

Literacy Initial Assessment

User Workbook

Version 1.0 January 2010

Try to answer all of the questions in the spaces provided in the booklet.

There is no limit on the time you can take but feel free to stop if you think the questions are getting too difficult.

Talk to the person administering this Initial Assessment if you are having any difficulties.

1 You need to get someone to cut the grass in the gardens.

Which would be the most useful file to look in?

Circle the correct answer.

1. Grounds

2. Car Parks

3. Trees

4. Roads

2 Which of these signs tell you not to block the way out?

Circle the correct sign.



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3 David works in a hospital.

Look at these statements about David and tick the two that are not complete sentences.

1. My name is David Morris.
2. Living in London for three years.
3. I work in a big hospital.
4. I am a porter.
5. I help look after the patients.
6. I really enjoy my job.
7. Meeting all sorts of people.
8. Sometimes it is hard work.

4 There are two spelling mistakes in this sentence.

Circle the two words that are wrong.

You will see Dr Ryan on Wenesday 12th Febuary at 12.20 pm.

5 Read about this Health Centre and then tick the Yes, No or Can't tell box to answer the question.

Was the Health Centre started 20 years ago?

Yes

No

Can't tell

ORCHARDS HEALTH CENTRE

Our Health Centre is called "Orchards". In total, twenty people work here. The centre was opened ten years ago. We treat people of all ages. We are very busy during the winter months.

6 Read Jane's work diary.

Which is the correct order that Jane does things each morning?

Write A, B, C or D in the answer box.

A kettle; post; computer; emails

B kettle; computer; emails; post

C computer; kettle; emails; post

D computer; kettle; post; emails

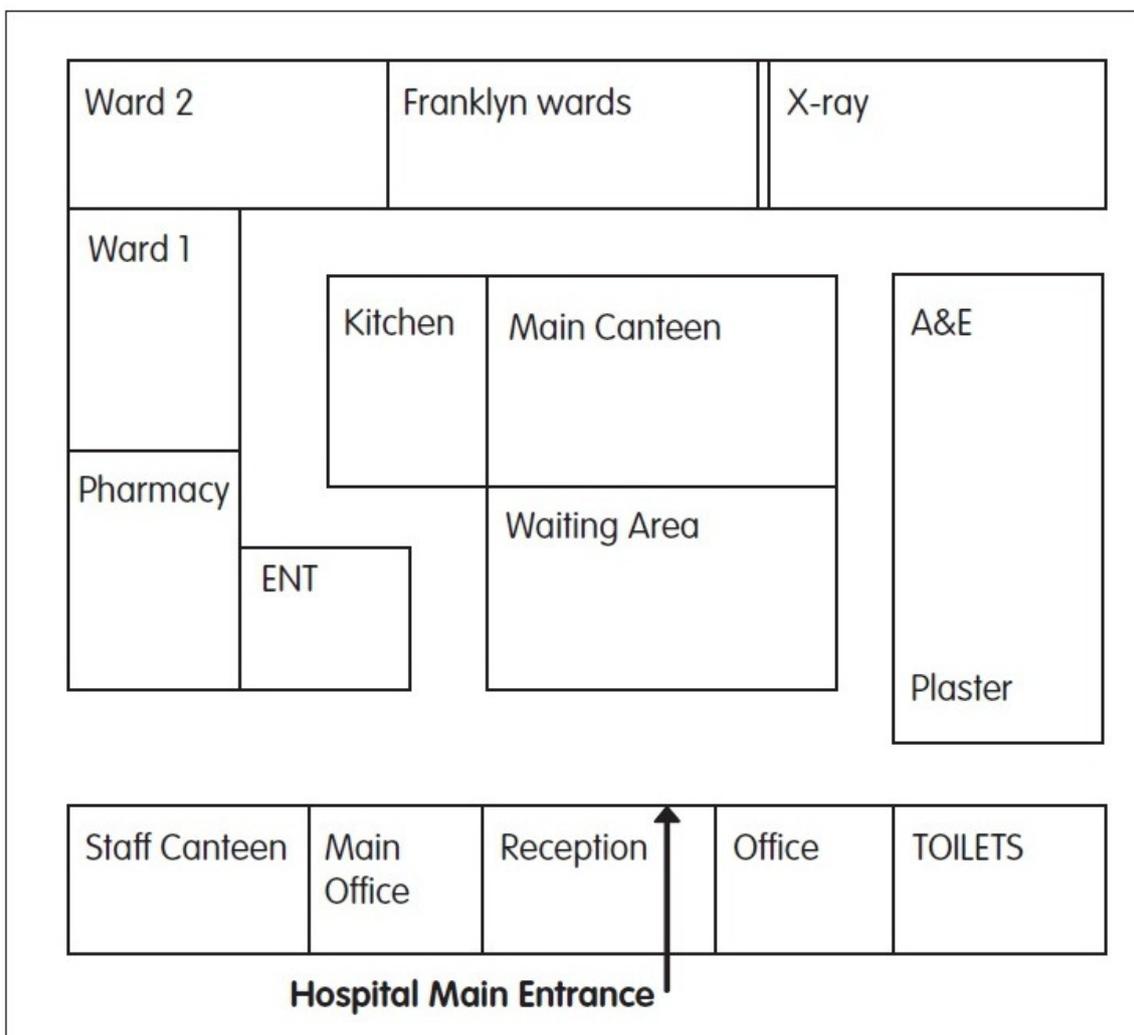
When I arrive at work each morning, I switch on my computer and then put the kettle on. Then I collect the post, having first checked my emails.

