Functional Skills English Level 1

Mock Test 4

Total marks: 56

Pass mark: 34 out of 56

Time allowed: 2 hours

Reading 20 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: Article from a health magazine

Walking: The Exercise Revolution You're Already Doing

Forget expensive gym memberships and complicated workout plans. According to a landmark study published by the University of Cambridge, walking just 11 minutes a day could reduce your risk of heart disease by 25% and lower the chance of early death by nearly 15%.

The study, which analysed data from over 196,000 adults across 94 countries, found that even modest amounts of physical activity have a significant impact on health. The recommended target remains 150 minutes of moderate exercise per week, but the researchers emphasised that any walking is better than none.

"People think they need to run marathons to see health benefits," said Professor Soren Brage, one of the study's authors. "That's simply not true. A brisk walk during your lunch break, taking the stairs instead of the lift, or walking the children to school — these small changes add up to something genuinely life-changing."

The NHS currently recommends that adults do at least 150 minutes of moderate-intensity activity per week, which works out at roughly 20-25 minutes per day. Walking briskly — fast enough that you can talk but not sing — counts as moderate activity.

Despite the clear benefits, a recent Sport England survey found that 25% of adults in England are classified as "inactive," doing fewer than 30 minutes of activity per week. The most common barriers cited were lack of time, tiredness, and not knowing where to start.

Health campaigners argue that walking is the perfect answer to these barriers. It's free, requires no special equipment, can be done anywhere, and can be built into daily routines rather than requiring dedicated gym time.

Text 2: Online Retailer Returns Policy

BrightBuy.co.uk — Returns & Refunds

Standard returns: You may return most items within 30 days of delivery for a full refund, provided they are unused, in original packaging, and accompanied by proof of purchase. Returns must be sent using our prepaid label (available in your account). Return postage is free for faulty items; for change-of-mind returns, a £3.99 deduction will be made from your refund.

Electrical items: Must be returned within 14 days in sealed, unopened packaging. Once opened, electrical items can only be returned if faulty.

Sale items: Items purchased in a sale can be exchanged or returned for store credit only. Cash refunds are not available for sale items.

Faulty items: If your item arrives damaged or develops a fault within 12 months of purchase, contact our Customer Service team within 48 hours of discovering the issue. We will arrange a free collection and offer a replacement, repair, or full refund at your choice.

Refund processing: Refunds will be processed within 5-7 working days of receiving the returned item. Refunds are made to the original payment method only.

Exceptions: The following items cannot be returned: personalised products, perishable goods, underwear and swimwear (for hygiene reasons), and downloaded digital content once accessed.

Section A — Reading

10 questions • 20 marks

Question 1 (1 mark)

According to the Cambridge study, how many minutes of daily walking could reduce heart disease risk?

- A) 11 minutes
- B) 5 minutes
- C) 20 minutes
- D) 30 minutes

Question 2 (2 marks)

How does the article define "brisk walking"? Why is this definition helpful for readers?

- A) "Fast enough to talk but not sing" — gives a simple, practical test anyone can use without equipment or technical knowledge
- B) Walking at exactly 5 miles per hour
- C) Running with occasional walking breaks
- D) Walking while listening to music

Question 3 (2 marks)

Professor Brage says "People think they need to run marathons to see health benefits." What technique is this, and why is it used?

- A) Hyperbole (exaggeration) — it exaggerates the common misconception to show that small exercise is enough, making the real message more impactful
- B) A simile comparing walking to running
- C) A metaphor about races
- D) Personification of exercise

Question 4 (2 marks)

Name THREE barriers to exercise identified in the Sport England survey.

- A) Lack of time, tiredness, and not knowing where to start
- B) Cost, injury, and weather
- C) Age, disability, and location
- D) Laziness, diet, and genetics

Question 5 (3 marks)

The final paragraph argues that walking is "the perfect answer" to the barriers. How convincingly does the article support this claim? Use evidence from the text.

- 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.
- B) Not convincing because walking is boring
- C) It doesn't provide any evidence at all
- D) It only addresses cost, not the other barriers

Question 6 (1 mark)

How long do customers have to return most items?

- A) 30 days
- B) 14 days
- C) 60 days
- D) 12 months

Question 7 (2 marks)

What is the difference between returning a faulty item and a "change-of-mind" return?

- A) Faulty items: free return postage and full refund. Change of mind: £3.99 deducted from refund for return postage.
- B) There is no difference — both get a full refund
- C) Change-of-mind returns get store credit only
- D) Faulty items must be returned within 24 hours

Question 8 (2 marks)

Tom bought a laptop in the sale. After using it for a week, he decided he didn't like it. Can he get a cash refund? Explain your answer using the policy.

- 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.
- B) Yes, he can get a full cash refund within 30 days
- C) Yes, but only if he contacts customer service within 48 hours
- D) Yes, all electrical items have a 14-day return window

Question 9 (2 marks)

Why do you think underwear and swimwear cannot be returned?

- A) For hygiene reasons — once worn, these intimate items cannot be resold to another customer
- B) Because they are too cheap to bother with
- C) Because they go out of fashion quickly
- D) Because the company loses money on them

Question 10 (3 marks)

Compare the purpose, audience, and language of Text 1 and Text 2. How does each text use language differently to suit its purpose?

- 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.
- B) Both texts use identical language styles
- C) Text 1 is more formal than Text 2
- D) Text 2 is more persuasive than Text 1

Section B — Writing

Complete both writing tasks.

Task 1 — Formal Letter of Complaint (21 marks)

You bought a product from BrightBuy.co.uk (Text 2) that arrived damaged. You reported it, but after three weeks you have not received a refund or replacement.

Write a formal letter of complaint.

In your letter you should: explain what you ordered and when; describe the fault or damage; say what steps you have already taken (and refer to their policy); state clearly what you expect them to do and by when.

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

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

Task 2 — Persuasive Article or Blog Post (15 marks)

Write a short article for a workplace newsletter encouraging colleagues to walk more during the working day (related to Text 1).

In your article you should: explain the health benefits of walking, using evidence from Text 1; suggest practical ways to walk more during the working day; use a persuasive, motivating tone.

Write 100–150 words. Give your article a headline.

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