

# Reading

## 2022 Q1 Literacy

Today's date:

Given name:

Family name:

Organisation:

Course:

Gender:  Female  Male  Diverse

Date of birth:

Is English your first language?  Yes  No

If No, what is your first language?

What ethnic group(s) do you belong to?  
(For example, New Zealand European, Māori, Samoan, Tongan.)

Learner Identification (optional)

NSN:

SMS ID:



# Instructions



This is an assessment of how well you understand what you read. The practice questions below help you to understand different sorts of reading questions. When you have finished the practice questions please turn the page and begin the assessment. You may need to wait for your tutor to tell you when to begin.

You need to choose the answer you think is best for each question. It is a good idea to read parts of the text again before choosing each answer.

Answer every question, even if you are not quite sure of the answer. If you change your mind about an answer, rub out the answer you chose and shade in your new answer. The questions are likely to get harder as you go through the book.

There is no time limit for the assessment. You will be given about 15 questions to answer.

## Practice Unit

<b>FOR SALE</b>		
	<b>ABC Car Company</b>	
Price:	\$5,990	
Year:	1967	
Doors:	2 Door	
Transmission:	Manual	

1 What is in the picture?

- A  a car
- B  a boat
- C  a house
- D  a caravan

2 When was the car made?  
Underline the year in the text.

3 According to the text, are the following statements correct?  
Circle True or False for each statement.

- |                        |      |       |
|------------------------|------|-------|
| A There are 2 doors.   | True | False |
| B The price is \$4000. | True | False |

4 Who is selling the car?  
Circle the name of the company.

**END OF PRACTICE QUESTIONS**

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# Working positions

Staff on a biscuit packing production line complained of discomfort, pain and injury in the upper limbs, nausea and dizziness. Additionally, there was a high accident rate and high staff turnover. Ergonomists, who design work equipment to suit workers, were called in to determine what workplace improvements could be made.

Hazard of the work	Risk solutions proposed by ergonomists
Upper conveyer too high, causing stretching above shoulder height	Reduce conveyer height
Containers too far away, causing reaching and stretching	Reduce width of conveyer and allow containers to overlap it
Lower conveyer too low, leading to stooped back posture	Raise conveyer
Standing for long periods, causing discomfort and fatigue	Provide appropriate seating, foot-rail and anti-fatigue matting
Waste put in box under lower conveyer, leading to awkward bending and stooping	Provide waste chute within easy reach

After making the changes the company saw increased productivity (output up 33%, with 25% more workers), improved product quality, decreased labour turnover, a significant decrease in accidents, reduced sickness absences and fewer health problems reported (upper limb disorders down 48%). The payback period of the total investment required was well under three years.

*(This text is was adapted from:  
[http://www.acc.co.nz/PRD\\_EXT\\_CSMP/groups/external\\_ip/documents/guide/prd\\_ctrb092199.pdf](http://www.acc.co.nz/PRD_EXT_CSMP/groups/external_ip/documents/guide/prd_ctrb092199.pdf))*



- 1** Ergonomists were called in to the biscuit factory because
- A  production was low.
  - B  workers were complaining.
  - C  the business was losing money.
  - D  the business produced dangerous goods.
- 2** There were problems on the packing production line because
- A  workers had to stretch.
  - B  workers had to lift heavy goods.
  - C  the production line was too fast.
  - D  there were hazardous chemicals involved.
- 3** The solution to the problems on the packing production line involved
- A  training the workers.
  - B  adjusting the machinery.
  - C  reducing the speed of production.
  - D  improving the payment of the workers.
- 4** The changes proposed by the ergonomists
- A  lowered productivity.
  - B  were expensive to implement.
  - C  were paid for by improvements.
  - D  had no impact on company profits.
- 5** The ergonomists proposed "anti-fatigue matting" because
- A  the production line was too fast.
  - B  the production line was too slow.
  - C  workers had to lift heavy weights.
  - D  workers had to stand for long periods.

## Healthline



**Healthline** is a free, 24 hour a day, telephone health advice service. It includes the Well Child advice service.

- Healthline registered nurses assess a person's condition and health needs and recommend the best course of action and a time-frame in which to take action. They can also provide general health information and location of services.
- The Healthline service including the Well Child telephone advice service provides parenting advice, child health promotion and health education.

