

TQUK Functional Skills Qualification in English at Level 2

Reading Document Booklet (Sample Assessment Paper 1)

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 Leaflet



Small Town College

**We are excited to tell you about your new course
“Getting to Grips with Digital Language”
A Whole New Language for a Whole New World**

We know that if you don't understand the language of the internet, it can seem like an entirely different planet! In a worst-case scenario, not understanding what certain words mean may disastrously result in you falling for an online scam or having your computer hacked. [1] But never fear! We're here to help.

Understanding digital language can help you to maintain a safe, happy and trouble-free online life, as well as getting to know the internet a little better.

If you have any questions in the meantime don't be afraid to get in touch. You can reach us by sending a message to email@stccollege.ac.uk or giving us a call on 0100 444 4444.

Week One - An introduction to digital language.

Learning languages – a bit of background!

Linguists believe that the best time to learn another language is before the age of about 12. That's why adults struggle to learn a new language, but young children manage it easily. Don't worry though! We can help you. You are sure to learn something new every day on this course.

Digital language

Here we are, young and old, immersed in a whole new language which is growing more quickly than we can imagine. For some it's a foreign language! It isn't from another country, but it is from another place – Cyberspace! [2]

What are we talking about? Digital language, the language of technology.

Why is it important?

Have you ever felt baffled by the notifications you receive from your banking app? Or confused by messages about cookies [3] which appear when you're trying to book a holiday online? In our view, nobody should feel left out when it comes to the internet, and we want to make sure this doesn't happen to you!

[1] When a someone gains unauthorised access to your computer

[2] The online world where computers communicate

[3] Small files websites use to remember information about you

Document 2 Article

Small Town News

Identity theft

How to protect yourself online

Written by Tech Genius

Subheading 1

We all see headlines about big organisations being hacked and held to ransom, but how often do we think it could happen to us? According to Fraud Report there were over 20,000 victims of remote access scams last year alone!

Subheading 2

Many of these scams happen because people do not know how to protect their devices and secure their information. Keep reading to find out how you can protect yourself against cybercrime and identity theft.

How do they do it?

You could receive an email, a telephone call, a text, or even a pop-up window on your computer. You will be informed that your personal information has been compromised in some way and that you need to take action to secure it, usually by clicking a link. Sometimes the criminal will ask to take control of your computer or phone to 'fix' the issue. These messages can sound very convincing and it is easy to believe they are real, but it is important to ignore them.

Why do they do it?

Their aim is to steal your data, giving them access to your bank accounts and your identity. Data is all your personal information which is stored online: your name, your address, your date of birth, your passwords and your security questions.

How can I be sure the message is fake?

Contact the organisation the message claims to represent. For example, if you have received a message claiming to be from your bank, call your bank to find out if they have tried to contact you. You can also search for the email address or telephone number online to find out if it really exists or if it is a fake.

Six Cybersecurity Checks to Cheat the Cheaters

1. Install a firewall on your computer or laptop.
2. Create a different password for every account.
3. Think of strong, unique passwords - use at least one number, one character and one capital letter.
4. Change your passwords regularly.
5. Never tell anyone your username or password. Real companies will never ask for this information.
6. Never give control of your phone or computer to a stranger.

Get more information about staying safe online by visiting:

<https://www.fraud-report.com>

Document 3 Letter

The Editor
Small Town Community News
444 Small Town Road
Small Town
ST0 477

17th October

Dear Editor,

Re: Tech Genius' article "Identity Theft"

I must start by saying that I usually really like reading your newspaper articles, but I am very disappointed that your most recent article, 'Identity Theft', was all about protecting your identity online. I do not own a computer so why do I need to read about the dangers of the internet when I'm drinking my coffee and trying to enjoy my morning newspaper?

Nowadays all anybody ever talks about is being online and your article is just another example of this. More and more I am reading articles in newspapers that are all about the internet and technology; your story even includes a link to a website! It really makes me think, what about all those people who don't have access to online services?

This is my big objection to the drive to digitise our lives – it is leaving sections of our community marginalised and it is simply not inclusive. Take our elderly population, for example. While I accept that a lot of older people are confident users of technology, it's certainly not for everyone. Last week I had to help an elderly neighbour order a repeat prescription because this must be done online now. I can tell you she was extremely confused. What is happening to all those older people who don't have family or friendly neighbours to help?

It's not just the elderly, either. There are many in our community who don't have access to all the tech gadgets needed for going online or are simply not interested in moving into the digital age. Even if I wanted to go online, I would never pay such huge prices to service providers. Should people like me be made to feel excluded when we open our newspapers and see yet another article about the internet?

I truly believe you should pause and think before assuming that your readers are familiar with the online world. Is there another way? Yes, of course! It only takes a bit of effort to make sure your audience can enjoy all your stories, not just some of them.

Yours sincerely,

Kim Prentice

Kim Prentice

This is the end of the booklet.