Answer

7 Follow these directions from the hospital Main Entrance to one of the rooms in the hospital.

Which room do you reach?

Go through Reception into the hospital and turn left. Go along the corridor a short way, and then turn right opposite the Main Office. Follow the corridor round to the left, then round to the right, and the room you want is directly in front of you.



Answer

8 Read the following extracts from the Yellow Pages and write answers to the **two** questions in the boxes provided.

Larkfield Landscapes Ltd.

Landscaping, garden buildings maintenance, turfing and borders.

01675 996743

Commercial Landscape Services Ltd.

Planting and landscaping. Fully qualified tree felling and surgery.

01676 873421

TDS Landscape and Garden Service

Design and layout specialists. Full maintenance service.

01765 777888

C&K Contractors Ltd.

All types of commercial and agricultural fencing repairs and services.

01879 345 2788

Question 1. Some large trees in the car park need cutting down. Which would be the best number to call?

Question 2. Some fencing has blown down in the wind. Which would be the best number to call?

9 Write the names on the cards in the correct alphabetical order.

The first one has been done for you.

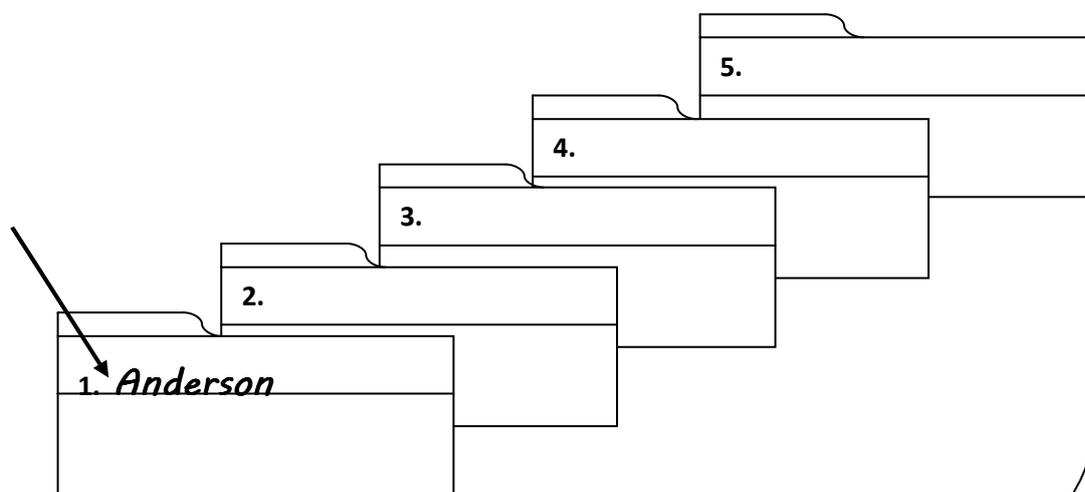
Clark

Smith

Anderson

Patel

Jones



10 Circle the words in the sentence below that should begin with a capital letter.

You are reminded that the team meeting is on thursday at 2 o'clock. It will be held in room 12 at Hamilton house.

