

ESOL Skills for Life (QCF)

Level 2 – Reading

Past paper 5



Time allowed: 60 minutes

Please answer **all** questions. Circle 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 account for the museum's reversal of fortune*

..... **C**

1. to give examples of how local firms have benefited from the museum's popularity
.....
2. to describe a drawback to the museum's success
.....
3. to pose a question to the reader
.....
4. to outline some solutions to the museum's current problem
.....

Questions 5-6

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

5. The museum was saved from closure thanks to
 - A its popularity with schools and tourists
 - B its appearance on a hit TV programme
 - C its collection of paintings and tapestries
6. Sir William Hearthsides donated his collection to the museum because
 - A he was angry at the behaviour of his family members
 - B he wanted to share the collection with the general public
 - C his children had stopped talking to him

Moncton Museum

Paragraph A

Moncton Museum has been named as one of the most popular destinations for day trippers in the UK. Despite being less than a hundred square metres in size, it is home to some of England's most exquisite paintings and tapestries. But how did this modest museum in the Lancashire countryside come to own such an incredible collection and why is it such a hit with holiday makers?

Paragraph B

The precious artefacts, which had been passed down through 12 generations of the Hearthside family, were donated to the museum by Sir William Hearthside a few years before his death in 1954. Sir Hearthside was not a generous man by nature but his family's constant bickering over who would inherit what made him furious. He decided to end the disputes once and for all by leaving the entire collection to the local museum. None of his children ever spoke to him again.

Paragraph C

In spite of housing the beautiful Hearthside collection the museum never attracted more than the occasional coach load of uninterested schoolchildren or a handful of passing tourists. The threat of closure was imminent. Fortunately, this all changed after it was used as a film set for the 2010 highly successful TV costume drama 'Hilton House'. The museum saw an unprecedented surge in tourist numbers, making more money in 2011 than it had in its entire history.

Paragraph D

In fact, the influx of tourists brought about a welcome boost to the local economy as a whole with neighbouring businesses all reporting a significant rise in profits. One of the most notable beneficiaries of the boom was a local taxi firm which had to employ 3 new full time drivers to meet customer demand.

Paragraph E

Ironically, the very success that has enabled the museum to stay open may be the reason why it has to close. The body heat, sweat and carbon dioxide coming from the hundreds of weekly visitors is causing serious damage to the watercolour paintings, some of which are over 500 years old.

Paragraph F

Several ideas to resolve the museum's dilemma have been put forward, including selling the most fragile paintings to private collectors or to limiting the visitor numbers, neither of which have been received well by the local community. Instead the museum's director has decided to install an ultramodern air-conditioning system which will cost over 2 million pounds but will ensure the survival of both the museum's precious exhibits and the continued prosperity of the town.

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 (F). There is one sentence you do not need.

- A Inner-City Cycles run courses throughout the year, and are available seven days a week.
- B A quick search on the internet revealed several companies delivering road safety classes for bike users.
- C 'Correct road positioning' according to Kathy, is the key to safe cycling particularly in built-up urban areas.
- D There are increasing numbers of cyclists taking to the roads.
- E I soon realised that I wasn't such a great cyclist after all.
- F (Example) *There isn't enough space to write about all of the tips and information we received.*

Questions 11-13

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

- 11. In paragraph one the writer implies that
 - A travelling by underground is safer than cycling
 - B people are satisfied with the standard of public transport
 - C there are too many large vehicles such as buses on the roads
- 12. In paragraph two the writer uses a colon ':' to
 - A give further details
 - B introduce a list of examples
 - C replace a missing word
- 13. What does 'their' in paragraph five refer to?
 - A cyclists
 - B motorists
 - C readers

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. **pedestrians** (paragraph three)
 - A walkers
 - B drivers
 - C cyclists
- 15. **furious** (paragraph four)
 - A annoyed
 - B disappointed
 - C exhausted
- 16. **stress** (paragraph six)
 - A predict
 - B guess
 - C emphasise

Safe City Cycling

Paragraph one

As an experienced cyclist of many years, I was extremely doubtful when a friend suggested I took cycling lessons. She had also been a bike enthusiast for over a decade until she nearly had a terrifying accident with a bus that made her swap her bike for the underground. Unsurprisingly, she soon became fed up with the poor quality and high cost of public transport and decided she would have to get back on two wheels.