The Healthline call centre is staffed by registered nurses. The nurses do not diagnose or treat health problems over the phone. The nurses determine the most appropriate level of care.

The Well Child telephone advice service is also staffed by registered nurses. Well Child calls are handled by a Well Child specialist nurse or a registered nurse with ready access to Well Child expertise.

Healthline, including the Well Child telephone advice service:

- guides patients to the right care, at the right time in the right place;
- provides people with quick access to free information and advice 24 hours a day, 365 days a year;
- refers or guides callers to available health professionals and health services in the most appropriate way;
- provides people in rural areas, who often live a long way from a GP or hospital, with access to immediate health advice;
- provides support for parents, as well as information on child health issues.

*(This text was adapted from the Ministry of Health website.)*

- 6 What is the main purpose of this text?
- A  to promote good health in rural areas
  - B  to show that nurses have valuable knowledge
  - C  to explain how people can stay healthy and be good parents
  - D  to explain how to get information about health and parenting
- 7 How are Healthline nurses most likely to respond to a call from someone who describes symptoms of an illness?
- A  suggest where to seek further help
  - B  prescribe medication for the illness
  - C  try to tell the caller what the illness is
  - D  explain they are not qualified to comment

# Kiwi story

## /// ... Budget too tight?

Shaun and Lucy have just had a baby. Shaun is 30 and earns \$60,000 and Lucy is now a full-time Mum at home. They'd like to get into KiwiSaver but they're not sure they can afford to save 2% of Shaun's wages right now. Having gone from two incomes to one and with the costs of a new baby, their budget is tight.

First they use Sorted's Quick KiwiSaver calculator to find out how much they could potentially save for their retirement. When they see the figures, they decide it's worth taking another look at their budget. But on Shaun's salary, 2% is \$46 a fortnight, and they can't really see where to make savings.

Together they decide to get help from a budget adviser. Shaun calls 0800 SORT MONEY and the adviser helps them to take a hard look at their spending. In the end they work out that they can save the \$46 a fortnight if Shaun takes his lunch to work. The adviser also suggests Shaun negotiate for a pay rise when his contract comes up for renewal.

Lucy and Shaun are comforted by the fact that, if they find it too hard to stick with their budget at any time after a year in KiwiSaver, they can take a contributions holiday.



8 This text was adapted from a government website.

What is the main purpose of the text?

- A  to show that hard work and cooperation pay off
- B  to explain the process of signing up for KiwiSaver
- C  to show that saving money for KiwiSaver is possible
- D  to show the importance of maintaining a tight budget

9 What is the main reason for Shaun and Lucy's tight budget?

- A  Shaun's contract is about to end.
- B  Shaun received a pay cut of 2%.
- C  Their KiwiSaver deduction is too high.
- D  Lucy has recently had to stop working.

10 What does the budget advisor suggest?

- A  Shaun should give up a small luxury.
- B  Shaun should get a new job with better pay.
- C  They reduce their contributions to KiwiSaver.
- D  They begin their KiwiSaver contributions after a holiday.

11 Shaun and Lucy feel comforted because

- A  they will soon be going away on holiday.
- B  their contribution to KiwiSaver is only 2%.
- C  Shaun's contract will soon come up for renewal.
- D  they can take a break from KiwiSaver after a year.

12 Why has the writer used the names of the couple in this story?

- A  to make the story seem more relevant to readers
- B  because the writer must report the facts in a story
- C  to show a comfortable retirement in the real world
- D  to show that Shaun and Lucy are proud to be Kiwis

## The Consumer Guarantees Act

### THE CONSUMER GUARANTEES ACT

If you purchase consumer goods for personal use you're covered by the guarantees made in the Consumer Guarantees Act.

This law does not apply to goods bought at auction or by competitive tender.

If these guarantees are broken, you have rights to get your problem sorted out.