11 You are applying for a job at your local hospital.

Look at the application form below and then answer the two questions.

Application Form

1. Name:
2. Gender:
3. NI Number:
4. Referee:
5. Reference number:
6. Current employment:
7. Previous employment:

On which line (1-7) would you write about the job you are doing at the moment?

Answer

On which line (1-7) would you write your National Insurance number?

Answer

12 A volunteer in a day care centre for the elderly is asked to proof-read this notice in the computer area.

Circle the two words that are incorrectly used.

NOTICE FOR COMPUTER USERS

It is important for everybody to log-off on there computers correctly. If they wouldn't any unsaved work will be lost.

13 Read these three sentences. One is trying to persuade, one is trying to inform and one is trying to explain.

Write A, B or C in the three boxes.

A The staff meeting is on Friday.

B Why not come to the meeting next Friday? We would love to see you there.

C The purpose of the next meeting is to discuss the new surgery opening times.

Persuade

Inform

Explain

14 Read the letter and write the date of Mr Harper's new appointment in the answer box.



Northport Hospital NHS Trust
Outpatient Department
Brook Street
Northport BW2 3AD

23 February

Mr Richard Harper
16 Dell Street
Northport
BW6 5JC

Dear Mr Harper

I am sorry that we had to cancel your appointment on 19 February.

Another appointment has been made for you to attend the Outpatient Clinic at this hospital.

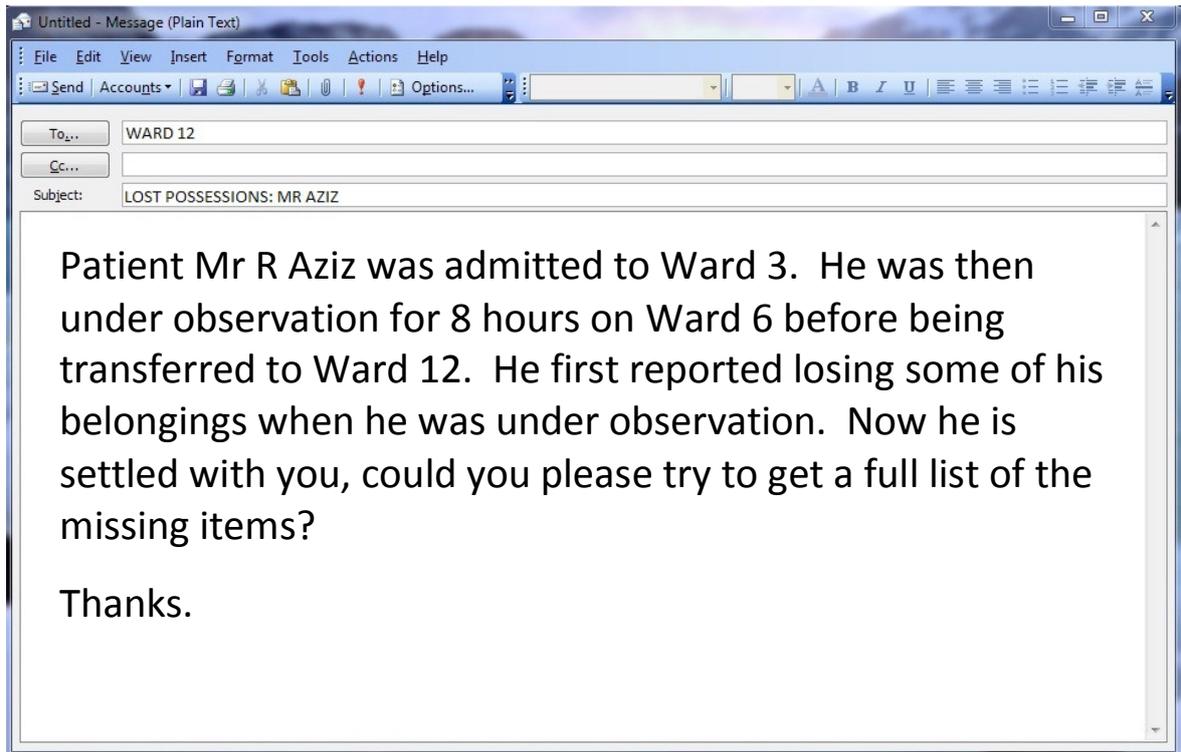
Clinic: General Surgery (Ref: GSU7B)
Consultant: Mr J S Baker
Date: 14 April

