

# Functional Skills

## English – Reading

Entry Level 3

Set 4

External Assessment



Time allowed: 45 minutes

Learner Name											
Date Of Birth											
Unique Learner Number (ULN)											
Centre Name											
Today's Date											

**Do not open the paper until you are told to do so.**

**Please read the following carefully before you begin this assessment:**

- All of the details in the box above **MUST** be completed
- Check that your paper is the correct level and the correct subject
- All papers **MUST** be handed in at the end of the assessment
- You **MUST NOT** take assessment papers outside the assessment room
- You will need a blue or black pen
- You may use a dictionary
- You should try to answer all questions on this assessment paper
- Allow time to check your answers before the assessment ends
- Work through the paper steadily dividing your time between questions

### Paper Information:

- There are **12** questions to answer
- Maximum marks available are **20**
- You have a total of **45 minutes** to complete all questions on the assessment paper

For Marker's Use	
Questions	Mark
1-6 (10)	
7-13 (10)	
Total (20)	

## Task 1

### Personal health and hygiene

There are **simple ways** that we can help to maintain good **health**. We can make sure we have a high standard of **personal hygiene**.




'**Hygiene**' means any actions or conditions which help to **maintain our health** and to **prevent disease** from spreading.

Personal hygiene helps us to keep our **immune system**, the body's natural defence system, from being overrun by germs. These can infect and weaken the body.

Our skin is one of our **body's best defences**. The skin forms a **barrier** between ourselves and the world around us. This **skin barrier** stops most germs from **entering our bodies**. But there are some **weak points** that we must keep in mind.

Our **nose, mouth, eyes**, and any **breaks in the skin**, present points at which germs and bugs can enter our bodies.

#### How to reduce the risks:

<p><b>Wash your hands regularly</b> This is the single <b>most important</b> way to prevent illnesses. Most infections, such as the <b>common cold</b> and <b>stomach bugs</b>, are caused by germs that we have collected on our hands, which then enter our bodies through our nose and mouth.</p>	
<p><b>Take a daily bath or shower</b> Keeping clean helps to remove dirt, grime and bacteria, which we pick up in our daily lives.</p>	
<p><b>Brush your teeth at least twice a day</b> Taking good care of your <b>mouth</b> and <b>teeth</b> is very important. The moist conditions in the mouth allow germs and diseases to develop quickly. Cleaning our teeth properly <b>more than once a day</b> helps to stop these germs becoming a problem.</p>	

**Question 1**

**(1 mark)**

What does the text say is one of our **body's best defences** against germs and disease?

.....

.....

.....

**Question 2**

**(1 mark)**

**State briefly** what is meant by '**hygiene**'.

You can use a dictionary to help you.

.....

.....

**Question 3**

**(2 marks)**

List **two examples** from the text of things you can **prevent** by washing your hands.

1) .....

2) .....

**Question 4**

**(2 marks)**

**Explain briefly** how the text tries to help us **stay healthy**. Include **at least one** example.

.....

.....

.....

**Question 5**

**(2 marks)**

Which of the **steps** presented should you do **most often** and **why**?

.....

.....

.....

**Question 6**

**(2 marks)**

Name **two** points that germs can enter the body mentioned in the text.

1) .....

2) .....

## Task 2

### Being a good listener

Most of us think **listening** is the same as **hearing**. They are not the same. To listen effectively to someone we need to **concentrate**, so that we actually **hear** (i.e. understand) what is being said to us. We must listen to what the person is saying, as well as what they might be **trying to say**. They might not say this directly. This is what is meant by effective listening - trying hard to really **'hear'** someone.

Sometimes things that are not quite said, or they are only partly said. Or they are communicated to us in other ways, such as **body language**, the way someone is **looking at us**, or the way they are **acting**.

**Take an example:** A friend is telling you that they are fine but you notice that they are unusually **quiet**, **do not look at you** directly, or are **not speaking** to you in their **normal way**. They don't have tears in their eyes, or their face in their hands, but you can **spot the difference** between **what they have said** to you and their **real feelings**.

You should also try to be an effective listener in conversations where you don't know people very well. Look for **signs** and **hints**, or **gaps**, between the words **you hear directly** and what someone is **actually trying to say** to you.

### How to become a good listener:

**Talk less.** Focus on listening. Don't keep thinking about what you want to say. Try to better understand what is being said.

**Be calm.** Help the speaker to relax. Smile. Speak gently when you answer. Make yourself comfortable, so that you can listen better.

**Pay attention.** Don't get distracted or keep looking at your phone. Move to a quieter place, if necessary.

**Be patient.** Give the person time to explain themselves or their situation. Encourage them to continue, or to confirm what they have said.

**Empathise.** Try to look at the situation from the point of view of the person speaking.

**Don't judge too quickly.** Listen to what is being said with an open mind. Don't focus on negatives or things you disagree with.

**Listen and watch.** Keep an eye out for any hints of true feelings through words, tone, volume, expressions, gestures and behaviour.

**Listen for ideas and emotions.** Try to link different parts of what is being said, and to gain a broader view of what they are actually saying.

**Question 7**

**(1 mark)**

What do you need to do to **listen effectively**? Give **one** example.

<p>.....</p> <p>.....</p> <p>.....</p>
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**Question 8**

**(3 marks)**

Based on the text, choose whether '**Listening**' or '**Hearing**' is the **more accurate** way to describe each situation:

<b>Situation</b>	<b>A good example of:</b>
a) My friend was talking to me while she was checking her phone for messages.	.....
b) I found a quiet place for us to sit. I asked a few questions about Robert's day and thought carefully about how he answered.	.....
c) I told her excitedly about everything that had happened to me that day, which I think she enjoyed although she only said a few words back. That took up most of our time together.	.....

**Question 9**

**(1 mark)**

Describe **one thing** about the friend from the **example** in the text.

.....

.....

**Question 10**

**(1 mark)**

What does the text mean by the word '**empathise**'?

You can use a dictionary to help you.

.....

.....

**Question 11**

**(1 mark)**

The text says you must '**listen and watch**'. Give **an example** of what you should **watch** for.

.....

.....

**Question 12**

**(1 mark)**

Give **an example** from the text of how you might appear **calm** in a conversation.

.....

.....

.....

**Question 13**

**(2 marks)**

Which do you think is the **best tip** on how to be a **good listener** from the text?

Give a **reason** to support your answer.

.....

.....

.....



## End of assessment

For Marker's Use Only	Please tick
I <b>confirm</b> that the work/evidence submitted is the learner's own work	<input type="checkbox"/>
I <b>understand</b> that learner results may be invalidated if evidence is submitted that does not belong to them	<input type="checkbox"/>

Role	Name	Signature	Date
Marker			
IV (if sampled)			
EV (if sampled)			