult literacy
Level 2**

Practice Test Paper I

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

REMEMBER: YOU HAVE 1 HOUR TO FINISH THE TEST

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.



Bishopthorpe Palace

The home of the Archbishop of York stands in nine acres of beautiful grounds adjacent to the River Ouse. It is situated on the outskirts of Bishopthorpe Village, which is two and a half miles south of York City.

line 1
line 2
line 3

Archbishop's Chapel. This is the oldest part of the Palace which dates back to 1214. The stained glass windows are late 19th century mainly depicting the northern saints. The west wall shows a carving and crucifix by the Oberammergau craftsmen commissioned by Archbishop Maclagan.

line 4
line 5
line 6
line 7
line 8

The Great Hall was rebuilt during the 17th century after falling into disrepair. The rich plaster ceiling and the long, oak dining table date from Tudor times.

line 9
line 10
line 11

The Palace is not open to the general public. However, tours may be possible by making special arrangements with the Archbishop's private secretary by telephoning 01904 666666 during office hours.

line 12
line 13
line 14

- 1 What is the purpose of the text?
- A To promote the village of Bishopthorpe
 - B To advertise the Palace at Bishopthorpe
 - C To invite the public to meet the Archbishop of York
 - D To provide a history of the Bishopthorpe Palace
- 2 The document states that
- A only churchgoers can visit the Palace
 - B the chapel is the oldest part of the building
 - C the stained glass windows show pictures of a crucifix
 - D the Palace is open to the general public
- 3 The word 'commissioned' in line 7 is used to mean
- A paid for
 - B ordered
 - C designed
 - D requested
- 4 According to the document
- A the stained glass windows are in the oldest part of the building
 - B the Great Hall fell into disrepair in the seventeenth century
 - C the private secretary conducts tours by special arrangement
 - D the oak dining table in the Great hall is a Tudor reproduction
- 5 The document is **most** likely to be part of
- A a leaflet for visitors to Bishopthorpe Palace
 - B a Tourist's guidebook to churches in Britain
 - C a Guide to places of interest around York
 - D a book about the royal palaces of Britain

Questions 6 to 10 are based on the following document.

For Sale By Auction

Church End, Church Lane, Gingham Common, Wiltshire

Situated on the outskirts of this small town, Church End is a property with significant historical connections. Built during the Civil War, this listed building is reputed to have hidden many a Cavalier who was being pursued by the Roundheads. The house is currently owned by the well-known television personality, Samuel D. Rose, who now has a new show in the USA, and will reside there.

The detached house consists of entrance lobby, living room, sitting room, kitchen/breakfast room and conservatory on the ground floor. On the first floor there are three charming bedrooms with oak beams and panelling. Each bedroom has a compact en suite bathroom. The second floor beneath a thatched roof has two box rooms which, if converted, would make a studio or fourth bedroom. There are extensive gardens to the front and rear and excellent views of the surrounding countryside. The boundary of the property is the bank of the River Luke. The ground amounts to three-quarters of an acre.

The property will be offered for sale by auction on 23rd April next at 11:00 am at the King George Hotel in Greater Balchester.

For full details and viewing contact the vendors, Humble, Strake and Gladstone on 01578 31467

line 1

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line 18

line 19

line 20

- 6 According to the document, which of these statements is a fact?
- A The property dates back to the time of the Civil War
 - B The property is on the outskirts of Greater Balchester
 - C The property owns a stretch of the River Luke
 - D Each of the rooms has its own en suite bathroom
- 7 The statement that the two box rooms could be converted into a studio or 4th bedroom is
- A a suggestion
 - B an exaggeration
 - C a request
 - D a conclusion
- 8 What is the likely reason that the house is being sold?
- A The owner is moving to the USA
 - B The gardens are too much work
 - C The attic rooms need converting
 - D The house is no longer big enough
- 9 The word **detached** as it is used on line 9 means
- A disconnected
 - B unattached
 - C linked
 - D displaced
- 10 A person wishing to look around the house should
- A write to the owner, Samuel D. Rose, in America
 - B call at the King George Hotel, Greater Balchester
 - C telephone the agents, Humble, Strake and Gladstone
 - D be at Gingham Common in Wiltshire on 23rd April

Questions 11 to 15 are based on the following document.



