

City & Guilds Level 1 Certificate in Essential Skills Communication

Sample Paper 1 Question Paper

Length of assessment – 1 hour 30 minutes
Total marks available – 50 marks

Candidate Name (First, Middle, Last)

Candidate enrolment number

DOB (DDMMYYYY)

Candidate signature and declaration*

Assessment date (DDMMYYYY)

Centre number

***I declare that I have no prior knowledge of the questions in this assessment and that I will not divulge to any person information about the questions.**

Section 1 Reading

In this section:

- There are **25** marks available.
- You should answer all **8** questions.
- You will need source documents for this section. Read the **two** documents and answer the questions in the question paper.
- You do **not** need to write in complete sentences.

Section 2 Writing

In this section:

- There are **25** marks available.
- There are **2** questions. Answer both questions.

General instructions for both sections

- Please write your answers in blue or black pen.
- Dictionaries **are** permitted.

Section 1 Reading

There are 25 marks available in this section.

General information

- Answer **all 8** questions.
- The maximum mark for each question is shown.

In Section 1:

- You do **not** need to write in complete sentences.
- Dictionaries **are** permitted.

Scenario

You bought a product which is faulty. The company you bought it from won't let you return it. You want to find out what your consumer rights are.

You read the following documents:

- a letter from Appliance World (**Document 1**)
- a web page giving advice about returning faulty goods (**Document 2**).

Read the documents in the source booklet and answer the questions.

Questions 1 to 4 are about **Document 1**.

- 1 Choose **four** layout features that the writer has used to help the reader's understanding. **4 marks**

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- 2 What are the **three** reasons the store gives for refusing a **refund** for this product? **3 marks**

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- 3 If a customer loses a set of instructions, what are the options for replacing these? **2 marks**

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- 4 What can you do if you are dissatisfied with the response from the Hollywood store? **1 mark**

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Questions 5 to 8 are about **Document 2**.

- 5 What are the main types of damage for which a refund is not given? **4 marks**
Give **four** examples.

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- 6 How can a Citizens Advice Bureau advisor assist you if a trader refuses to give you a refund? Give **three** examples. **3 marks**

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- 7 If the trader cannot find a fault, what can you do to convince the trader that there is one? Give **four** examples. **4 marks**

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- 8 When you return an item, what other things might the retailer ask for? Give **four** examples. **4 marks**

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End of Section 1 Reading

Section 2 Writing

There are 25 marks available in this section.

In Section 2:

- You should write in complete sentences.
- You will be assessed on spelling, punctuation and grammar.
- Dictionaries **are** permitted.

The following marks are available for this section:

	Question 1	Question 2
<ul style="list-style-type: none">• writing clearly and coherently, including an appropriate level of detail• presenting information in a logical sequence• using language, format and structure suitable for purpose and audience	9 marks	6 marks
<ul style="list-style-type: none">• using correct grammar, including correct and consistent use of tense• ensuring written work includes generally accurate punctuation and spelling and that meaning is clear	10 marks	
Total marks available for Section 2 Writing	25 marks	

Question 1

Omagh Gazette



Evening DJ sessions, self-defence classes, cookery lessons, gardening groups, social clubs – the list is endless!

It's official – more community projects mean less vandalism and other anti-social behaviour, saving councils thousands!

Your task: write a letter to your council in response to this headline, suggesting they invest in community projects.

The person to write to is Michael Armstrong, 15 Upper Road, Omagh, BT96 1TL.

Include:

- why you are writing
- what sort of community projects you would like
- the advantages of community projects for local people
- the advantages of community projects for the council.

We suggest you write 120 – 140 words.

There are 9 marks available for this question. A further 10 marks are available for accurate spelling, punctuation and grammar across Questions 1 and 2.

You may use the space below for planning and drafting.

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Question 2

You have received a promise of funding from the Council to run a DJ-ing course for people in your community. You need to find volunteers to help with setting it up and running it.

Your task: write a brief article for the local paper about the project and ask for volunteers to help run it.

Include:

- information about the project (what, when, where, etc)
- what jobs you need volunteers for
- how it will help the community.

We suggest you write 80 – 120 words.

There are 6 marks available for this question. A further 10 marks are available for accurate spelling, punctuation and grammar across Questions 1 and 2.

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