

ESOL Skills for Life (QCF)

Level 2 – Reading

Past paper 3



Time allowed: 60 minutes

Please answer **all** questions. Write your answers in pen, **not** pencil, **on the separate answer sheet**.
You may **not** use dictionaries. You may **not** use correction fluid.

Task 1

Questions 1-6 test your ability to read a text quickly for the general idea, and to scan it for key words and phrases. You are advised to read the questions **before** you read the text.

Questions 1-4

The text on page 3 has six paragraphs. Each paragraph has a purpose. Choose the letter of the paragraph which best matches the purposes below. Circle the letter **on your answer sheet**. You do not need to use all of the paragraphs.

Example: *to introduce the subject of the text*

..... A

1. to describe the location of the house and to give examples of the innovations it contains
.....
2. to explain how Frances gained legal protection for her inventions and made legal history at the same time
.....
3. to provide an explanation for the invention and to give some biographical details
.....
4. to explain why Frances did not make money from her invention
.....

Questions 5-6

Choose the letter of the best answer and circle it **on your answer sheet**.

5. What is the writer's attitude to the self-cleaning house?
 - A he criticises some parts of it
 - B he admires its inventor
 - C he thinks it is complicated
6. Members of the public can
 - A tour the house
 - B visit Frances Gabe
 - C see the house online

The Self-Cleaning House

Paragraph A

Throughout history, people have looked for ways to overcome the drudgery of housework but no one has gone further than Frances Gabe, who invented a house that cleans itself.

Paragraph B

Frances, who was born in 1915 in Newberg, Oregon, worked with her architect father on house design and construction from an early age, and later ran a building business with her husband. The self-cleaning house was inspired by her loathing of housework. She believed self-improvement was a more fruitful occupation than cleaning. Surprisingly, some people criticised her invention but she told them: 'I'm not eliminating homemaking, mothering, wifehood – only dirt grubbing.'

Paragraph C

The house, built in a remote rural area and later partially destroyed in a flood, contains 68 labour-saving devices, the most fascinating of which is a wardrobe that washes and dries clothes while they are on their hangers. It also features rooms that are cleaned by water and soap sprayed from nozzles fitted into the ceilings.

Paragraph D

Like any inventor, Frances applied for a patent to prevent her designs from being copied. It was the longest and most complicated patent ever submitted for US government approval. Certain materials used in the house, for example, the water repellent coverings on the furniture, are also patented and Frances still declines to reveal what they are made of.

Paragraph E

Frances' remarkable house is ideal for people with busy lives or those such as the elderly who find housework challenging. It should have made her a very wealthy woman. However the design has never been sold. Frances believes that the home appliance industry conspired to stop her design gaining in popularity. After all, people who live in self-cleaning houses do not need products like vacuum cleaners or washing machines.

Paragraph F

Frances used to take people on tours of the house, charging a fee of \$25, but as she has got older, she has preferred to live privately. Instead, people can see a model of the house in the Women's Museum, Dallas. It is also possible to see videos of her in her house on the internet.

Turn over page

Task 2**Questions 7-10**

Five sentences are missing from the text on page 5. Look at the following sentences and decide which one best fits each gap. Circle the letter of your answer **on your answer sheet**. There is an example (D). There is one sentence you do not need.

- A One of the biggest influences on lighthouse design has been the way lighting systems have improved over the years.
- B When I was a child, I dreamed of becoming a lighthouse keeper in a far-flung place.
- C For me, the wonderful thing about lighthouses is the fact that you see them in such stunning locations.
- D *(Example) ~~The account reminded me of when I was very young and I had been fascinated by lighthouses.~~*
- E I am an engineer and I found it extremely interesting to learn about the way that lighthouse construction was constantly developing.
- F Lighthouses are not recent constructions.

Questions 11-13

Choose the letter of the best answer and circle it **on your answer sheet**.

- 11. According to paragraphs one and two, the writer did some research on lighthouses
 - A after reading a story about a lighthouse that reminded him of his past
 - B when he saw a photo of a lighthouse while he was reading a book
 - C because he was interested in exploring the subject for a novel he was writing
- 12. What is the purpose of the brackets () in paragraph three?
 - A to give the reader some specific information about lighthouses
 - B to give the reader extra information about the first lighthouse
 - C to show that the writer is not sure what the first lighthouse was
- 13. According to paragraph five, the Eddystone Lighthouse is
 - A made out of wood
 - B built on some rocks
 - C made of concrete

Questions 14-16

Choose the letter of the answer which best matches the meaning of each word as it is used in the text. Circle the letter **on your answer sheet**.

