

Level 3 Essential Communication Skills

Sample confirmatory test 2

Maximum duration: 60 minutes

Important note

This is a sample confirmatory test, developed jointly by the four Essential Skills Wales awarding bodies (Agored Cymru, City & Guilds, Pearson and WJEC).

This sample test provides an indication of the likely format and structure of the live confirmatory tests.

A separate document, containing the answer keys (correct answers) and specification references is also available.

This confirmatory test consists of 30 multiple choice questions.

Text 1

Industry Lacks Constructive Image	Line 1
Very few young people today are entering the construction industry. For	Line 2
many, it has an archaic, grimy and sexist image according to a report	Line 3
issued by a construction industry think-tank _____ in career	Line 4
and employment issues. This report investigates the continuing	Line 5
recruitment crisis within the industry.	Line 6
The findings are a damning indictment of the industry's inability to	Line 7
change its negative image in the eyes of young people. It also highlights	Line 8
that careers teachers are ignorant of the opportunities that exist within	Line 9
construction and other related industries. 2000 students were interviewed	Line 10
as well as nearly 200 young people employed in the industry. It was	Line 11
found that students in particular do not regard construction as an	Line 12
appropriate career choice. To support the investigation, a detailed	Line 13
questionnaire was completed by 150 careers teachers to ascertain their	Line 15
attitudes towards the industry.	Line 16
The questionnaires' results make stark reading for the industry and	Line 17
illustrate the issues that still need to be tackled. These include:	Line 18
● 70% of the students interviewed could only identify 'architect' as	Line 19
a professional role in the construction industry	Line 20
● a staggering 92% considered the industry to be out of touch with	Line 21
the latest technologies	Line 22
● 65% of those who did express an interest in construction as a	Line 23
possible career already had a family member employed in the	Line 24
industry	Line 25
● only 2% of girls interviewed were 'seriously considering' a career	Line 26
in construction	Line 27
● over half of the careers teachers was unable to explain the	Line 28
differences between construction and civil engineering activities.	Line 29
Although many people have a negative impression of this industry, it does	Line 30
represent almost a third of all manufacturing output in the UK. In fact, it	Line 31
employs 1.6 million people, so it is essential that this impression is	Line 32
changed, however, the report states that this will require cultural and	Line 33
other changes within the education system and suggests that this will be	Line 34
a long and difficult process. Furthermore, the think-tank concludes that the	Line 35
mass media has the biggest impact and may have coloured our view	Line 36
with, for example, television programmes portraying construction workers	Line 37
as incompetent 'cowboys' with limited knowledge of technology.	Line 38

- 1 The **main** point of the text is to:
 - a highlight students' lack of knowledge
 - b provide data for careers teachers
 - c inform students about technology
 - d promote television programmes

- 2 Which word **best** replaces 'archaic' on Line 3?
 - a old-fashioned
 - b unbending
 - c primitive
 - d biased

- 3 There is a punctuation error on:
 - a Line 7
 - b Line 17
 - c Line 19
 - d Line 37

- 4 Which text feature has been used to highlight information:
 - a title
 - b bold font
 - c bullet points
 - d subheadings

- 5 According to the text, the public's view of the construction industry is based on:
 - a knowledge of careers teachers
 - b outdated historical perceptions
 - c advice from family members
 - d exposure to mass media

- 6 There is a grammar error on:
 - a Line 9
 - b Line 15
 - c Line 24
 - d Line 28

- 7 The **main** purpose of the text is to:
- a persuade readers that the industry does use the latest technologies
 - b explain how a negative image affects the construction industry
 - c discuss how to encourage more girls into the industry
 - d review progress made in the construction industry
- 8 There is a spelling error on:
- a Line 6
 - b Line 21
 - c Line 29
 - d Line 38
- 9 The tone of the text is:
- a positive
 - b defensive
 - c informative
 - d instructive
- 10 What is the correct word to fill the space on Line 4?
- a specialise
 - b specialises
 - c specialised
 - d specialising