On arrival please report to the reception desk in the Outpatient Clinic, level 2, at 3.45 pm.

Please let us know by 10 April if you are unable to keep this appointment.

Answer

15 Read this e-mail and circle the name of the ward Mr Aziz was on when he first reported losing some of his possessions.



How are you doing?

Happy to go on?

If not, tell the person administering the Initial Assessment.

16 June McDonald is writing her CV. She needs to write down what she has done since leaving school in the correct order, beginning with her most recent “activity”.

June McDonald – Personal Profile

June is 25 years old and about to get married. At school, in Year 10, she did work experience in a hospital, which she really enjoyed. June likes meeting people and plays hockey for a small local club. After school she went to college and completed an HND in Public Services. Before joining the ambulance service, where she is currently employed, she worked for a short while as a receptionist in her father’s taxi business.

Which of the following sequences should she use?

Write A, B, C or D in the answer box.

- A** hospital work experience; college; receptionist; ambulance service;
- B** ambulance service; college; hospital work experience; receptionist
- C** receptionist; ambulance service; college; hospital work experience
- D** ambulance service; receptionist; college; hospital work experience

Answer

17 Read this advertisement.

**VALLEY OAK HEALTHCARE UNIT EXPANDS
OPPORTUNITIES IN HEALTH CARE SUPPORT**

Applicants must have some experience in a care environment. Experience with Learning Disabilities or Mental Health is desirable, but not essential, as training will be given. Flexibility in working hours, due to changing shift patterns is essential. Successful applicants may be required to work weekends and some nights. The work is physically and mentally demanding and applicants need to be reasonably fit.

There are excellent career opportunities within the Unit.

Salary to be discussed

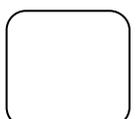
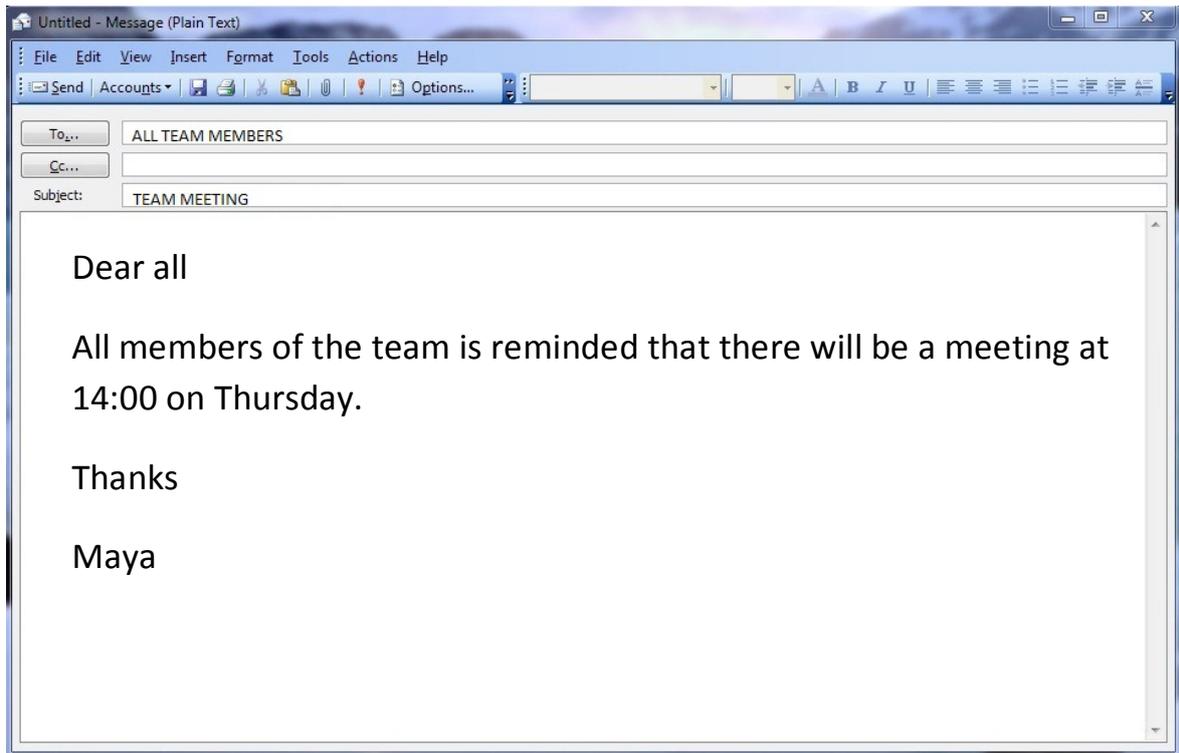
What are the three main attributes needed for this job?

