
FUNCTIONAL SKILLS LEVEL 1
ENGLISH
(8720)

Component 1 Reading

Mark scheme

Version 1.0

Mark schemes are prepared by the Lead Assessment Writer and considered, together with the relevant questions, by a panel of subject teachers. This mark scheme includes any amendments made at the standardisation events which all associates participate in and is the scheme which was used by them in this examination. The standardisation process ensures that the mark scheme covers the learners' responses to questions and that every associate understands and applies it in the same correct way. As preparation for standardisation each associate analyses a number of learners' scripts. Alternative answers not already covered by the mark scheme are discussed and legislated for. If, after the standardisation process, associates encounter unusual answers which have not been raised they are required to refer these to the Lead Examiner.

It must be stressed that a mark scheme is a working document, in many cases further developed and expanded on the basis of learners' reactions to a particular paper. Assumptions about future mark schemes on the basis of one year's document should be avoided; whilst the guiding principles of assessment remain constant, details will change, depending on the content of a particular examination paper.

Further copies of this mark scheme are available from aqa.org.uk

Level of response marking instructions

Level of response mark schemes are broken down into levels, each of which has a descriptor. The descriptor for the level shows the average performance for the level. There are marks in each level.

Before you apply the mark scheme to a learner's answer, read through the answer and annotate it (as instructed) to show the qualities that are being looked for. You can then apply the mark scheme.

Step 1 Determine a level

Start by reading the whole of the learner's response and then, using the mark scheme level descriptors and the standardisation scripts, place the response in the level which it matches or best fits.

When assigning a level you should look at the overall quality of the answer and not look to pick holes in small and specific parts of the answer where the learner has not performed quite as well as the rest. If the answer covers different aspects of different levels of the mark scheme you should use a best fit approach for defining the level.

Step 2 Determine a mark

Once you have assigned a level you need to decide on the mark. There will be an answer in the standardising materials which will correspond with each level of the mark scheme. This answer will have been awarded a mark by the Lead Examiner. You can compare the learner's answer with the example to determine if it is the same standard, better or worse than the example. You can then use this to allocate a mark for the answer based on the Lead Examiner's mark on the example.

You may well need to read back through the answer as you apply the mark scheme to clarify points and assure yourself that the level and the mark are appropriate.

Indicative content in the mark scheme is provided as a guide for examiners. It is not intended to be exhaustive and you must credit other valid points. Learners do not have to cover all of the points mentioned in the indicative content to reach the highest level of the mark scheme.

An answer which contains nothing of relevance to the question must be awarded no marks.

Section A

- 1** Using the information in **Source A**, put a tick in the correct box to show whether each statement about travel agents is **true** or **false**.

	True	False
They all work in call centres from 9am - 5pm		✓
They may have to work on Saturdays	✓	
They can earn up to £30,000	✓	
They have to be able to speak another language		✓

[2 marks]

2 marks for all four correct
1 mark for three correct

Scope of study: 3.1.1

Question	Key	Scope of Study
2	C	3.1.5
3	C	3.1.7

- 4** Using the information in **Source A**, put a tick in the correct box to show whether each statement about the duties of a travel agent is **true** or **false**.

	True	False
Travel agents arrange flights	✓	
Travel agents advise on visas	✓	
Travel agents send out passports to clients		✓
Travel agents deal with complaints	✓	

[2 marks]

2 marks for all four correct
1 mark for three correct

Scope of study: 3.1.1

Question	Key	Scope of Study
5	C	3.1.5
6	A	3.1.8

7 In **Source B**, identify one positive thing and one negative thing about being a travel agent.

Identification of any valid positive thing **[1 mark]**
 Identification of any valid negative thing **[1 mark]**

Positive: for example

- Lots of job satisfaction
- Chance to travel
- Visit amazing places
- Go all over the world

Negative: for example

- Dealing with events beyond their control
- Dealing with cross people
- Putting work into a holiday people then book themselves

Scope of study: 3.1.1

Question	Key	Scope of Study
8	B	3.1.9
9	D	3.1.10

10 Identify two similarities between **Source A** and **Source B**.

1 mark awarded for each valid similarity. **[2 marks]**

For example:

- Both use paragraphs
- Both use some technical language
- Both are about being a travel agent

Scope of study: 3.1.2, 3.1.4

11 Identify two differences between **Source A** and **Source B**.

1 mark awarded for each valid difference. **[2 marks]**

For example:

- Source A is structured with bullet points and headings, Source B follows the interview
- Source A uses formal language and Source B uses informal language
- Source A is mainly facts whereas Source B includes opinions

Scope of study: 3.1.2, 3.1.4

Section B

Question	Key	Scope of Study
12	C	3.1.4
13	A	3.1.5
14	B	3.1.1

- 15** Using the information in **Source C**, put a tick in the correct box to show whether each statement is **true** or **false**.

	True	False
Blackgang Chine is an imaginary place		✓
Café facilities never change		✓
Only local schools visit Blackgang Chine		✓
You may be able to return on the same ticket	✓	

[2 marks]

2 marks for all four correct
1 mark for three correct

Scope of study: 3.1.1, 3.1.6

- 16** Using the information in **Source C**, put a tick in the correct box to show whether each statement is **fact** or **opinion**.

	Fact	Opinion
Blackgang Chine has life-sized moving dinosaurs	✓	
Blackgang Chine offers a wonderful experience		✓
Disabled toilets are available	✓	
Each year, school parties visit Blackgang Chine	✓	

[2 marks]

2 marks for all four correct
1 mark for three correct

Scope of study: 3.1.3

17 Your local school is planning a day-trip to Blackgang Chine.

Write a note for the Headteacher, giving her the most important information she needs to help her to organise and plan the day-trip.

Marks	Descriptor
3 marks	Appropriate information located and transcribed accurately.
2 marks	Some appropriate information located, but insufficient and/or non-essential and/or inaccurately transcribed.
1 mark	Limited information located, relevance is unclear
0 marks	Nothing written worthy of credit.

[3 marks]

Indicative content

Answers may mention the following:

- Opening times
- Ticket prices
- Special group rates
- Toilet facilities
- Website

Scope of study: 3.1,1, 3.1.6