

# City & Guilds Level 1 Certificate in Essential Skills Communication



[www.cityandguilds.com](http://www.cityandguilds.com)

August 2016 Version 1

## Sample Paper 1 Source Documents for Section 1 Reading

These documents are for Section 1 Reading.  
Please read the documents and then answer the 8 questions.

Use Document 1 to answer Questions 1 to 4.  
Use Document 2 to answer Questions 5 to 8.

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.

## Document 1 – Email. Use this document to answer Questions 1 – 4.



Date: 17 July 2016 10:36

 To: HarringtonB@flymail.uk

Subject: Customer Returns ref VR857399F

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**Customer reference: VR857399F**

Dear Customer,

I am writing in relation to the vacuum cleaner you bought from this store. You have returned it to us as faulty and requested a refund. Unfortunately, we will **not** be able to offer you a refund.

**Our returns policy is as follows:**

We can offer a full refund or to exchange or repair a faulty product where the:

- fault has been caused by the manufacturer
- customer has used the product in line with instructions
- customer is able to provide proof of purchase
- product is covered by the 12 month guarantee.

We have examined your vacuum cleaner and are unable to find a manufacturing fault. Also, your purchase was made over a year ago and this is outside of the period of its guarantee.

Our quality inspectors have concluded that this problem has occurred because the user instructions have not been followed.

You can request a set of instructions in store if you no longer have these. Alternatively, these are available on the manufacturer's website.

If you wish to take this matter further, please contact our head office (phone 0123 455667 or by completing the online complaint form [here](#)). We hope this has not put you off shopping at Appliance World, the shop with more products on display than any other.

Yours faithfully,

*LButler*

Manager  
Appliance World, Holywood store

1-5 Long Street, HOLYWOOD, BT13 7AG, 0114 531 2836, [holywood@applianceworld.com](mailto:holywood@applianceworld.com)

Member of the Institute of Customer Service – Charter available to view on our website.

## Document 2 – web page. Use this document to answer Questions 5 – 8.

 <b>Adviceguide</b> online help from Citizens Advice					Search <input type="text"/>	
<a href="#">Housing</a>	<a href="#">Consumer</a>	<a href="#">Law and Rights</a>	<a href="#">Education</a>	<a href="#">Tax</a>		
<a href="#">You are here&gt;&gt;citizensadvice&gt;&gt;consumer&gt;&gt;faulty goods</a>						
<h3>Faulty goods</h3>					<b>Useful links</b>	
<p>Under the Sale of Goods Act 1979 you have a right to return something and get your money back if it's faulty. The first thing to do is to take it back to the shop where you bought it from.</p> <p>Even if the trader can see nothing wrong with it, you may still have a right to a refund or to have the item repaired or replaced if you can demonstrate that it is faulty, perhaps through a video recording.</p> <p>You can only claim a refund if you return it within 28 days; after this you are only entitled to a repair or replacement. However, if the fault was caused during production (manufacturing fault), you are always entitled to a refund.</p> <p>To prove where you bought the product always take the receipt with you. If you have misplaced yours, a bank statement may serve as proof.</p>					<p>&gt;Getting an expert opinion</p> <p>&gt;Making a complaint</p> <p>&gt;CAB near you</p>	
<h4>What if the trader doesn't agree to put things right?</h4> <p>If this happens you may want to make a complaint, and this is something we can help you with. Alternatively, you may want to get an expert opinion and once again we will be able to point you in the right direction. A third option is to research the issue yourself, but using our advisors to assist you often provides better results.</p>						
<h4>A trader may refuse to take responsibility in the following situations:</h4> <ul style="list-style-type: none"><li>• <b>Accidental damage</b></li></ul> <p>The trader doesn't have to give you your money back.</p> <ul style="list-style-type: none"><li>• <b>Not caring for it properly</b></li></ul> <p>The trader won't give a refund if it was damaged through not looking after it properly.</p> <ul style="list-style-type: none"><li>• <b>Misusing the goods</b></li></ul> <p>A trader isn't responsible for damage or faults if you used the goods for something they were not meant for.</p> <ul style="list-style-type: none"><li>• <b>Normal wear and tear</b></li></ul> <p>If the fault or damage has been caused by ordinary wear and tear, the trader doesn't have to give you your money back.</p>						
<h4>If a fault comes and goes</h4> <p>If you think that something is faulty but the trader can't find anything wrong, keeping a diary of when the fault happens can be useful. This may help to persuade the trader to give you an exchange or a refund. You could also take a photograph or, if at all possible, take it to the trader as the fault is occurring.</p> <p>Once the trader has agreed to refund you, to prevent any further hiccups, if you paid by card make sure you take that card with you as retailers will not give you cash. If possible, take the original packaging with you.</p>						

Document 1 is adapted from [www.adviceguide.org.uk](http://www.adviceguide.org.uk)

Document 2 is adapted from [www.which.co.uk/consumer-rights/problem](http://www.which.co.uk/consumer-rights/problem)

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