Circle the correct answers.

**experience mobility ambition flexibility strength
awareness enthusiasm fitness service regularity
years of service**

18 Proof read this e-mail.

Circle the error.



19 Read this information from NHS Direct.



NHS Direct is a confidential 24-hour telephone helpline staffed by expert nurses. By calling **0845 4647**, you can speak to a nurse for advice at any time of the day or night, wherever you are in England. You can expect your call to be answered quickly. When you call NHS Direct, we'll ask you to provide some basic information, including details of any medication you may be taking. If you're calling on behalf of someone else, you'll need to provide this information on their behalf. There will be an interpreter to provide advice in your own language, if you need this. If the expert nurse is unable to assess the information immediately, they will arrange for a doctor to call back who, in turn, can, for example, arrange for a home visit or for a prescription to be dispensed by the nearest available pharmacy.

Similar services are available in Wales (NHS Direct Wales/ Galw Iechyd Cymru) and Scotland (NHS 24).

“You will always speak to a doctor if you call NHS Direct”

Is this statement “True”, “False” or “Can't tell”?

Circle the correct answer.

True

False

Can't tell

20 Read this extract from the minutes of a team meeting.

At the team meeting, Joe O'Connor, the Union Learning Representative, reported that there had been an increased uptake of literacy and numeracy courses in the Learning Centre. He stated that it was very encouraging that employees are taking advantage of the opportunity to improve their skills in these areas.

From the report, which of these statements is correct?

Write A, B, C or D in the answer box.

- A Learning is the union's responsibility.**
- B Everyone is on a literacy course.**
- C Employees are taking the opportunity to enhance their skills.**
- D Employees are going to college.**

Answer

How are you doing?

Happy to go on?

If not, tell the person administering the Initial Assessment.

21 A healthcare assistant is asked to look at the instructions for a new hoist.

What is the missing punctuation mark in the sentence below?

Follow these hoist-transfer instructions place the sling under the patient; move the hoist into position; clip the sling securely onto the hoist; raise the patient.

Write A, B, C or D in the answer box.

A :

B ;

C .

D ,

Answer

22 A Practice Manager was speaking to the staff at their weekly team meeting. She said, "Due to the new budget restrictions within the department, there will now be opportunities for staff to review their number of working hours."

She meant staff were going to:

- A be promoted
- B work longer hours
- C work less hours
- D face redundancy

Write A, B, C or D in the answer box.

Answer

23 In each case below, decide whether the sentence is stating a fact or an opinion. Circle the correct answer.

A community dietetic assistant is speaking to a group of mothers about healthy diets.

