

# **TQUK Functional Skills Qualification in English at Level 2**

## **Reading Document Booklet Past Paper 9**

### **Instructions**

- Read each question **carefully**
- Answer **all** questions
- Write your answers **clearly** in the spaces provided
- **Check** your answers.

### **Information**

- There are **3** documents to read
- The maximum mark for this exam is **30**
- The marks available for each question are shown in **bold** beneath each question
- You do **not** need to write in complete sentences
- You will **not** be assessed on spelling, punctuation and grammar.

### **Items**

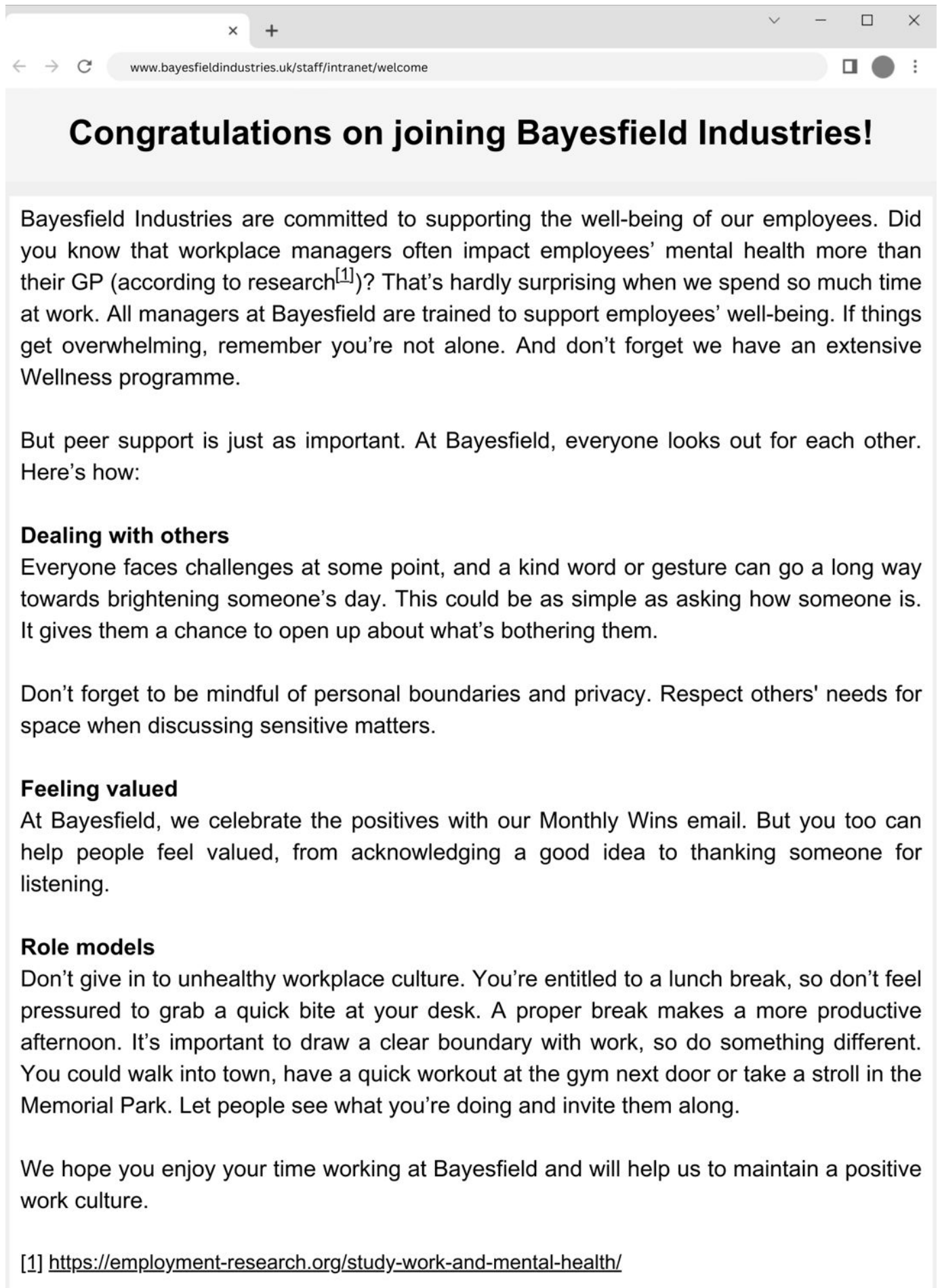
- You **will** need the Examination Paper provided
- You **will** need a pen with black or blue ink
- You **are** allowed to use a dictionary
- You will **not need** any other stationery or equipment.

