



Open Awards Online Functional Skills English Level 2 Writing Exam 4

Sample Answers

Task 1 (30 marks)

You have been asked to write a leaflet for people who are going to start work experience in your organisation.

You should explain to them anything you feel that they should know before they start, what they should expect when they arrive and how to make a success of their short time with your organisation.

Write the leaflet.

Sample Answer - Pass

Green highlighting = reference to mark scheme

Welcome to Your Work Experience!

We are excited to have you join us for your work experience. Here is everything you need to know before you start, what to expect, and how to make the most of your time with us.

Before You Start

1. Dress Code

Please wear smart-casual clothing. This means no jeans, t-shirts or trainers, however a collared shirt, smart shoes and trousers would be suitable. If you have any questions about what to wear, feel free to ask us.

2. Arrival Time

Please arrive by 9:00 AM each day. Punctuality is extremely important, so if you are going to be late or cannot come in, please call us as soon as possible.

3. What to Bring

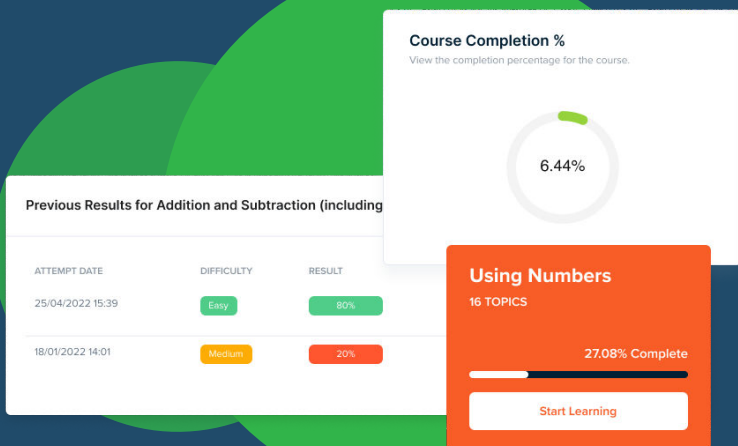
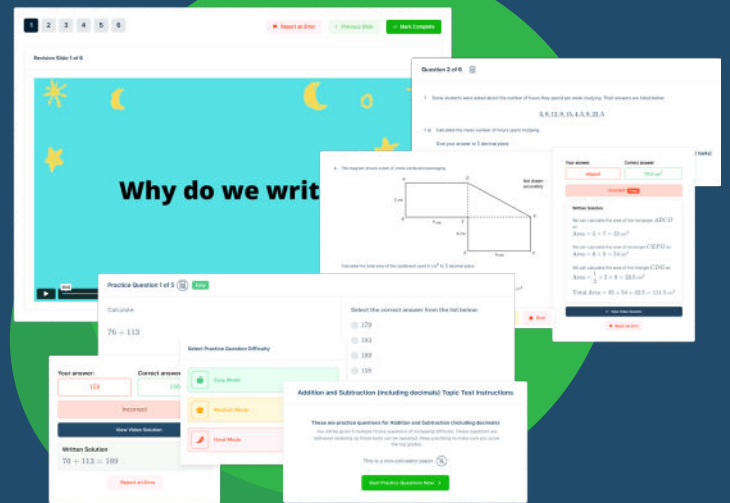


FUNCTIONAL SKILLS ONLINE COURSES

- ✓ Your answers are analysed to determine your Current Level
- ✓ Suggested courses for you to enrol on based on your calculated level
- ✓ Always know the level you are currently working at
- ✓ Determine when you are ready to sit your exam



- ✓ Explainer videos on every topic
- ✓ Quick-fire style multiple choice questions
- ✓ Test your knowledge with exam-style questions
- ✓ Written solutions for all questions



- ✓ See your progress through as you progress through each topic area
- ✓ Get your average scores for practice questions, topic tests and mock exams
- ✓ View all practice question, topic test and mock exam attempts over time
- ✓ View historical attempts to analyse your progress over time

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passfunctionalskills.co.uk



It is recommended to bring a notebook and a pen to take notes, as well as a packed lunch if you would not like to eat at our on-site cafeteria.

When You Arrive

1. First Day Induction

On your first day, you will meet your line manager, who will show you around and introduce you to the team. **You will also be given your own desk and a computer to use, which must be kept as tidy as possible!**

2. Daily Tasks

Your line manager will give you tasks to do each day. Don't worry if you're unsure about something, just ask!

Making the most of your time with us

Be punctual: It's really important to be punctual and arrive on time to work each day.