- 14. **solely** (paragraph two)
 - A usually
 - B only
 - C rarely
- 15. **resilient** (paragraph four)
 - A stronger
 - B more isolated
 - C more thoughtful
- 16. **innovative** (paragraph five)
 - A original
 - B dangerous
 - C beautiful

Lighthouses

Paragraph one

My interest in lighthouses was revived when I read a novel that presented a romanticised view of the life of a lighthouse keeper. He was in charge of a lighthouse on a remote island and although he had to face extreme weather conditions, he was touched by the beauty of the sea surrounding him.

Paragraph two

 D (Example) . I can picture myself as a child, standing beside my parents and gazing at those wonderful towers with lights at the top, designed to help boats find their way, mainly, but not **solely**, at night. The novel prompted me to refresh my memory and do some research on the subject.

Paragraph three

 7. . The lighthouse that was first documented was the Lighthouse of Alexandria (sometimes called the Pharos of Alexandria), one of the Seven Wonders of the World. Built around 280BC, it may have been as high as 137 metres. Unfortunately, it did not survive an earthquake in the 14th century.

Paragraph four

 8. . Progress in structural engineering meant that bigger and **more resilient** lighthouses could be built, even in places that were greatly exposed to the sea.

Paragraph five

One of the best examples of this is the Eddystone Lighthouse in Devon, which warns ships of dangerous rocks. Originally a wooden building, dating from 1698, it was rebuilt by John Smeaton, a civil engineer, in 1759. Smeaton had developed a type of concrete that would not dissolve and used it to build a tower that became thinner towards the top. This **innovative** construction enabled the lighthouse to absorb the force of the waves on the tower.

Paragraph six

 9. . A particularly important development was the Fresnel lens, which was invented in 1822 and made the lights four times stronger than they had been previously.

Paragraph seven

 10. . This was never going to happen, of course, and it is probably just as well. Far from the romantic image I had, the life of a lighthouse keeper was hard. It involved sitting for hours just watching the light and endlessly climbing stairs – neither of which I'd be keen on. In any case, it would be more or less impossible today, as so many traditional lighthouses have become automated. I often wonder if I should have tried it, though.

Turn over page

Task 3

Texts A-E on pages 8-12 are all related to each other. You need to use all five texts to answer the following questions.

Questions 17-19

There are five texts, A-E. Decide which text matches each of the purposes below and circle the letter of the text **on your answer sheet**. One of the texts does not have a purpose listed below.

Example: to remind staff at Eastern Electronics to pay attention to documentation A

17. to make a request and to record a decision on the request
.....

18. to support and affirm a member of staff
.....

19. to make a complaint and to ask for action
.....

Questions 20-22

Choose the letter of the best answer and circle it **on your answer sheet**.

20. In text E, Sofia suspects that Tom is dissatisfied with her because

- A she is a woman
- B she is good at her job
- C she recently joined the company

21. Text B tells us that Sofia Nalla

- A is annoyed with employees who hand in late applications
- B regrets that she is unable to approve late applications
- C wants employees to read the attached policy

22. It's clear from all texts that Eastern Electronics

- A treat their long serving members of staff differently
- B adhere to strict procedures and policies
- C prefer to train their staff themselves

Questions 23-27

Text A has six paragraphs with missing headings. Choose the best paragraph for each of the following headings and circle the letter **on your answer sheet**. You do not need to use all the paragraphs. There is an example.

Example: *Professional development* B.....

23. Responsibilities
.....

24. Conditions
.....

25. Applications
.....

Choose the letter of the best answer and circle it **on your answer sheet**.

26. In text C, how does Tom Woodhouse construct his letter?

- A he describes his duties at work, asks for his claim to be reviewed and explains why his application was not submitted on time
- B he complains about his manager, explains what he learnt on his course and asks for a refund
- C he states the purpose of the letter, expresses disappointment at having the claim rejected and requests a refund

27. In text A, the first paragraph tells us that

- A staff can only do training courses that are relevant to their job
- B staff members must compete to get a place on a training course
- C Eastern Electronics only approves courses they run themselves

Questions 28-30

Choose the letter of the answer that **best** matches the meaning of each word as it is used in the text. Circle the letter **on your answer sheet**.

28. retrospective (text A)

- A backdated
- B nostalgic
- C irrelevant

29. unjustly (text C)

- A irrationally
- B unfairly
- C immaturely

30. contravenes (text D)

- A breaks
- B refuses
- C disagrees

Turn over page

Text A

Staff Development Policy and Procedures**A**

Eastern Electronics is committed to offering high quality training and development to all members of staff in order to remain effective in a highly competitive electronics market. Training can be delivered internally or by external organisations but will only be funded if it is deemed to be beneficial to Eastern Electronics.

B (Example)

In order to ensure all members of staff have the skills and knowledge required to carry out their jobs successfully, each employee must complete 30 hours of professional development training each year. This could include research done at home, participation in in-house training, attendance at conferences or enrolment onto accredited external training courses.