**Time allowed:** 60 minutes

**Do not open this booklet until you are told to do so.**

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## Document 1      Webpage



The image is a screenshot of a web browser window. The address bar shows the URL 'www.bayesfieldindustries.uk/staff/intranet/welcome'. The page has a light grey header with the title 'Congratulations on joining Bayesfield Industries!'. The main content area is white and contains several paragraphs of text. The text discusses the company's commitment to employee well-being, the importance of peer support, and provides advice on dealing with others, feeling valued, and role models. A footnote at the bottom provides a link to a research study on work and mental health.

**Congratulations on joining Bayesfield Industries!**

Bayesfield Industries are committed to supporting the well-being of our employees. Did you know that workplace managers often impact employees' mental health more than their GP (according to research<sup>[1]</sup>)? That's hardly surprising when we spend so much time at work. All managers at Bayesfield are trained to support employees' well-being. If things get overwhelming, remember you're not alone. And don't forget we have an extensive Wellness programme.

But peer support is just as important. At Bayesfield, everyone looks out for each other. Here's how:

**Dealing with others**

Everyone faces challenges at some point, and a kind word or gesture can go a long way towards brightening someone's day. This could be as simple as asking how someone is. It gives them a chance to open up about what's bothering them.

Don't forget to be mindful of personal boundaries and privacy. Respect others' needs for space when discussing sensitive matters.

**Feeling valued**

At Bayesfield, we celebrate the positives with our Monthly Wins email. But you too can help people feel valued, from acknowledging a good idea to thanking someone for listening.

**Role models**

Don't give in to unhealthy workplace culture. You're entitled to a lunch break, so don't feel pressured to grab a quick bite at your desk. A proper break makes a more productive afternoon. It's important to draw a clear boundary with work, so do something different. You could walk into town, have a quick workout at the gym next door or take a stroll in the Memorial Park. Let people see what you're doing and invite them along.

We hope you enjoy your time working at Bayesfield and will help us to maintain a positive work culture.

[1] <https://employment-research.org/study-work-and-mental-health/>

## Document 2 Leaflet

# We're Jack and Allie and we need your support!



If you haven't yet come across us at Bayesfield Industries, we're Jack Eden from HR and Allie Field from Marketing. We're taking on a challenge to raise funds and awareness for mental health support – a sponsored bike ride! Just the coolest thing to do 😊.

When we clock off next Friday, we'll gather our gear and set off up the Great North Trail. The aim is to ride as far north as we can by Sunday afternoon – Hebden Bridge, or even Settle. We'll then have a few days off before making our way back. It'll be fun, we just know it.

Naturally, you'll sponsor us. Every penny of sponsorship will go to BalanceMH, the mental health charity. We've chosen BalanceMH as we know a few young people who've benefited from their support. BalanceMH provide a network of communities and individuals, and they offer support through information, advice and local services.

There are hundreds of charities out there, but BalanceMH is undoubtedly one of the best for making a difference. Last year, they came to Bayesfield during Wellness Week and gave an inspiring talk.

