Functional Skills English Level 1

Mock Test 3

Total marks: 54

Pass mark: 33 out of 54

Time allowed: 2 hours

Reading 18 marks | Writing 36 marks | Time: 2 hours. Spend roughly 45 minutes on reading and 75 minutes on writing.

You will need: pen, pencil, ruler, rubber. Dictionary allowed for Reading section.

Name: _____ Date: _____

Text 1: Workplace Policy Document

Hartwell Distribution Ltd — Flexible Working Request Procedure

1. Eligibility: All employees who have been continuously employed for at least 26 weeks have the right to request flexible working arrangements. This includes changes to hours, times, or place of work.

2. How to apply: Submit a written request to your line manager using Form FW-1 (available from HR or the company intranet). Your request must include: the change you are requesting, the date you would like it to start, how you think the change could affect the business, and any suggestions for managing the impact.

3. Meeting: Your manager will arrange a meeting within 14 calendar days of receiving your request. You may bring a colleague or trade union representative to this meeting.

4. Decision: A written decision will be provided within 28 calendar days of the meeting. If approved, changes will normally begin within 4 weeks. If refused, the letter will explain the business reason and your right to appeal.

5. Appeal: If your request is refused, you may appeal in writing within 14 days. An appeal meeting will be held within 21 days, chaired by a senior manager who was not involved in the original decision.

6. Trial periods: Where appropriate, flexible working arrangements may be agreed on a trial basis of up to 3 months. At the end of the trial, both sides will review the arrangement and decide whether to make it permanent.

7. Statutory right: This procedure complies with the Employment Rights Act 1996 (as amended). The company will not treat any employee unfavourably for making a flexible working request.

Text 2: Charity Leaflet

Greendale Food Bank — Feeding Families, Building Hope

Nobody should go hungry. Yet right here in Greendale, hundreds of families struggle to put food on the table every week.

Greendale Food Bank has been supporting our community since 2015. Last year alone, we provided emergency food parcels to over 200 families each week and distributed 45 tonnes of food to people in crisis.

Who we help:

We support anyone facing a food emergency — whether due to benefit delays, unexpected bills, job loss, or family breakdown. You don't need to be referred; simply visit our centre during opening hours and our trained volunteers will help you.

Opening hours: Monday to Friday, 10am - 2pm, at St Michael's Community Hall, 47 Church Street, Greendale.

"When my hours got cut at work, I didn't know how I'd feed my kids," says Claire, a single mum who used the food bank last winter. "Walking through that door was the hardest thing I've ever done. But the volunteers were so kind — they didn't judge me. They just helped."

How you can help:
- Donate: Drop off tinned goods, pasta, rice, UHT milk, toiletries, and nappies at our centre or at collection points in Tesco and Aldi.
- Volunteer: We need people to sort donations, pack parcels, and welcome visitors. Just 2 hours a week makes a huge difference.
- Fundraise: Hold a cake sale, sponsored walk, or collection at your workplace. Every pound raised provides three meals.

Together, we can make sure no one in Greendale goes to bed hungry.

Contact: info@greendalefoodbank.org.uk | 01642 485 2200 | www.greendalefoodbank.org.uk

Registered Charity No. 1187654

Section A — Reading

10 questions • 18 marks

Question 1 (1 mark)

How long must an employee have worked at the company to request flexible working?

- A) At least 26 weeks (continuously employed)
- B) 12 months
- C) 6 months
- D) 2 years

Question 2 (2 marks)

Name THREE things an employee must include in their flexible working request.

- A) The change requested, the proposed start date, how it could affect the business (and suggestions for managing impact)
- B) Their salary, job title, and home address
- C) A doctor's note, CV, and references
- D) Their age, gender, and length of service

Question 3 (2 marks)

What must happen if a flexible working request is refused?

- A) The written decision must explain the business reason for refusal and inform the employee of their right to appeal within 14 days
- B) The employee must accept the decision with no further options
- C) The employee is automatically dismissed
- D) The manager gives a verbal explanation only

Question 4 (2 marks)

How might trial periods benefit both the employer and the employee? Give one benefit for each.

- A) Employer: can assess whether the arrangement works for the business before committing permanently. Employee: gets to try the new arrangement without losing their right to return to original terms if it doesn't work.
- B) Both benefit because the trial period is unpaid
- C) Only the employer benefits — they can cancel at any time
- D) Trial periods have no benefits for either side

Question 5 (2 marks)

The policy states the company "will not treat any employee unfavourably for making a flexible working request." Why is this clause important?

- A) It protects employees from being punished, overlooked for promotion, or treated differently for exercising their legal right. Without it, employees might fear negative consequences and not request flexible working.
- B) It means every request must be approved
- C) It only applies to senior managers
- D) It means the company must give pay rises to anyone who requests flexible working

Question 6 (1 mark)

How many families does the food bank support each week?

- A) Over 200 families
- B) 50 families
- C) 100 families
- D) 500 families

Question 7 (2 marks)

The leaflet uses Claire's story. What technique is this, and why is it effective?

- A) A personal testimonial — it puts a real human face on the issue, making readers feel emotionally connected and more likely to support the cause than statistics alone would achieve
- B) An expert opinion from a nutritionist
- C) A fictional story made up for the leaflet
- D) A government statistic about food poverty

Question 8 (2 marks)

The leaflet says "Every pound raised provides three meals." Why is this detail included?

- A) It makes donating feel tangible and achievable — readers can see exactly what their money does, which motivates them to give. It converts an abstract donation into a concrete outcome.
- B) To make the food bank sound expensive
- C) Because the government requires it
- D) To discourage people from donating

Question 9 (1 mark)

Explain the difference in how you could help by donating versus volunteering.

- A) Donating means giving physical items (tinned goods, toiletries, etc.) or money. Volunteering means giving your time to sort donations, pack parcels, and welcome visitors.
- B) There is no difference
- C) Volunteering requires a qualification
- D) Donating is only for businesses

Question 10 (3 marks)

Compare the purpose and language of Text 1 and Text 2. How does each text achieve its purpose?

- A) Text 1 is a workplace policy using formal, procedural language with numbered sections, legal references, and specific timeframes to set clear rules. Text 2 is a charity leaflet using emotive, persuasive language with personal stories, statistics, and direct appeals to inspire donations and support.
- B) Both texts use the same type of language
- C) Text 1 is more emotional than Text 2
- D) Text 2 is more formal and rule-based than Text 1

Section B — Writing

Complete both writing tasks.

Task 1 — Formal Letter Requesting Flexible Working (21 marks)

You work at Hartwell Distribution Ltd (Text 1). You want to request flexible working to change your hours so you can pick up your child from school.

Write a formal letter to your line manager requesting this change.

In your letter you should: state clearly what change you are requesting and when you want it to start; explain your reasons for the request; show you have considered how the change could affect the business; suggest how any impact could be managed.

Write 150–200 words. Use formal language and correct letter format.

Marking: Content & purpose (7) | Organisation & format (7) | SPaG (7)

Task 2 — Persuasive Email or Social Media Post (15 marks)

Write a persuasive email or social media post encouraging people to support Greendale Food Bank (Text 2).

In your message you should: explain what the food bank does and why it matters; use at least one fact or detail from Text 2; include a clear call to action (donate, volunteer, or fundraise).

Write 100–150 words.

Marking: Content & purpose (5) | Organisation (5) | SPaG (5)