



Level 1 Essential Communication Skills Sample confirmatory test 1

Maximum duration: 30 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 that will become available from **February 2016**.

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

This confirmatory test consists of 20 multiple choice questions.

Questions 1 to 10 are about the draft document below.

21 High Road	1
Cardiff	2
CA99 9ZZ	3
21 June 2015	4
Cardiff Plumbing Solutions	5
1 Low Road	6
Cardiff	7
CZ99 9ZZ	9
Dear Sir or Madam	10
On 3 February 2015 you agreed to install a bathroom suite in my house at a cost of £600.	11 12
We agreed this work would be completed by 12 February 2015 Due to issues with the supplier we then agreed that the work would be completed by 19 March which was done.	13 14 15
However, I have the following problems:	16
1. The sink you installed doesn't drain properly.	17
2. The flush on the toilet is not working.	18
According to the law, I am entitled to have this work done with reasonable care and skill.	19 20
I would like you to repair both of these faults within a week.	21
Please respond to this letter. If you fail to respond I will have no option but to consider taking legal action.	22 23
Beryl	24

1. What is the writer's main intention in the text?
 - a) to complain that the work was not completed
 - b) to ask for a refund
 - c) to get the faulty work repaired
 - d) to take legal action

2. When was the work completed?
 - a) 3 February
 - b) 12 February
 - c) 19 March
 - d) 21 June.

3. According to the law, what would the writer be entitled to?
- a) the work should be completed by the due date
 - b) the work should be completed to a reasonable standard
 - c) a full refund
 - d) a new bathroom suite
4. What will the writer do if there is no response?
- a) hire another plumber
 - b) write another letter to the plumbing company
 - c) consider taking legal action
 - d) get another plumber
5. On which of the following lines is there a spelling mistake?;
- a) line 11
 - b) line 12
 - c) line 13
 - d) line 14
6. There is a grammatical mistake on line 21. Which of these words should replace the mistake?
- a) these
 - b) those
 - c) their
 - d) that
7. Which would be the best ending to use for this letter?
- a) Yours sincerely
 - b) Cheers
 - c) Yours faithfully
 - d) Best wishes
8. Which would be the best word to use to join the two sentences on line 22?
- a) or
 - b) even
 - c) and
 - d) but

9. On which of the following lines is there a punctuation error?

- a) line 13
- b) line 14
- c) line 15
- d) line 16

10. On which of the following lines is there a spelling mistake?

- a) line 15
- b) line 16
- c) line 17
- d) line 18

Questions 10 to 20 are about the draft document below.

Situations Vacant	1
Team Members	2
£9.50 per hour – no experience necessary	3
Based in the heart of Cardiff’s beautiful Bay, and formerly the historic Tower Hotel, River properties has built an exciting new venue.	4
	5
As the new hotel is so successful we is now able to offer new job opportunities.	6
	7
We are looking for passionate, enthusiastic, motivated and experienced people to take on this fantastic challenge within our Housekeeping department.	8
	9
	10
As a Housekeeper you will work across the hotel maintaining the high standards in our communal areas as well as cleaning, making beds and preparing rooms for our guests to arrive to a perfect room every time.	11
	12
	13
	14
Experience of working in a hotel would be helpful, but it was not essential.	15
You will need a flexible and positive attitude and a desire to learn new skills.	16
	17
In return we offer many benefits, including the earnings, shown at the top (when fully trained), free transport from many local areas, training and a yearly bonus.	18
	19
	20
For further information please telephone:	21
Ann on 01999 123456 daytime (9am to 4 pm)	22
Noel on 01999 123459 evenings (4pm to 10pm)	23
For an application form please telephone:	24
Janice on 01999 123458 daytime (9am to 4 pm)	25
Paul on 01999123457 evenings (4pm to 10pm)	26
River Properties Cardiff	27

11. The main purpose of the text is to

- a) inform people how to get jobs
- b) provide contact details of the River Properties
- c) advertise job opportunities
- d) explain about the bonus scheme

12. According to the document, River Properties has vacancies for

- a) housekeepers
- b) chefs
- c) cleaners
- d) store keepers

13. Who would an applicant ring in the **evening** for an application form?

- a) Ann
- b) Noel
- c) Janice
- d) Paul

14. The benefits offered by this company include

- a) monthly bonus scheme
- b) starting pay of £8.50 per hour
- c) training
- d) free transport wherever you live

15. A capital letter is missing from which of the following lines?

- a) line 5
- b) line 6
- c) line 7
- d) line 8

16. On which of the following lines is there a grammatical error?

- a) line 4
- b) line 5
- c) line 6
- d) line 7

17. On which of the following lines is there a spelling error?

- a) line 10
- b) line 11
- c) line 12
- d) line 13

18. Which word has been used incorrectly in this article?

- a) Cardiff's
- b) cities
- c) benefits
- d) flexible

19. A housekeeper would be expected to

- a) work just in communal areas
- b) work just in guests bedrooms
- c) work just in reception
- d) work across the hotel

20. To get the job the applicant must

- a) be able to work alone
- b) have previously worked in a hotel
- c) have experience of housekeeping work
- d) want to develop new skills

End of test