Paragraph two

7. . The first in the list was *Inner-City Cycles*. The classes were relatively cheap: £35 for a one-to-one, 2 hour session with an experienced trainer, reduced to £25 for couples. When my friend asked if I would join her I felt obliged to say yes, even though I didn't really think I needed any training.

Paragraph three

8. . In fact, I had been making a very dangerous mistake, riding too close to the pavements, putting myself and other road users at risk. Kathy, our trainer, reassured me that I was not alone. "It's a common misunderstanding that cycling near the kerb is safer than staying in the middle of a lane, in fact the opposite is true. Motorists are more likely to try and overtake you even when there isn't really enough space and **pedestrians** might not see you at all as they move into the road."

Paragraph four

9. . Nowadays, I always ride in the middle of the road regardless of how many angry looks, rude gestures or insults I receive from **furious** drivers.

Paragraph five

I learnt that another major fault in most people's cycling technique is to pay too much attention to what is happening on the road ahead while neglecting what might be going on behind. "You need to make motorists take notice of you," advises Kathy. "Wearing high visibility clothing helps as does using hand gestures to signal changes in direction, but the best way is to have some eye contact with them by frequently looking over your shoulder. This heightens **their** awareness of you which ultimately makes you safer."

Paragraph six

F (Example) . However, I would like to **stress** how incredibly valuable the experience was. The instructor came to us giving advice and recommendations based on the specific routes we use to get to and from work every day. What's more, my friend now feels confident enough to get back on her bike and join the estimated three million cyclists across the nation.

Paragraph seven

10. . But be warned, their popularity is growing fast thanks to social media sites like Facebook and Twitter, so book well in advance to avoid disappointment.

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 express dissatisfaction **and** demand action

B

17. to agree a procedure **and** to postpone a deadline

.....

18. to give information to new staff **and** to explain a process

.....

19. to arrange a meeting **and** insist that an employee attends

.....

Questions 20-22

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

What can you learn from texts B, C and D?

20. Holly Marston

- A requires more guidance and support
- B has had enough supervision
- C is going to have a permanent contract

21. Gemma Forbes

- A writes informally to appear friendly and approachable
- B uses formal language to communicate with colleagues
- C uses a persuasive writing style to influence people

22. It is clear from all the texts that Hartingale Ltd

- A has managers who fully support their staff
- B needs to review its probationary procedures
- C has a strict procedure for new employees

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: *Monitoring performance* B

23. Support and help

24. Reviews and action plans

25. Decisions and consequences

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

26. In text B how does Patrick construct his email?

- A he expresses anger about both employees, reminds Gemma what she has to do and describes Holly's conduct
- B he explains how long Holly has been with the company, asks how many reviews she has had and asks Gemma to see him
- C he explains why he is writing, expresses concerns over Holly's job performance and demands that action is taken

27. Text D tells us that Gemma Forbes

- A is confident that Holly could be a satisfactory employee
- B has some doubts about the probationary review process
- C wants to deliver training to the members of her team

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. simultaneously (text A)

- A in addition to this
- B at the same time
- C equally important

29. you are entitled to (text C)

- A you have to
- B you mustn't
- C you may

30. initial (text E)

- A first
- B final
- C wrong

Turn over page

Text A

New Employee Probationary Period**A**

All new employees who have been offered a permanent contract at Hartingale Ltd must first go through a twelve month probationary period, during which you will be able to prove that your job performance meets the company's expectations.

B (Example)

Hartingale Ltd is a highly reputable international company and it is important that all employees work to a consistently high standard. As a result your performance will be continuously monitored by your line manager to ensure that you are a suitable candidate for the position.

Simultaneously, the Human Resources team will be monitoring your line manager to ensure that you are being fully supported and integrated into your team.

C

Your job performance will be formally reviewed every 6 weeks by your line manager. An action plan for improvement may be drawn up, including the arrangement of extra support you may need. You can also ask for further training and clarification of your role. Following each review your line manager will send a report to you and Human Resources. If your reviews show that you are failing to perform your job satisfactorily and that you are not making any improvement, you may be asked to leave immediately at any point in the probationary period.

D

To successfully complete your probationary period we require you to be committed, punctual, to form excellent working relationships and to make positive contributions to our company. You are also expected to attend meetings and training events.