Standards Of Service Provided By Travel Agents

line 1

Travel agents have the benefit of providing a neutral and impartial distribution of air tickets to customers. They have defined standards of service whereby they are committed to:

line 2

line 3

line 4

- offer the lowest fare available through each travel agent office
- not increase any fare once the ticket has been issued, for the date, flight and class of service booked
- make refunds to passengers entitled to them within seven working days
- provide assistance to passengers with reduced mobility.

line 5

line 6

line 7

line 8

line 9

line 10

You can **expect** clear and accurate information at the time of booking on your time of departure and arrival, the name of the airline company and the flight number.

line 11

line 12

line 13

When tickets are received you can **expect**: flight times to be confirmed and information about the amount of luggage you will be allowed to take. You can also **expect** clear information regarding the cost of taking excess luggage on the plane.

line 14

line 15

line 16

line 17

11 According to the document a passenger can expect

- A assistance if they have mobility problems
- B to receive refunds if they have mobility problems
- C to only pay more after they have received their tickets
- D to pay the lowest fare of all travel agents

12 A travel agent is expected to

- A confirm the airline number when sending out the tickets
- B provide information regarding the amount of luggage allowed
- C help passengers who have problems carrying excess luggage
- D tell passengers where they should collect their tickets from

13 The words **committed to** (line 4) mean that this is

- A something the travel agents intend to happen
- B something the agents think might happen
- C something passengers would like to happen
- D something the travel agents wish to avoid

14 The language that the writer of the document has used is

- A persuasive in order to get people to use travel agents
- B legal so that all passengers know their rights
- C unambiguous so that everyone's responsibilities are clear
- D forceful in order to make everyone obey the rules

15 According to the document

- A any refunds to passengers must be made after seven days
- B fares cannot be increased after a booking has been made
- C passengers with excess baggage are liable to be fined
- D departure times are the responsibility of the travel agent

Questions 16 to 20 are based on the following draft document.

Dear Mrs Hardcastle

line 1

On behalf of my company, Entwistle & Co., I would like to offer you our most sincere apologies for the trouble you have had with the installation of your new central heating. _____some of the cause was due to factors beyond our control, this does not excuse the fact that you have experienced a five week wait for the new heating since we removed your old one. It may be of interest to you that the manufacturer has twice sent the wrong item; firstly it was the wrong boiler and secondly the wrong radiator.

line 2

line 3

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line 8

I have telephoned them yesterday morning and they assure me that your central heating system will be sent down on Friday of this week by special delivery. My men are standing by and will come to you the moment that it arrives and will work as late as is necessary to have it installed for you that day.

line 9

line 10

line 11

line 12

Entwistle & Co. have always enjoyed a reputation for exemplary service and I am most _____ that this has occurred. I hope that you will accept my apollagies and as compensation for the distress caused we will be happy to install the central heating free of charge.

line 13

line 14

line 15

line 16

Your's sincerely,

line 17

Richard L. Thompson

line 18

16 The missing word on line 14 should be

- A embarrassed
- B embarrassed
- C embaressed
- D embarressed

17 Which of these words is missing from line 4?

- A Therefore
- B Although
- C Because
- D If

18 There is a punctuation error on

- A line 2
- B line 8
- C line 15
- D line 17

19 Incorrect tenses have been used on

- A line 5
- B line 9
- C line 11
- D line 14

20 The word 'apollagies' is incorrectly spelt on line 15. It should be

- A apologies
- B apollogies
- C appologies
- D appollogies

Questions 21 to 25 are based on the following document.

