

SKILLSFIRST LEVEL 2 FUNCTIONAL SKILLS QUALIFICATION IN ENGLISH: READING

SOURCE BOOKLET

SAMPLE ASSESSMENT MATERIAL – FLOW STORES

This source booklet contains three texts for the Level 2 Functional Skills Qualification in English Reading exam.

The exam questions are based on this material.

You must hand in this source booklet at the end of the exam, along with your question and answer paper.

The Level 2 Functional Skills Qualification in English: Reading exam will assess your ability to:

- identify the different situations when the main points are sufficient and when it is important to have specific details
 - compare information, ideas and opinions in different texts, including how they are conveyed
 - identify implicit and inferred meaning in texts
 - understand the relationship between textual features and devices, and how they can be used to shape meaning for different audiences and purposes
 - use a range of reference materials and appropriate resources for different purposes, including to find the meanings of words in straightforward and complex sources
 - understand organisational features and use them to locate relevant information in a range of straightforward and complex sources
 - analyse texts, of different levels of complexity, recognising their use of vocabulary and identifying levels of formality and bias
 - follow an argument, identifying different points of view and distinguishing fact from opinion
 - identify different styles of writing and writer's voice.
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Text 1

QUICK BUY

Welcome to our new FLOW STORES



Quick Buy
is delighted to announce the arrival of our first ever
Flow Store¹.



As soon as you register² and enter a Flow Store, a bright new world opens up. A world where shopping is no longer a chore, where buying food is a relaxing, restful experience – avoiding queues, checkouts and hassle. Just put your shopping straight into your bag!



Our new Flow Stores will open 24 hours a day and, although there will be no staff on the premises, you will be able to contact our support team³ using our onsite video phone. The team will be able to view everything that happens in the shop, so you can relax in the knowledge that you are not alone.

Quick Buy is opening 100 Flow Stores nationwide this year and another 900 over the next three years. We look forward to seeing you, even if you won't see us!

¹ Unmanned stores with no checkout tills. Payment will be automatically taken off your credit or debit card as you leave.

² Customers can register at the start of their first visit. Just call our support team using the video phone outside your local store and give them your name, address & credit or debit card details. That's all it takes to start your shopping experience.

³ Our customer service department, like our stores, will be open 24 hours a day.

Text 2

The perfect future...

...or the perfect nightmare?

Article written by Jay Hawkes



I've just been shown the future of shopping. Posh boutiques are history. Online is old hat. Old-fashioned high street shops are back!

Old-fashioned high street shops ... with one big difference. No trolley. No checkout. No staff. Walk in. Grab what you need. Leave. Your account is charged automatically. 'Walk In, Walk Out'. I had to try this! So off I went.

At the shop my details were taken and a machine gave me a store card. Essential – you can't get into the shop without waving it. And it *so* worked. The door whooshed open and in I went.

Testing the system, I kept my store card in my pocket and filled my shopping bag. No basket. No trolley. No scanning. The technology 'sees' what you take and adds it to your bill. Cunningly hidden cameras observe what you take and charge your account. If you put something back again, it sees that too – you won't be charged.

Then it was time to leave. I ... I just walked out! That was the oddest bit of all. I felt like a shoplifter.

But I also felt like the shop had suddenly become my kitchen cupboard. In a weird way it was 'my' shop.

A minute later, I got a message on my phone with my bill. I checked for mistakes, but it was spot on.

Consider the advantages. No more moving purchases from shelves to trolley. No more race to the cash tills, searching for the shortest queue. No more glaring at the time-waster in front. No more unloading purchases onto a conveyor belt which moves forward, or not, to suit itself. No more competition, trying to fill your bags more quickly than the cashier can scan – like two competitors racing to see who can move groceries around fastest.

Will this change the world? Maybe. Improve our lives? Maybe. In any case, we may soon not have a choice. A shop without staff is easier and cheaper to manage. Service, however impersonal, is guaranteed. I will certainly get used to it. But will I miss the personal touch? I'm not so sure.

Text 3

People's Campaign for Shopping Justice

March to Defend Jobs

NO to Flow Shops

- **NO** to a world where you enter your local shop through a controlled-access door.
- **NO** to a world where your shopping is supervised by computer-controlled cameras.
- **NO** to a world of complete silence.
- **NO** to seeing nobody.
- **NO** to shopping without as much as a 'hello' or 'goodbye'.

NO to the hellish vision of the future which supermarket chains want to put on every high street.

Why? So they can get rid of our jobs. That's why!

Flow shops will destroy the livelihoods of tens of thousands of families – many barely above the breadline now – all across Britain. Is that what you want, just so you can save an extra penny off a pint of milk?

People matter. We don't want a Britain run and controlled by machines.

If we don't all stand up and say **NO** now, who will be next?

Help us fight for our jobs before they come for yours!

March with us now. Show that enough is enough.

2.00pm on Saturday 17th in the Market Square

We're not anti-technology – we're pro-people!