E

To help you through this process a colleague in your team will be assigned as your mentor. He/she will be an experienced colleague and will help you develop the knowledge and skills you need.

F

At the end of the probationary period you will be given a full-time permanent contract if you have met our requirements. If not, you will be given one week's notice. You may also be given an extended probationary period if your line manager believes that you could meet requirements if you had some extra training or support.

Text B

To: gemmaforbes@hartingaleltd.co.uk
From: patrickwise@hartingaleltd.co.uk
Subject: Holly Marston
Date: 15 February 2015

Dear Gemma,

As you know, as HR Manager I monitor the probation processes of all employees and I have to say that I'm extremely disappointed. Holly Marston has been with us for twelve months and should have had seven probationary reviews. She's only had four! I know that she's been absent a lot recently due to sickness. I understand you're busy but you should have kept us informed. It's extremely important that we follow the probationary process, particularly in this case as there's not only a problem about her attendance but also about her attitude to team work. I've heard that she can be quite rude when speaking to colleagues.

I want you to organise the final review as soon as possible and report back to me.

Regards

Patrick

Human Resources Manager

Turn over page

Text C

Hartingale Ltd
Mansion House
Tempest Way
Misley
M7 6FD
16.2.15

Holly Marston
43 Appley Road
Misley
M22 6QW

Dear Holly,

As you know your employment with Hartingale Ltd has been subject to probationary reviews.

It is mandatory that you attend your final probationary review on Friday, 20.2.15 at 3pm in my office.

The purpose of this will be to assess your role and in particular to discuss the reasons for missing some of your reviews, your attendance and attitude to colleagues.

Please bring with you copies of sick notes and any other documents you feel would be useful.

You **are entitled to** be accompanied by a work colleague or Trade Union representative at the meeting.

If you require any further information please do not hesitate to contact me.

Yours sincerely

Gemma Forbes

Gemma Forbes
Payroll Manager

Text D**Final Probationary Review**

Employee: Holly Marston

Position: Payroll Administrator

Manager: Gemma Forbes

Date: 20.2.15

Summary of the employee's conduct, attendance and performance

Conduct:

Initially, Holly's conduct met requirements. She worked well with her colleagues, was friendly and approachable, demonstrated a professional attitude to work, signed up for training events and attended meetings. However, in the last six months her conduct has deteriorated. A particular concern is the enmity which has developed between Holly and her mentor, Debra Jones. Their colleagues have complained about the way they speak to each other.

Holly says the cause of the problem is that Debra Jones accused her of feigning illness while claiming sick pay for her recent absences. Holly was very upset and says she felt unable to ask for support from me as Debra has worked at Hartingale for years.

Holly's frequent absences during the last six months have been due to a health problem which has now been resolved and is unlikely to re-occur.

Attendance:

Holly's attendance was excellent until she became ill. Her absences have made it extremely difficult for both her and me, as her line manager, to follow the correct probationary review procedure.

Performance:

Holly quickly learned how the payroll system works here and is efficient, completing her tasks ahead of deadlines. She says she really enjoys her work and gets on well with most of her colleagues.

I discussed the possibility of an extended probationary period with Holly. She would welcome the opportunity for a fresh start and would like to be on good terms with everyone.

Actions:

To request an extended probationary period of six months and if agreed:

- arrange a meeting between Holly Marston and Debra Jones to resolve their differences;
- mentor Holly myself;
- schedule monthly probationary review meetings;
- organise Equality and Diversity training.

Turn over page

Text E

Extension of probationary period contract

This contract is between the employee named below and Hartingale Ltd.

Employee name: Holly Marston	Department: Payroll
Reasons for extension: There were significant difficulties during the initial probationary period due to sickness absences. These prevented Holly Marston from demonstrating her potential.	
Length of extension: 6 months	
End review date: August 21st 2015	
Employee signature: <i>H. Marston</i>	
Manager signature: <i>Gemma Forbes</i>	
Date: 25.2.15	
PLEASE NOTE: At the final review meeting, following the extended probationary period, the line manager must verbally inform the employee of the outcome. If the employee has successfully completed the probationary period the line manager must email HR who will then issue the employee a confirmation letter and a permanent contract.	

End of exam