

Functional Skills English

Reading Level 1

Sample Paper 1

Technology in the Workplace

Source Documents

**Do not write your answers in this booklet as this will not be marked.
All answers should be written in the space provided on the question paper.**

Read both documents.

Use **Document 1** to answer questions 1 to 8.

Use **Document 2** to answer questions 9 to 18.

Use **both** documents to answer questions 19 and 20.

Document 1

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Local	Business Advertising Jobs About Us
Related Articles <ol style="list-style-type: none">1. The Downside of Digital Communication Read2. The Benefits of Technology at Work Read3. The Challenges of Technology for Business Read4. The Realities of Technology in the Workplace Read	<h3>The Disadvantages of Technology in the Workplace</h3> <p>by Mary Nestor-Harper</p> <p>A quick look around any workplace will tell you that digital technology is essential to business. Computer systems can run factories. Only a few operators are needed to keep the factory running. Every desk has a computer with the latest digital software. But, all this technology comes at a price. Using technology is necessary for businesses to compete in today's marketplace. But there are also some points to think about.</p> <ol style="list-style-type: none">1.<p>At the next desk, John is conducting a job interview via Skype. Sue is walking through the office talking on her phone. Carlos is into the second hour of a webinar. Add these distractions to the normal noise of a busy workplace and it's no wonder that it's hard to get work done. Technology demands attention. The time saving advantages are often outweighed by constant distractions.</p>2.<p>Mobile phones, email, texting and social media have largely replaced face-to-face communication. Recent research has found that we are losing important personal communication skills*. Too much reliance on electronic and digital methods of communication increases unnecessary electronic messages. This can mean a loss of vital personal contact.</p>3.<p>Technology is continually being improved. This needs constant and costly upgrading. Each new upgrade requires staff training. This takes time away from regular work. The loss of time coupled with the costs of software upgrades can reduce a company's profits. Each upgrade may also lower morale as employees struggle to learn new applications. <u>Read more...</u></p> <p><i>*See 'Being connected all the time has its drawbacks', article by Steve Kohler</i></p>
About the Author  <p>Mary Nestor-Harper has more than 12 years' experience as a human-resources director. This was followed by more than 19 years' experience as an HR/management consultant. She is now a writer and motivation expert. She has been published in Training Magazine and The Savannah Morning News.</p>	

The Growing Importance of Technology in the Workplace

Author: Grace Pulley – Development Manager at KLD Academy

You might be able to avoid the digital revolution at home by ignoring Kindles in favour of books and smartphones in favour of landlines, but in the workplace, it is becoming harder and harder to get away with a limited knowledge of technology.

Once, simply knowing how to use Microsoft Office would have been enough, but today, there is a growing need to improve employees' digital skills even more. In 2015, the House of Lords stated that digital skills should be taught as a third core subject alongside numeracy and literacy.

The younger generation have grown up with digital technology at their fingertips. But for older generations or people from less well-off households, these skills cannot be taken for granted.

Multi-Device Skills

Today, many organisations provide laptops, smartphones and tablet devices to make sure their workforce can work on the go as well as in the office. Although traditional skills with desktop computers are often transferable to these other devices, it can still take time to learn how to use them fully.

Social Media

Although social media is mainly used by marketing departments, employees from other departments may be asked to help out, especially in smaller organisations.

A 2015 study by Social Media Today found that a massive 91 percent of big brands use at least two social media channels where they can access 2.2 billion active users. A great opportunity for any marketing department, if they get it right.

Basic Coding Skills

Research from the job search website Indeed showed the fastest-growing key terms in online job postings are 'HTML5', 'iOS', 'mobile app' and 'Android'. A spokesperson from Indeed said, 'Being able to manipulate a website's code is now a sought-after skill, but in my view it actually doesn't require a huge level of technical understanding to learn how to do the basics.'

It seems that by improving employees' digital know-how we can future proof what they can offer in an increasingly connected world.

Employee skills UK businesses value most



APPLY NOW! If you are a current employee and would like to join our new Digital Literacy course starting next month contact Human Resources on Ext 3792 or email janet@ulearning.co.uk before 25th September.

The course is FREE and you will receive a certificate of learning on completion.

