



OXFORD CAMBRIDGE AND RSA EXAMINATIONS

LEVEL 1 FUNCTIONAL SKILLS ENGLISH

09498/02

PRACTICE PAPER 2 – AR06 READING TASK AND ANSWER BOOKLET

TIME: 50 MINUTES

Your surname or family name [grid]

Your first forename (if any) [grid]

Your second forename (if any) [grid]

Date of birth [grid]

Centre name [grid]

Centre number [grid]

Your OCR candidate number [grid]

FOR EXAMINER USE ONLY	
Question No	Mark
R1	/2
R2	/3
R3	/2
R4	/2
R5	/4
R6	/4
R7	/4
R8	/4
Total	/25

YOU NEED

- This task and answer booklet.
- A pen with black ink **OR** access to a computer and printer to print out your responses which should be firmly attached to this booklet.

You may use a dictionary and spell/grammar check facilities but you must not ask anyone to help you.

INSTRUCTIONS FOR CANDIDATES

Do NOT open this booklet until you are told to do so by the supervisor.

Fill in all the boxes above. Make sure your personal details are entered correctly. Use BLOCK LETTERS.

- Write your answer to each question in the space provided in this answer booklet or attach your printouts to this booklet before handing in.
- Additional answer space can be found on page 15.
- If you use extra paper, make sure that it has your name, candidate number, centre number and question number(s) on it and is securely attached to this booklet.
- When you have finished, hand this booklet to the supervisor.

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RESOURCE DOCUMENTS

Document 1 (page 5) and Document 2 (pages 7 and 8) contain information to help you answer the Reading task.

- The resource documents are perforated along the left hand side. You can remove them from the Reading task and answer booklet.
- Please fold page 5 and page 7 along the perforated strip before removing them from the Reading task and answer booklet.
- You have **50 minutes** to read the resource documents and answer questions 1 to 8. You should spend about **5 – 10** minutes of this time reading the resource documents.

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Document 1**Barr and Kiely Recruitment Services**

From: Valerie Green (Office Manager – tel 01221 22122)
To: Administrative Officer
Date: 2nd November
Title: Selecting a new Clerical Assistant

We need to appoint a new Clerical Assistant quickly because we've been understaffed for some time. This has been made worse since we won the large Morgan Cosmetics contract. It's also getting near to our busiest time of the year.

Please look at the job description below and at the document listing the key points taken from the application forms. Please recommend which two applicants to invite for interview. Remember that we need someone who is a committed team-worker.

The job description does not mention salary but it will be about £16,000. They must have Functional Skills English and ICT at Level 1 or above because these are essential skills to have in the workplace. Some office experience would also be useful, but not essential.

Thanks for helping me with this recruitment – it's greatly appreciated. If you want to contact me about this, please email me at vgreen@bandk.biz or ring me on extension 3452.

Post of Clerical Assistant**Job Description**

The post will include all of the following tasks and additional duties.

- Maintaining the office filing systems (paper-based and IT-based)
- Welcoming visitors and clients
- Answering telephone calls
- Preparing faxes and other business communications
- Using IT software such as word-processing, spreadsheets and databases
- Occasional work away from the office and at weekends, as required.

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Document 2**Applications for Clerical Assistant Post – Key Points****Jamal Ahmed**

- I am 19 years old and recently completed an Advanced Diploma in Business Administration and Finance which included Functional Skills at Level 1 in English, Mathematics and ICT.
- I have some office experience through a 2 week work placement. I am looking for a first job and an opportunity to obtain more qualifications. I mix and work well with people of all ages and backgrounds.
- I am interested in football (captain of my local team) and music (play piano).
- I consider being able to get on with colleagues and clients the most important aspect of the job.