1. A healthy diet should contain at least five portions of fruit and vegetables a day to provide fibre, vitamins and minerals.

FACT

OPINION

2. People are risking their health consuming too much salt and it is advised that people limit their salt intake to no more than 6 grams a day (a teaspoonful).

FACT

OPINION

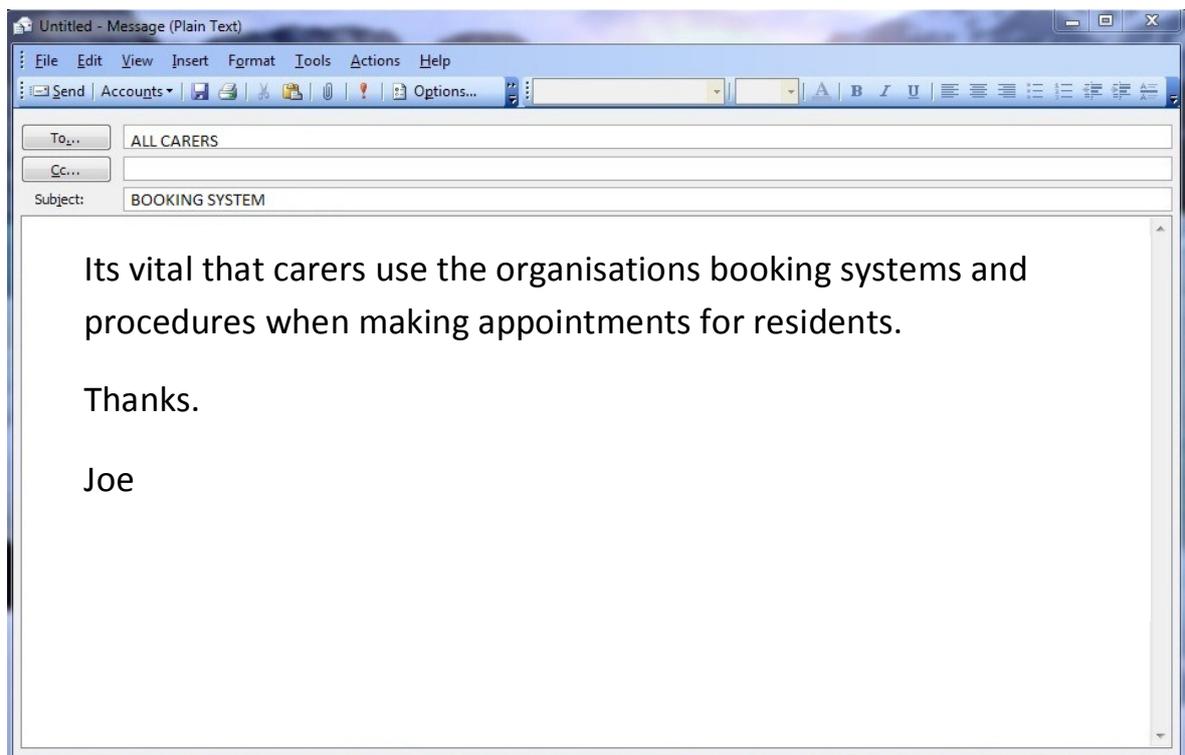
3. She felt that most people are now taking their diet more seriously.

FACT

OPINION

24 Two words in this e-mail from the Care Manager of a residential home are incorrectly punctuated.

Write them correctly in the boxes.



25 Look at this short article on the value of volunteering in the NHS.

There are more than 300,000 volunteers in the NHS and despite the stereotype they don't all push tea trolleys. There are in fact as many as 100 roles open to volunteers from assisting with administration to simply chatting to patients who may not have family or friends to visit.

People may volunteer because they want to put something back.

Box A

for younger people, who may be interested in a career in healthcare, it can be an opportunity to gain experience to help them to make much more informed career choices.

Box B

a key aspect of volunteer involvement in the NHS is not only the tremendous value it brings to the health service at a collective level, but also to the volunteer at an individual level.

Write "Box A" or "Box B" against the correct words to complete the text.

Consequently

However

Because

Subsequently

Well done! You have finished.