Home safety – the problem

There are about 2.8 million home accidents in the UK each year where the victim visits an Accident and Emergency department for treatment. In addition, there are a similar number of cases where the victim is treated by a General Practitioner as well as millions of minor injuries which are treated at home. There are over 3,000 deaths due to home accidents – more than on the roads.

The DTI published research in November 1999 giving an overview of the current pattern of home accidents and to help identify the areas where there is greatest scope for reducing them.

	<i>% fatal</i>	<i>% non-fatal</i>
Falls	52	42
Accidental poisoning by medicines	20	-
Uncontrolled fires	11	-
DIY	1	5
Choking on food and drink	5	-
Packaging accidents	-	4
Burns and scalds	2	2
Clothing fires	1	-

We are likely to achieve some improvement through simple measures.

What can we do? Everyone needs to be aware that they too can help to improve safety in the home, for example, by correct storage of medicines and detergents and by keeping matches away from children.

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line 14

21 According to the document, the greatest source of accidents in the home is from

- A falls
- B fires
- C poisoning
- D choking

22 What is the **main** purpose of the document?

- A To treat minor accidents at home
- B To attempt to raise public awareness
- C To outline new laws coming into place
- D To give general advice to car drivers

23 According to the document

- A fewer accidents involving falls are fatal than are non-fatal
- B more deaths occur from DIY accidents than clothing fires
- C choking accidents are less frequent than packaging accidents
- D more people die from choking than do from burns and scalds

24 This extract from the leaflet uses a combination of

- A graph and text
- B diagram and list
- C text and table
- D list and graphics

25 The word **measures** as it is used on line 11 means

- A methods
- B evaluations
- C calculations
- D ideas

Questions 26 to 30 are based on the following document.



Skiing Courses

As we all know, most young people can run rings round us adults when it comes to fancy manoeuvres and technical skiing. This is probably due to three things:

- i. They have no fear of falling or how daft they might look if they don't get it right.
- ii. They can spend loads of time practising swish twists and turns instead of doing every day jobs around the house keeping mum and dad happy.
- iii. If they do get a bump, does it matter? Because they only miss school, and they will have a good tale to tell their friends.

So you will be glad to hear that our adult courses contain no such antics.

What we will teach you are the basic skills and techniques of skiing, thereby improving your confidence. Everyone has to learn and gain experience to improve. Why do it the hard way? Let our instructors give you expert tuition and arm yourself with the assurance that you can ride those slopes whilst keeping within your limits.

Courses start at £29.50 per person

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line 21

26 The document implies that

- A children know how silly they might look if they get it wrong
- B there is a high level of injuries among children on their skis
- C most children have to spend hours each day on housework
- D children generally start out with more confidence than adults

27 The document is aimed at

- A all ages and all levels of expertise
- B adults with little or no experience
- C children who have some experience
- D adults wishing to become instructors

28 In line 2 the phrase **most young people can run rings round us adults** means that

- A in general children have more expertise than adults
- B children can cycle in circles without getting giddy
- C children will always annoy adults, given the chance
- D children often tend to show off in front of their parents

29 The purpose of the document is to

- A teach young people the basic techniques of skiing
- B promote commercial skiing courses for adults
- C improve people's overall confidence when skiing
- D contribute towards increased safety on the slopes

30 The word 'assurance' as it is used on line 19 could **best** be replaced by

- A knowledge
- B insurance
- C confidence
- D certainty

Questions 31 to 35 are based on the following document.

FOOD SAFETY

Food poisoning

- This occurs when bacteria in food are allowed to multiply.
- When holding food before serving it must be kept at a temperature of above 140° F (63° C).
- Bacteria grow at between 41°C and 140°C.
- 15 seconds at the proper temperature kills bacteria.

Food preparation

- Wash hands with soap and water before and after handling food.
- Use hot soapy water and clean cloths to wipe surfaces and clean up spills.
- Wash cutting boards after preparing each food item.

Cross contamination

- This occurs when harmful bacteria are transferred to food from other food and equipment.