C

Managers are responsible for identifying the development needs of staff and encouraging them to attend appropriate development events. Please note that **retrospective** claims will not be considered. Managers must approve any training and agree costs prior to any event. Employees must attend all staff development events and are also encouraged to identify their own training needs based on their current job description.

D

A Request For Development Form, which can be found on the company website, must be submitted directly to a line manager at least 20 working days before the date of the proposed event. The form must be completed in full. Managers have five working days in which to formally accept or reject the application.

E

If an individual's development request is not successful, they are entitled to appeal to the Head of Human Resources, Julia Skelsmoore. This must be done in writing and within a month of the request being refused.

F

Any funding approved for training costing over £500 will be received in the form of a loan which must be repaid should the employee leave the organisation within two years of completion. Full repayment will be expected if an individual fails to attend training without providing a reasonable excuse, or if he or she behaves inappropriately at any event.

Text B

From: Manager, Customer Care Team
To: Customer Care Team
Subject: Requests for development
Attachment: Staff Development Policy and Procedures

Hi Everyone,

Just a polite reminder to hand in your 'Requests for Development' forms well in advance of any training you hope to attend. I have received a considerable number of claims submitted after the course has begun, which unfortunately, I am unable to approve. I've attached the company's staff development procedure document for you to refer to if you have any questions.

Kind regards

Sofia Nalla

Turn over page

Text C

Tom Woodhouse
5 Kensington Road
Norton
N30 6UP
TomW@EasternElectronics.com

Julia Skelsmoore
Head of Human Resources
Eastern Electronics
Carron Road
Norton
N30 4JT

27/10/14

Dear Ms Skelsmoore,

I am writing to appeal against the rejection of my claim for staff development funding. As a full time member of staff I feel that I am entitled to benefit from the company's development budget.

I work in the call centre and often have to deal with clients for whom English is a second language. I therefore felt it would be of great benefit to me and the company if I enrolled on an Italian language course at the local college.

I paid for the course in full myself on the understanding that the fee of £600 would be refunded. I was extremely disappointed when my claim was rejected by my recently appointed manager, Sofia Nalla, especially as many of my colleagues have had similar applications approved.

I cannot help but feel that she has treated me **unjustly**. I appreciate I should have checked with Ms Nalla before enrolling on the course, but I assumed it would not be an issue as I have been a trusted member of staff for over 10 years.

I would be grateful if you could review my claim and refund the £600 course fee as soon as possible.

Yours sincerely,

Tom Woodhouse

Text D

Request for Development Form	
Name:	<i>Tom Woodhouse</i>
Job Title:	<i>Call Centre Operative</i>
Line manager	<i>Sofia Nalla</i>
Name of Training event:	<i>Italian for Beginners</i>
Duration:	<i>08/01/14 to 25/06/14 (every Monday evening 6pm to 8pm)</i>
Cost	<i>£600</i>
<p>Please state how you feel this event will benefit Eastern Electronics</p> <p><i>I have to speak to lots of people who don't speak English very well. This course will help me communicate more effectively with them.</i></p> <p>Claimant's Signature: <i>Tom H</i> Date: <i>05/03/15</i></p>	
<p>Training approved: Yes <input type="checkbox"/> No <input checked="" type="checkbox"/></p> <p>If no please state reason(s)</p> <ol style="list-style-type: none"> 1. The application was received <u>9 months</u> after the course began which contravenes company regulations. 2. The course is not considered to be beneficial to the company. Fewer than 1% of our clients are Italian speakers. 	
Manager's signature:	<i>Sofia Nalla</i>
Date	<i>07/10/14</i>

Turn over page

Text E

From: Julia Skelsmoore
To: Sofia Nalla
Subject: Tom Woodhouse's appeal

Hi Sofia,

I just wanted to let you know that I have formally rejected Tom's appeal for the second time. I had a meeting with the board of directors and we all agreed that you have followed procedures correctly and that Tom's conduct needs addressing.

Thanks for your hard work.

Kind regards

Julia

On Tuesday 28 October, 17.40 Sofia wrote:

Hi Julia,

I am relieved you agree. I don't understand why he would think I have something against him. He isn't the only one that I've had to say 'no' to. Maybe because I'm new?

Anyway, he submitted his claim on the 5th of October 2014, 9 months after the course began!

Thanks for your support.

Sofia

On Tuesday 28 October, 15.35 Julia wrote:

Hi Sofia,

I've had a formal appeal from Tom Woodhouse about the Italian course he wanted to claim as staff development. I want to let you know that I back your decision entirely. He seems to be suggesting that you are discriminating against him in some way, which I doubt. Could you confirm when he applied for funding?

Thanks

Julia

End of exam