

Organisational Features

Functional Skills English Entry 3 - Reading Skills

What are organisational features?

Organisational features are the parts of a text that help arrange information clearly. They help you find information quickly without reading every word.

Why they matter

- They make a text easier to understand.
- They guide your eyes to the right section.
- They help you answer Reading exam questions more accurately.
- They are useful in everyday life: websites, forms, leaflets, letters, timetables and instructions.

Key organisational features

Feature	What it does	Example use
Heading	Shows the main topic or section.	Community Garden Open Day
Subheading	Shows a smaller section inside the text.	Date and time / Activities
Bullet points	Break information into short, clear items.	Things to bring / available services
Numbered list	Shows steps in the correct order.	How to book online
Contents page	Shows where sections are in a longer booklet.	Page numbers for each section
Index	Helps you find a topic or key word alphabetically.	fees, parking, safety
Menu / tab	Helps you navigate websites or apps.	Home / Courses / Support / Fees
Link	Takes you to another page or more information.	Click here to apply
Text box	Makes important information stand out.	Important dates or warnings
Caption	Explains a picture or image.	Photo of the venue

4-step exam strategy

- Read the question first.
- Underline the key words in the question.
- Choose the organisational feature that can help you find the answer.
- Scan that section and check your evidence before writing the answer.

Example

Question: What time does the event start?

Best feature to use: the subheading “Date and time”.

Answer: 10.00 am.

Useful sentence starters

- The feature I used was...
- It helped me because...
- The answer is in the section called...
- The evidence is...