Text 2

Black Box Car Insurance	Line 1																																
Insurance companies are increasingly turning to driver monitoring technology,	Line 2																																
better known as telematics or black box technology, to identify safe drivers and	Line 3																																
reward them with reduced car insurance prices. Allied Business Research, a	Line 4																																
leading research company working with insurers, revealed that the UK and	Line 5																																
Italy, in particular, were initially leading the way in the provision of telematics	Line 6																																
technology. Statistics showed that as of 2016 there were over 450,000 live car	Line 7																																
insurance policies in the UK who are using some form of in-car telematics.	Line 8																																
How does the black box work?	Line 9																																
Telematics insurance works by fitting your car with a small device – around the	Line 10																																
size of a mobile phone – that records speed patterns and distance travelled as	Line 11																																
well as the type of roads you are using and, more importantly, when. This	Line 12																																
technology also monitors cornering and braking patterns to build up a picture	Line 13																																
of your driving style. Insurance companies then collect this data to calculate the	Line 14																																
cost of your insurance and adjust your premium accordingly, with each aspect	Line 15																																
of your driving having an effect on the cost of your insurance.	Line 16																																
What are black box insurance rules?	Line 17																																
Some black box insurance providers will have certain rules in place as part of	Line 18																																
your policy. These can include:	Line 19																																
<ul style="list-style-type: none"> Mileage limits: You will be charged for the total number of miles you drive. The more time you spend on the road the more likely you are to be involved in a road incident. Driving in peak hours will probably incur a higher premium. A curfew: Accidents are more likely to occur late at night or early morning, so limiting the amount of driving you do at these times reduces the risk – and the premium. 	Line 20																																
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<p style="text-align: center;">How telematics can affect premiums, by age</p> <table border="1"> <caption>Data for: How telematics can affect premiums, by age</caption> <thead> <tr> <th>Age Group</th> <th>No telematics</th> <th>With telematics</th> <th>Difference in price</th> </tr> </thead> <tbody> <tr> <td>17-19</td> <td>~£1,950.00</td> <td>~£1,750.00</td> <td>£203.00</td> </tr> <tr> <td>20-24</td> <td>~£1,300.00</td> <td>~£1,150.00</td> <td>£131.00</td> </tr> <tr> <td>25-29</td> <td>~£850.00</td> <td>~£780.00</td> <td>£68.00</td> </tr> <tr> <td>30-39</td> <td>~£680.00</td> <td>~£620.00</td> <td>£53.00</td> </tr> <tr> <td>40-49</td> <td>~£500.00</td> <td>~£480.00</td> <td>£9.00</td> </tr> <tr> <td>50-64</td> <td>~£350.00</td> <td>~£360.00</td> <td>-£13.00</td> </tr> <tr> <td>65+</td> <td>~£300.00</td> <td>~£290.00</td> <td>£9.00</td> </tr> </tbody> </table>	Age Group	No telematics	With telematics	Difference in price	17-19	~£1,950.00	~£1,750.00	£203.00	20-24	~£1,300.00	~£1,150.00	£131.00	25-29	~£850.00	~£780.00	£68.00	30-39	~£680.00	~£620.00	£53.00	40-49	~£500.00	~£480.00	£9.00	50-64	~£350.00	~£360.00	-£13.00	65+	~£300.00	~£290.00	£9.00	Line 27
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As of January 2021, based on MoneySuperMarket.com data from July to December 2020																																	
Recent research reveals that the number of younger motorists, in the UK,	Line 28																																
choosing an insurance policy that includes a telematics device is increasing.	Line 29																																

Its almost like building a no-claims bonus, but instead you are building a	Line 30
reputation as a sensible driver, which can result in being offered lower premiums	Line 31
each year.	Line 32
Black boxes could become mandatory	Line 33
The European Union have agreed to make it mandatory for all new vehicles in	Line 34
the continent to be fitted with a variety of new safety technologies, including	Line 35
black boxes, from 2022. At present this is not law in the UK, although there is	Line 36
a suggestion that on-board telematics will be automatically fitted to all cars by	Line 37
2025. The only way that drivers won't be monitored is by 'opting out' of the	Line 38
technology.	Line 39

11 The main point of the text is to:

- a debate the pros and cons of telematics
- b promote the benefits of fitting a black box
- c advise about potential new safety regulations
- d analyse the driving behaviour of young motorists

12 According to the text, accidents are likely to happen:

- a when driving at high speeds on certain roads
- b as a result of cornering and braking at night
- c the more miles you drive everyday
- d while driving on the continent

13 There is a grammar error on:

- a Line 8
- b Line 21
- c Line 25
- d Line 36

14 The writer uses the phrase 'opting out' on Line 38 to mean:

- a forgetting to use a black box
- b making an informed decision
- c choosing their own technology
- d requesting not to have telematics

15 According to the text, which of the following statements is true:

- a black box devices always ensure drivers are safe
- b insurance policies do not support telematic technology
- c annual premiums are dependent on driving performance
- d safety technologies are currently available for new drivers