Be smart, keep food apart

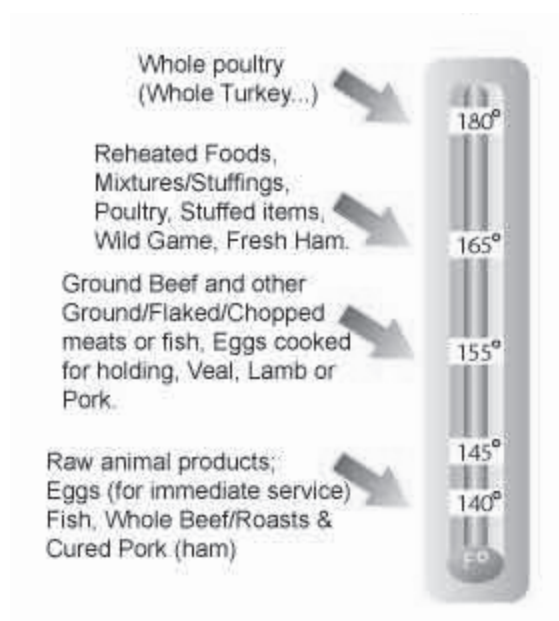
- Keep cooked food separate from raw.

In the refrigerator

- Place raw meat and poultry below other foods.
- Store eggs in the refrigerator as soon as possible.

Safe storage

- Refrigerators must be kept at 5°C.
- Freezer temperatures must be kept at minus 18°C or below.



31 Cross-contamination is defined as

- A food poisoning caused by harmful bacteria
- B transfer of harmful bacteria from food and equipment
- C food poisoning caused by undercooked food
- D transfer of harmful bacteria between fridges and freezers

32 Which statement is true?

- A 10 seconds at the correct temperature will kill bacteria
- B Raw meat must be stored at eighteen degrees Celsius
- C Raw meat should be placed below other food in the fridge
- D Raw poultry should be placed above other food in the fridge

33 At what temperature do bacteria grow?

- A 5°C - 18°C
- B 140°F - 63°C
- C 41°C - 140°C
- D 140°F - 180°F

34 Subheadings in bold type are used in this document because

- A similar information has been grouped together
- B there are six unrelated areas of information
- C each section refers to a different type of food poisoning
- D different sections were written for different readers

35 Graphics are used in this document to

- A make the document more attractive
- B replace unnecessary sections of text
- C help readers who find text difficult
- D aid understanding of the text

Questions 36 to 40 are based on the following draft document.

To: David Keenan
From: Jane Brooks
Subject: Travel
Date: 31 August

Thanks for the note. Glad you're back safely from holiday. I hope you weren't too badly _____ by the train strike. I had trouble getting home from work last week. It took over two hours on the motorway, but I think it's all settled now.

line 1
line 2
line 3
line 4

Now for the good news! My new fleet car has finally arrived. After all the problems, I was beginning to think it would never get here. It arrived on Friday morning, I've already driven 250 miles in it and I love it!

line 5
line 6
line 7
line 8

I need to know how my expenses will be paid as this engine is deasal _____ my other car was unleaded and the company pay's less per mile for this.

line 9
line 10
line 11

If you like, I will drop by your office tomorrow as we are both going to the same meeting in the morning and I will be able to offer you a lift. Let me know what time you want me to come.

line 12
line 13
line 14
line 15

36 An apostrophe has been misused on

- A line 1
- B line 2
- C line 4
- D line 11

37 The word 'deasal' has been incorrectly spelt on line 10. The correct spelling is

- A diesel
- B deisle
- C diesle
- D deisel

38 The **most** suitable word to fill the gap on line 10 is

- A although
- B whereas
- C however
- D when

39 A word has been left out in line 2. The missing word should be

- A affected
- B afected
- C efected
- D effected

40 A comma has been misused on

- A line 4
- B line 6
- C line 7
- D line 12

End of test