

**Functional Skills  
English Reading Assessment  
Entry Level 2**

**Learner name**

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**Run number**

\_\_\_\_\_

**Learner signature**

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**Centre**

\_\_\_\_\_

**Assessment date**

\_\_\_\_\_

Question	Available marks	Assessor Mark	IQA Mark
1	1		
2	2		
3	1		
4	1		
5	2		
6	1		
7	1		
8	1		
9	2		
10	1		
11	1		
12	2		
<b>Total</b>	<b>16</b>		

**Instructions to learners**

Check that you have the correct paper. Please complete the information above.

Use blue or black ink. Do not use a pencil.

You may use a dictionary.

There are 3 tasks and 3 documents total marks available: 16

You should try to answer ALL the questions.

You have **45 minutes** to finish the assessment.

## Document 1

Read the text carefully.

### **Jackie's Mobile Phone Repair Shop**

Call in anytime during our opening hours

Monday – Saturday 9am – 5pm

Sunday 10am – 3pm

We buy your old broken mobile phones.

We sell repaired second hand mobile phones.

We can help you complete your insurance claim form.

If you need any further help:

Call into the shop

Or

Ring the hotline 06002 186754

## Task 1

Now answer the questions.

1. What type of business does Jackie own? **(1 mark)**

Tick the correct box

<b>A</b>	Mobile phone sales	
<b>B</b>	Mobile phone repairs	
<b>C</b>	Electrical good repairs	

2. Name two days the shop is open from 9am – 5pm. **(2 marks)**

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3. What item does the shop buy? **(1 mark)**

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4. What can the shop help you to complete? **(1 mark)**

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5. Name two ways you can ask for help.

**(2 marks)**

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## Document 2

Read the text carefully.

Directions to Jackie's Mobile Repair Shop from the train station:

1. Turn right when you leave the train station.
2. At the end of the road turn left.
3. Pass the Fruit & Veg shop on your right.
4. At the traffic lights turn left.
5. Jackie's Mobile Repair Shop is on your right.

If you get lost phone the shop.

## Task 2

Now answer the questions.

6. Look up the word '**direction**' and write down what it means. **(1 mark)**

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7. What do you do after the traffic lights? **(1 mark)**

Tick the correct box

<b>A</b>	Turn right	<input type="checkbox"/>
<b>B</b>	Go straight ahead	<input type="checkbox"/>
<b>C</b>	Turn left	<input type="checkbox"/>

8. What do you need to do if you get lost? **(1 mark)**

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**Document 3**

Read the text carefully.

Claims Process   Mobile Phone & Gadget Insurance			
			Log in Register
<h1>Claims Ltd</h1>			
Home	My Phones & Gadgets	My Accounts	
<b>Lost / stolen phones</b>	<b>How to claim</b>	<b>What you must do</b>	
Tell the police as soon as you can.	Tell us within 28 days of your loss / theft and complete a claim form.	Use the lock screen function.	
Make a note of the number the police give you.	It normally takes 4 working days to process your claim.	Make a note of your phones IMEI number.	
Tell your mobile provider as soon as you can.	Once your claim has been processed we will contact you.	Keep your anti-virus software up to date.	
About your policy	Contact details	Helpful information	FAQs

### Task 3

Now answer the questions.

9. When your phone is lost or stolen who should you tell? (2 marks)

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10. What must you make a note of? (1 mark)

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11. How many days does it normally take to process your claim? (1 mark)

Tick the correct box

<b>A</b>	2 working days	<input type="checkbox"/>
<b>B</b>	3 working day	<input type="checkbox"/>
<b>C</b>	4 working days	<input type="checkbox"/>

12. Name two things the table says you must do. (2 marks)

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**END OF ASSESSMENT**

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