Have a positive attitude: In addition to this, having a positive, 'can-do' attitude will allow you to succeed. This is one of our core company values, so it will really help you to make the most out of your time here.

Ask questions: Asking questions will help you to learn. After all, this is what you are here to do!

Use your initiative: If you finish a task, ask if there is anything else you can do. Showing initiative is a great way to impress your managers.

Reflection: Take some time each day to think about what you have learned. This will help you get the most from your work experience.

We hope you enjoy your time with us and learn a lot. We are here to support you, so don't hesitate to ask if you need help with anything.

If you require more information before your first day, please contact Sheri on: 07856734523.

Welcome aboard!

Examiner comments -

- Appropriate formatting for a leaflet.
- Grammar is accurate including use of modal verbs, a variety of tenses and articles.
- Numbered sections and bolding are used appropriately as organisational features.
- Complex sentences are used throughout consistently and accurately.



Task 2 (30 marks)

Your neighbours are behaving in an antisocial way, which is adversely affecting your health and social life. You have politely asked them to stop, but they have either ignored you or been rude.

You decide to write an email to the council (complaints@yourcouncil.web), explaining the situation and asking for help.

Write the email.

Sample answer - Pass

Green highlighting = reference to mark scheme

To: complaints@yourcouncil.web

Subject: Urgent Assistance Needed with Antisocial Neighbours

Dear Sir/Madam,

I hope this email finds you well. I am writing to bring to your attention a serious issue I am experiencing with my neighbours, which is significantly affecting my health and social life.

For the past few months, my neighbours' behaviour has become increasingly antisocial, including loud music until 4:00am, aggressive shouting and arguments, and parties late into the night. Despite my efforts to address this issue directly with them, they have either ignored my requests or responded rudely and aggressively. This behaviour is causing me considerable distress, leading to sleep deprivation and increased stress levels. This, combined with my already stressful job and family life, is taking a considerable toll on my mental health.

I have tried to resolve this matter amicably, but my attempts have been unsuccessful. Therefore, I am requesting your intervention to help manage this situation. I am hopeful that with your support, we can find a resolution that ensures a peaceful living environment for all residents.

Thank you for your time and assistance in this matter.

Yours faithfully,
Alan Johnson

Word count: 190

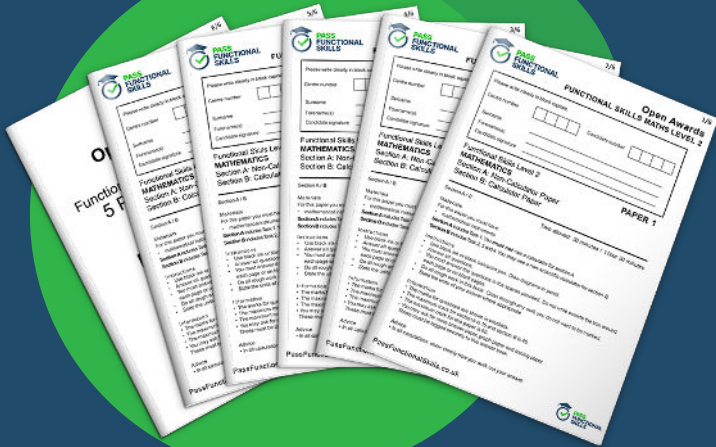


Examiner comments -

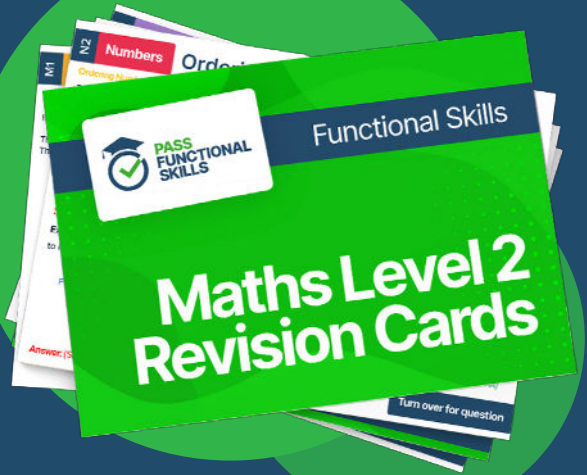
- The answer is clear and cohesive throughout.
- SPaG is correct and complex sentences used consistently and accurately.
- There is an appropriate amount of detail to meet the needs of the task, purpose and audience.
- All the formatting features needed for an email have been included.



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