Rebecca Stevens

- I am 31 years old, returning to work after the birth of my second child. I have an Apprenticeship in Business Administration (1998) and 6 years experience working in retail.
- I am updating my IT skills by attending an evening class at a local Adult Education centre. I have applied for several posts over the past 6 months. I have excellent interpersonal skills, such as being able to speak to clients.
- My interests include horse riding and swimming, but I have had little time for these recently because of a young family.
- I would prefer to work flexible hours to fit in with my domestic arrangements and to work from home if possible.

Martina Ivanava

- I am a 25 year old Slovak national who has been in England for 3 years. I have a degree in Finance from Bratislava University and several Business English certificates from the local FE college.
- I have been working for the last 12 months as a volunteer translator with a charity helping immigrant workers from Eastern Europe. I have good interpersonal skills which are demonstrated by my ability to listen carefully to others.
- My interests include languages, designing web pages and socialising.
- I am always keen to impress managers and want to be judged on my own ability to do a job, rather than be seen as just a 'member of a team'.

Chrissie Woods

- I am 23 years old and have been on a government scheme aimed at getting the long-term unemployed back to work. I recently achieved all 3 Functional Skills at Level 2, as well as GCSEs in English and Business Studies.
- Following a serious accident 4 years ago, I have been working part-time in the office of a local hospice dealing with filing and IT matters for the past 6 months. This has helped me regain my confidence and improve my interpersonal skills including a greater understanding of how other people think and behave.
- I am a keen sportswoman and, since my accident, I have been selected for the British Paralympic netball team, as well as achieving a Duke of Edinburgh Gold Award.
- I would prefer to work in an office where co-operation and respect between members is encouraged for the benefit of the company and individuals.

Wilson Tzango

- I am 33 years old and previously worked as an engineering technician in the NHS. I moved to the area last year and have been doing shop work. I have a Level 3 engineering qualification.
- My main pastimes are designing web pages for friends and family and editing a newsletter for my local church.
- I think that working together as a team produces a pleasant working atmosphere.

TASK AND ANSWER PAGES

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READING TASK (25 marks)**INFORMATION**

You have **50 minutes** to read the resource documents and answer questions 1 to 8. You should spend about **5 – 10 minutes** of this time reading the resource documents.

Answer **all** the questions using information from the documents.

You do **not** need to write in sentences.

Scenario

You work as an Administrative Officer for Barr and Kiely Recruitment Services. Your line manager, Valerie Green, has asked you to help select a new Clerical Assistant. Valerie has sent you an email (Document 1) and the key points taken from the candidates' applications (Document 2).

- 1 a)** How much will the successful applicant be paid?

(1 mark)

- b)** How many applicants will be interviewed?

(1 mark)

- 2 a)** Identify **two** tasks that the Clerical Assistant will have to do.

(2 marks)

- b)** Identify **one** non-IT based activity given in the job description.

(1 mark)

- 3 a)** Identify **one** applicant who has achieved the Functional Skills qualifications necessary for this post.

(1 mark)

- b)** Why does Valerie Green think Functional Skills qualifications are important?

(1 mark)

- 4** Identify **two** applicants who have experience of working in an office.

(2 marks)

5 a) Identify **two** applicants who you think would be committed team workers.

(2 marks)

b) Give a reason for **each** of your choices.

(2 marks)

6 a) Which **two** applicants would you **not** recommend to Valerie Green for the post of Clerical Assistant?

(2 marks)

b) Give a reason for not recommending **each** of these applicants.

(2 marks)

7 a) Give **two** reasons why Valerie Green needs the post to be filled quickly.

(2 marks)

b) What should you do if you want to ask Valerie Green a question about the selection process?

(2 marks)

8 a) Identify **two** techniques used in Document 1 to present information to the reader.

(2 marks)

b) Explain how **each** of these techniques helps the reader.

