

Sample Assessment for Functional Skills English Reading Level 1

Switch and Save

Source Documents

Note:

These materials relate to the Functional Skills English assessments that will be in use from September 2015

**Functional Skills English – Reading
Level 1**

3748-010

Sample assessment 4

Source documents

Switch and Save

Do not write your answers in this booklet as this will not be marked.

All answers should be written in the space provided on the question paper.

Document 1– Letter. Use this document to answer questions 1-8.

47 Challenge Street

Wickstown

PS25 2PL

Dear Applicant



Congratulations! You have been successful in your application to work for Energy Advice as a Customer Service Operator.

New starter information

Your start date is Monday, 22nd November. You will be working our afternoon-evening shift at the busy Stratton Street Call Centre. Your work hours will be from 2pm to 9pm, Monday to Thursday. You will be paid an hourly rate of £9.50. Your contract will run for one year from that date depending on the successful completion of the trial period. We take health and safety seriously, so please have a look at the enclosed booklet, complete the quiz at the end and be sure to bring it with you.

What kind of work you will be doing

Your primary task will be to answer calls from customers. Since there was no tour of the office on the interview day, it is important that you visit our website, www.energyadvice.com, and take the virtual tour: just click on the “office tour” link. This will give you an idea of what the office is like and you’ll be able to see our operators giving advice on how to switch energy supplier.

How to prepare for the job

Please also go to the Switch Now webpage, www.switchnow.com, and read their instructions and advice on switching energy supplier. This is the best way to prepare for your first day as this will give you an idea of what some customers may have already seen before they actually call the centre. You will receive a more detailed explanation when you come to Stratton Street.

How we will pay you

Your salary will be paid on the last Friday of the month. Bring your bank account details on your first day.

Further opportunities

The hours of work will remain the same for your first 3 months. This will be a trial period, during which the notice period for both you and Energy Advice is one week. Notice must be given in writing. Following the trial period, there will be opportunities to work additional shifts, for instance staffing the online support desk. You may also be interested to know that the company has a performance related bonus scheme.

Holidays

You are entitled to up to three weeks paid holiday per year. Any holidays need to be arranged in advance with your line manager. If you have a holiday already booked, please bring evidence of this when you start.

On your first day, **please arrive at 12.30pm** and report to Human Resources. Please bring a passport photo for an ID card.

Yours sincerely

Angela Clarke

Enc.

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http://www.switchnow.com/guidetoswitch/

SWITCH NOW

Search...

HOME GUIDE TO SWITCH RENEWABLES ENERGY ADVICE CONTACT US

Guide to switching supplier

Energy companies charge different prices for their gas and electricity depending on how much you use and how you want to pay for it - these different rates are called tariffs, which can last from 1 month to 2 years.

Switching is easy

Thinking of changing your supplier? Energy bills are the number one worry for most homes, but you can save a lot by changing to a new deal – and you can do it all online!

See how much you could save by switching to a better energy deal by running a check on our **energy comparison calculator** - here's how it works.

Before switching, here's a tip our customers told us they found very helpful: check whether there's a fee for leaving your current energy deal or supplier. Exit fees are common, especially if you switch with more than 3 months remaining on a fixed length tariff.

Do it now!

- You will need:**
 - Your postcode
 - Current gas and electricity supplier, and the name of your tariff (look at your latest bill, or contact your supplier).
 - How much you spend on gas and electricity. You can find this on recent bills or the annual energy statement sent by your supplier.
 - Your bank details if you decide to switch and want to pay by direct debit.
- Click on our **energy estimator**.
- Enter your details into the switching form. This will calculate which options are best for you.
- Compare the latest deals on the results page – this will show you the tariff details and a customer star rating for each supplier.
- Select the tariff and supplier you want, and follow the instructions to complete the switch. Check our **list of energy tariffs**, which gives the pros and cons of different types of tariff.
- Send meter readings to your new supplier and don't forget to settle outstanding bills with your old company, because you don't want to have to pay late payment charges.

Your new energy supplier will take care of the switch, which should take no more than 5 weeks.

Switch and save

Two thirds of people surveyed told us they had never switched energy suppliers. If you've never switched your gas or electricity supplier, or not switched in the last couple of years, you'll almost certainly save money on your energy bills by moving to a different deal. Of those who have switched, nine out of ten said they found it very easy.

The average saving when switching gas and electricity is £191 – look at **compare energy tariffs** now to find the best deal for you.

It pays to shop around!

Since energy suppliers keep coming up with new tariffs, even regular switchers should compare deals every six months - or ahead of their current tariff expiring - to check they're still on the best deal. Watch out for sign-up fees for some new tariffs - a new trend designed to stop people switching.

"Thanks switchnow.com! I saved £200!"
John Thrift

  

Source document 1 incorporates elements of –

<http://www.cornwallchamber.co.uk/downloads/Job%20offer%20sample%20letter.pdf>

<https://www.go2hr.ca/sites/default/files/legacy/forms/SampleJobOfferLetter.pdf>

Source document 2 adapted from –

<http://switch.which.co.uk/energy-advice/guide-to-switching-supplier.html>

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