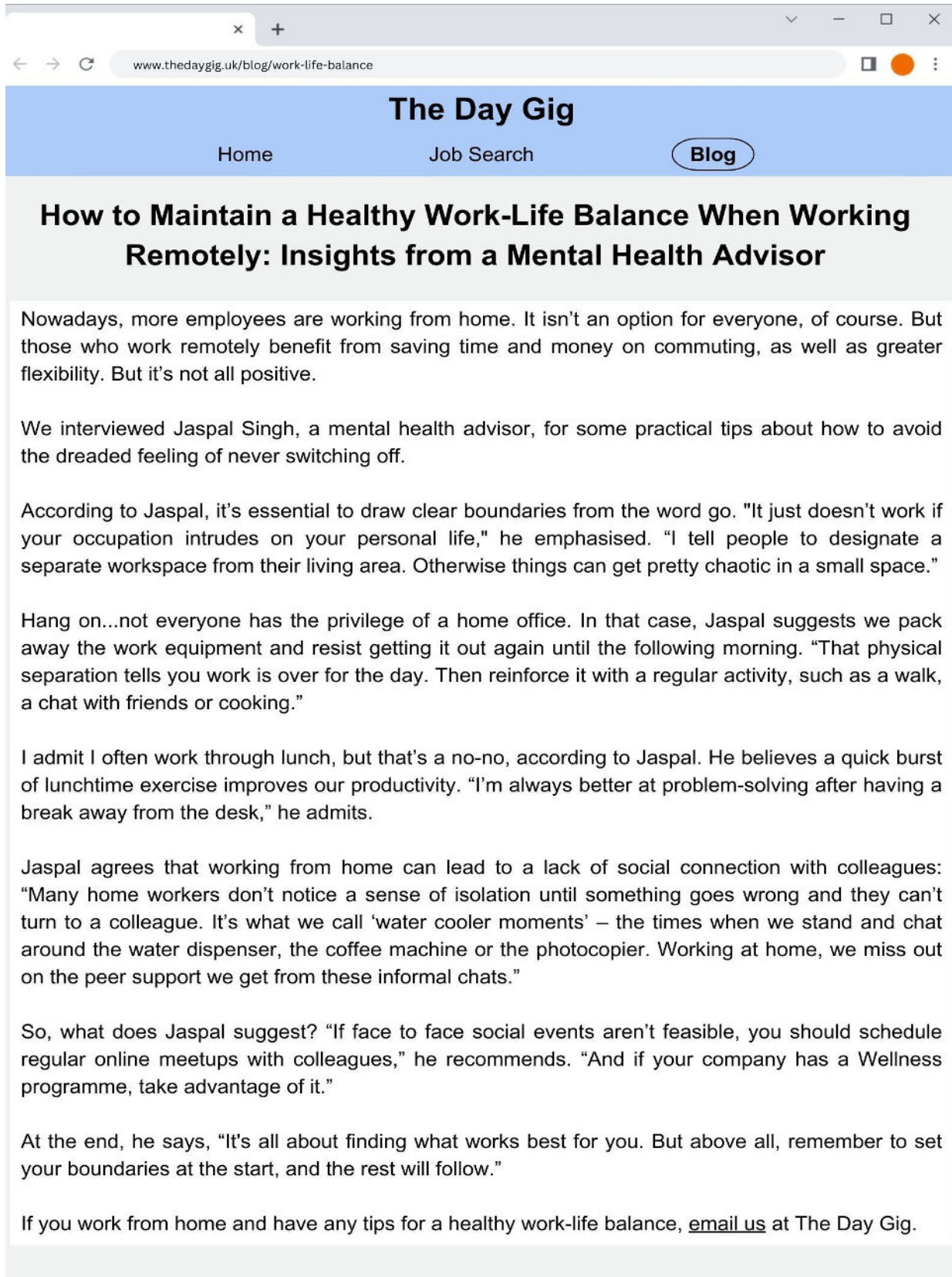


Bayesfield Industries have agreed to donate £100, plus a further £100 if we manage to get as far as Settle. Unlike other workplaces, where employee support is more basic, Bayesfield management actually care for us. We all agree they're a considerate company to work for.

Head to Reception, and that's where you'll find the sponsorship form. You could donate a set amount or, to really crack the whip, sponsor a set amount per mile. For example, if we reach Settle, we'll have cycled 125 miles. At 5p a mile that's £6.25; at 10p a mile it's £12.50.

If you care about mental health, you'll share our story on social media and via word-of-mouth. Everyone should do their bit to make the world a healthier place.

## Document 3    Blog post



**The Day Gig**

Home    Job Search    **Blog**

### How to Maintain a Healthy Work-Life Balance When Working Remotely: Insights from a Mental Health Advisor

Nowadays, more employees are working from home. It isn't an option for everyone, of course. But those who work remotely benefit from saving time and money on commuting, as well as greater flexibility. But it's not all positive.

We interviewed Jaspal Singh, a mental health advisor, for some practical tips about how to avoid the dreaded feeling of never switching off.

According to Jaspal, it's essential to draw clear boundaries from the word go. "It just doesn't work if your occupation intrudes on your personal life," he emphasised. "I tell people to designate a separate workspace from their living area. Otherwise things can get pretty chaotic in a small space."

Hang on...not everyone has the privilege of a home office. In that case, Jaspal suggests we pack away the work equipment and resist getting it out again until the following morning. "That physical separation tells you work is over for the day. Then reinforce it with a regular activity, such as a walk, a chat with friends or cooking."

I admit I often work through lunch, but that's a no-no, according to Jaspal. He believes a quick burst of lunchtime exercise improves our productivity. "I'm always better at problem-solving after having a break away from the desk," he admits.

Jaspal agrees that working from home can lead to a lack of social connection with colleagues: "Many home workers don't notice a sense of isolation until something goes wrong and they can't turn to a colleague. It's what we call 'water cooler moments' – the times when we stand and chat around the water dispenser, the coffee machine or the photocopier. Working at home, we miss out on the peer support we get from these informal chats."

So, what does Jaspal suggest? "If face to face social events aren't feasible, you should schedule regular online meetups with colleagues," he recommends. "And if your company has a Wellness programme, take advantage of it."

At the end, he says, "It's all about finding what works best for you. But above all, remember to set your boundaries at the start, and the rest will follow."

If you work from home and have any tips for a healthy work-life balance, [email us](#) at The Day Gig.

**This is the end of the booklet.**