(2 marks)

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OXFORD CAMBRIDGE AND RSA EXAMINATIONS

**OCR FUNCTIONAL SKILLS
QUALIFICATION IN ENGLISH AT LEVEL 1**

**This assessment may be taken within these dates:
PRACTICE PAPER 2**

Mark Scheme

The maximum mark for the Reading paper is [25]

Functional Skills English L1 Mark Scheme – Reading Task (25 marks)

Reading

Q	M/S Ref	Accepted Response	Type of Response	Marks	Total marks
1a	1R1	(about) £16,000	Closed	1	
1b		2 people	Closed	1	2
2a	1R2	<p>Candidate has identified tasks that a Clerical Assistant would be asked to carry out eg:</p> <ul style="list-style-type: none"> a) maintaining the office filing systems b) welcoming visitors and clients c) answering telephone calls d) preparing faxes and other business communications e) using IT software such as word-processing, spreadsheets and databases <p>Accept any other valid task identified</p>	Closed	<p>1</p> <p>1</p> <p>1</p> <p>1</p> <p>1</p> <p>(max 2)</p>	
2b		<p>Candidate has identified a non-IT based activity given in the job description eg:</p> <ul style="list-style-type: none"> a) maintaining the office filing systems (paper based) b) welcoming visitors and clients c) answering telephone calls <p>Accept any other valid activity</p> <p><i>Do not accept having to work away from home or weekend working as these may or may not involve the use of IT.</i></p>	Closed	<p>1</p> <p>1</p> <p>1</p> <p>(max 1)</p>	3
3a	1R3	<p>Candidate has identified an applicant who has the required Functional Skills qualifications:</p> <ul style="list-style-type: none"> a) Jamal Ahmed b) Chrissie Woods 	Closed	<p>1</p> <p>1</p> <p>(max 1)</p>	
3b		They are essential skills for the workplace	Open	1	2
4	1R2	<p>Candidate has identified applicants who have experience of working in an office</p> <ul style="list-style-type: none"> a) Jamal Ahmed (limited) b) Chrissie Woods 	Closed	<p>1</p> <p>1</p> <p>(max 2)</p>	2

Q	M/S Ref	Accepted Response	Type of Response	Marks	Total marks
5a	1R3	Candidate has identified applicants who are 'committed team-workers': a) Jamal Ahmed b) Chrissie Woods c) Wilson Tzango	Closed	1 1 1 (max 2)	4
5b	1R4	Candidate identifies reason for each applicant eg: • Jamal Ahmed – team captain, gets on with colleagues • Chrissie Woods – prefers cooperation and respect, part of netball team • Wilson Tzango – prefers working together as a team	Open	1 1 1 (max 2)	
6a	1R2	Candidate identifies applicants who do not meet the requirements for the post: a) Rebecca Stevens b) Martina Ivanava c) Wilson Tzango	Open	1 1 1 (max 2)	4
6b	1R3	Candidate provides appropriate reasons, eg: d) Not a team worker e) Not qualified f) Lacks experience Valid reason for one applicant Valid reasons for two applicant Nb Do not accept reasons which are not drawn from the documents	Open	 1 2	
7a	1R4	Candidate has identified reasons why the post needs to be filled quickly eg: a) understaffed for some time b) expansion due to winning the Morgan Cosmetics contract c) getting near to busiest time of the year Accept any other valid reason	Open	1 1 1 (max 2)	4
7b		Candidate has stated what to do to if they need to contact Valerie Green ie d) email her at vgreen@bandk.biz . e) Phone her on ext 3452 <i>Do not accept generic responses such as 'e-mail' or 'e-mail her'.</i>	Open	1 1 (max 2)	

Q	M/S Ref	Accepted Response	Type of Response	Marks	Total marks
8a	1R1	Layout and/or language techniques are identified, eg: a) Underlining b) Headings c) Bullet points d) Sub-headings e) Paragraphs f) Personalisation g) Bold h) Use of language to persuade eg thank you/greatly appreciated	Open	1 1 1 1 1 1 1 1 (max 2)	
8b		Candidate explains how the techniques help the reader • One technique explained • Two techniques explained	Open	1 2	4
				Total	25

Note to markers: Where a candidate does not meet the minimum required for the award of 1 mark, 0 marks should be awarded. This applies to all mark scheme references.