Functional Skills English Level 1

Mock Test 4 — Answer Key & Mark Scheme

Q1 (1 mark)

Answer: A — 11 minutes

Stated in the opening paragraph.

Q2 (2 marks)

Answer: A — "Fast enough to talk but not sing" — gives a simple, practical test anyone can use without equipment or technical knowledge

The talk-but-not-sing test is intuitive and needs no equipment.

Q3 (2 marks)

Answer: A — Hyperbole (exaggeration) — it exaggerates the common misconception to show that small exercise is enough, making the real message more impactful

Hyperbole highlights the misconception so the corrected message lands harder.

Q4 (2 marks)

Answer: A — Lack of time, tiredness, and not knowing where to start

The fifth paragraph lists these three barriers.

Q5 (3 marks)

Answer: A — Convincing: it's free (cost isn't a barrier), needs no equipment (removes complexity), can be done anywhere and built into routines (addresses time). It directly counters each barrier listed.

The article counters each named barrier point-for-point.

Q6 (1 mark)

Answer: A — 30 days

Standard returns clause: within 30 days of delivery.

Q7 (2 marks)

Answer: A — Faulty items: free return postage and full refund. Change of mind: £3.99 deducted from refund for return postage.

Standard returns clause distinguishes the two scenarios.

Q8 (2 marks)

Answer: A — No. Sale items can only be exchanged or returned for store credit. Also, opened electrical items can only be returned if faulty, and his isn't faulty.

Two clauses bar a cash refund: sale-items rule and opened-electricals rule.

Q9 (2 marks)

Answer: A — For hygiene reasons — once worn, these intimate items cannot be resold to another customer

Hygiene — the Exceptions clause states this directly.

Q10 (3 marks)

Answer: A — Text 1 is a health article for the general public using persuasive, accessible language with statistics and expert quotes to encourage behaviour change. Text 2 is a returns policy for customers using precise, formal language with clear conditions to set out rights and

obligations.

Text 1: persuasive, accessible. Text 2: precise, formal.

Total: 56 marks | Pass mark: 34/56