#### Your guarantees

When you buy goods they are covered by six guarantees. These are:

- 1) Acceptable quality. Goods you buy must be undamaged, safe, fit for their purpose and last for a reasonable time.
- 2) Fit for their particular purpose. If you tell the retailer you want the goods to do something specific, the goods must also be fit for that purpose, e.g. if you told a trader you wanted a toaster that defrosts too, the toaster you're sold must do this job.
- 3) Match the description. Goods must be what they are described as, e.g. when you order from a catalogue, what arrives must be what it said it would be!
- 4) Match the demonstration model. If you're shown goods in a showroom, what you get must be the same as what you saw.
- 5) Right to sell. The retailer must have the right to sell you the goods. There can't be any money owing on the goods unless you're told about it.
- 6) Reasonable price. This only applies if no price is set or agreed upon before sale.

If you've bought goods which turn out not to meet the guarantees, go to the retailer and explain the problem. If the goods are faulty, the rights you have depend on the seriousness of the fault.

For more information go to [www.consumeraffairs.govt.nz](http://www.consumeraffairs.govt.nz)

(This text was adapted from the Ministry of Consumer Affairs website.)

- 13** What does the Act aim to ensure?
- A  that buyers are treated fairly
  - B  that manufacturers supply lifetime guarantees
  - C  that New Zealand meets international consumer standards
  - D  that retailers are not responsible for manufacturers' mistakes
- 14** When does the guarantee about "reasonable price" apply?
- A  when the product is different to how it was described
  - B  when the product can be bought more cheaply elsewhere
  - C  when the price of the product advertised was unreasonable
  - D  when the price of the product was decided after it was bought
- 15** Suppose you buy a product, but it turns out to have a dangerous fault. According to the text, who should you go to?
- A  the manufacturer of the product
  - B  the Minister for Consumer Affairs
  - C  the person who sold you the product
  - D  the consumer who guaranteed the product to you

**MyBank**

<b>Home</b>	<input style="width: 100px;" type="text"/> <b>Search</b>
<b>About us</b>	<span style="border: 1px solid #ccc; padding: 2px 5px;">Personal Banking</span> <span style="border: 1px solid #ccc; padding: 2px 5px; margin-left: 5px;">Business Banking</span> <span style="border: 1px solid #ccc; padding: 2px 5px; margin-left: 5px; color: #800000;">Bank Information</span>
<b>Accounts</b>	
Online Banking	
Online Investing	
Home Loans	
Personal Loans	
Credit Cards	
<b>Back Accounts</b>	
Investments	
Insurance	
Services	
Security and Privacy	

**Bank accounts**

**Easy account**  
 An ideal everyday account with one [low monthly account service fee](#) which includes unlimited transactions, gives you EFTPOS/ATM access, phone and internet banking and a full range of other services to make sure you can access your money wherever and whenever you like.

**Freedom account**  
 If you prefer to do your banking electronically and you don't need a cheque book, this could be the account for you. Ask us how to keep this account [transaction fee free](#). There are no monthly account service fees no matter how low your balance and you can even transact in branch from time to time without charge. This is our most popular account.

**Bill Saver account**  
 Use this innovative account to budget for your regular bills and make sure you will have the funds you require as your bills become due. The one [low fee](#) per transaction will easily be negated by the savings you can make by paying your bills on time. No monthly account service fees.

**Extreme account**  
 This account is a good alternative to a term deposit and it does not attract any transaction fees. Enjoy the benefits of a day to day account while earning a much better interest on your money than our other accounts. Maintain a [minimum balance](#) and you pay no monthly account service fees.

**Practical account**  
 A popular account for Government concession card holders. Pay no transaction fees or monthly account service fees and there is no minimum monthly balance requirement. [Easy access](#) to your money including in-branch banking.



16 Which account requires you to have computer access?

- A  Easy account
- B  Freedom account
- C  Bill Saver account
- D  Extreme account
- E  Practical account

17 In the text, the link [Easy access](#) will most likely take you to information about

- A  the cost of fees and charges.
- B  the interest paid on the account.
- C  the ways you can use the account.
- D  the minimum monthly balance required.

18 Which word from the text means “cancelled out”?

- A  negated
- B  minimum
- C  unlimited
- D  innovative

**END OF ASSESSMENT**