16 The tone of the language in the text is **best** described as:

- a biased
- b friendly
- c informal
- d impartial

- 17 The chart on Line 27 is used to show the:
- a increase in the use of telematics by the over 65 age group
 - b results of data collected to compare insurance premiums
 - c number of drivers under 30 who are using a black box
 - d amount of money that could be saved with telematics
- 18 The **main** purpose of the text is to:
- a describe how to use the latest black box devices
 - b inform drivers of the advantages of telematics technology
 - c discuss the merits of comprehensive policy insurance rules
 - d persuade readers to install safety technologies in every car
- 19 There is a spelling error on:
- a Line 13
 - b Line 22
 - c Line 31
 - d Line 35
- 20 The missing punctuation on Line 30 is:
- a a colon
 - b a comma
 - c an apostrophe
 - d an exclamation mark

Text 3

A letter to Trading Standards	Line 1
Dear Sir/Madam	Line 2
I am writing to you as a last resort. I hope no-one else has to endure the	Line 3
experience my wife and I have had recently.	Line 4
Six month's ago, we ordered a new bathroom suite from a branch of Randall's,	Line 5
our nearest Homes and Garden store. The manager recommended	Line 6
Nik Howell and Son, a local company of bathroom fitters who duly came to do	Line 7
a survey and give us their estimate. We thought the cost looked reasonable	Line 8
and so, naively, we signed a contract for the work to begin. That's when our	Line 9
troubles started.	Line 10
From day one, the fitters who came seemed to have an attitude. When my	Line 11
wife pointed out that they had brought entirely the wrong type of shower,	Line 12
they rudely told her that they had to fit that model as our pipes were too	Line 13
small for the one we had ordered. This wasn't mentioned in the survey.	Line 14
Then they put in a different bath instead of the cast iron one we had chosen.	Line 15
After weeks of disruption, the bathroom turned out to be nothing like the one	Line 16
we had agreed to. My wife has been in tears over the whole sorry saga. To	Line 17
make matters worse, we have _____ found that our hot water tank has	Line 18
developed a serious leak. A friend, who knows about plumbing, has told us	Line 19
that the fitters replaced the stop tap without sealing it properly. I have tried	Line 20
contacting the store numerous times, but the manager refuse to accept any	Line 21
responsibility.	Line 22
Now we have received a final demand from the fitters threatening legal action	Line 23
if we don't pay up in full by the end of this month. We have no intention of	Line 24
settling their invoice until things are put right, but the company keep adding	Line 25
interest and charges for late payment.	Line 26
We are at our wits' end over the whole situation. The fitters just won't listen to	Line 27
any of our complaints and have told us our credit rating will be damaged	Line 28
if we don't pay the whole amount. As pensioners, we simply cannot afford	Line 29
expensive legal advice. Please, please, please tell us what we can do. I have	Line 30
already had to go to my doctor because of the stress I have suffered.	Line 31
Yours faithfully	Line 32
Eric Davies	Line 33

21 The letter to Trading Standards implies that it is important to:

- a always use local companies
- b get recommendations from customers
- c speak to the manager to resolve issues
- d carry out a survey before signing a contract

22 What is the correct word to fill the space on Line 18?

- a subsequently
- b subsiquently
- c subsiquently
- d subsequently

23 According to the text, the survey failed to point out that the:

- a existing plumbing was incompatible
- b hot water tank had a serious defect
- c cast iron bath was not really suitable
- d stop tap needed modernised pipework

24 There is a punctuation error on:

- a Line 5
- b Line 11
- c Line 19
- d Line 29

25 The tone used in the text is **best** described as:

- a doubtful
- b sarcastic
- c sceptical
- d despairing

26 There is a spelling error on:

- a Line 3
- b Line 6
- c Line 23
- d Line 28

- 27 The phrase 'at our wits' end' on Line 27 means that Eric is:
- a very upset as he has tried every way to solve the problem
 - b going to take legal advice about the bathroom fitters
 - c considering seeing his doctor because of the stress
 - d refusing to settle the plumbers' final payment
- 28 The **main** purpose of the text is to ask for:
- a assistance with legal costs
 - b compensation for the disruption
 - c advice on how to resolve the issues
 - d help in paying the interest for late payment
- 29 Eric uses repetition on Line 30 to:
- a clarify the situation
 - b indicate his annoyance
 - c emphasise his request
 - d demonstrate politeness
- 30 There is a grammar error on:
- a Line 13
 - b Line 17
 - c Line 21
 - d Line 25

NOW GO BACK AND CHECK YOUR WORK

- **IMPORTANT -**
Are the details at the top of the answer sheet correct?
Have you filled in your answers in INK in the appropriate boxes on the answer sheet?