

Functional Skills Level 2 English Writing Sample Paper 3

Worked Example – borderline

Question 1

You work in the Head Office of a large high street clothes retailer that has many branches throughout England. One of your responsibilities is to visit the company's shops as a mystery shopper and to report back to the Head Office on your experience.

Your task: write a report to give to your Manager about your visit to one of the shops.

Your report should include:

- details of your visit
- appearance and tidiness of the store
- availability of staff to help you
- customer service skills and attitude of the staff
- stock availability.

We suggest you write about 300 words.

(27 marks)

Report

I am visting the local shop on the high street to see what their like and to see if they is any good.

I walk in the shop and can see the shop is quiet messy and thwey're doesn't look like any staffs to ask questions. I can see there is mess on the floor. I am going to the till area to ask if there can help me but threr is only one persons and she can leave the till. I ask her if she can get one other staff to help but she is saying she can leave the area to find someone so I go and look my self I find another person and ask him if I can try on the cloths that is rapped in a packet and she says no you must only try on something that is not in a packet. He is not helpful with me at all. I pick up a ladies blous to try on and take it to the changing rooms which are very messy. The lady don't look at me once. I could of nicked anythink. I ask her for a different sized and she is quiet rude and lloks as if she carnt be bothered which is rubbish. She is rather being on her phone texting mates and she must not work in a shop wiv that attitude.

Sample Paper 3 – Level 2 Worked Example – Borderline Script

Question 1	Band 4	Band 3	Band 2	Band 1	
	Consistently	Most of the time	Some of the time	Limited	
Communicates information, ideas and opinions clearly, coherently and effectively			✓		
Writes text of appropriate detail and length			✓		
Uses appropriate format and structure and paragraphing				✓	
Conveys clear meaning and establishes cohesion			✓		
Uses language and register appropriate to audience and purpose		✓			
Constructs complex sentences		✓			
Overall band	Band 2				
Composition Marks	(12-15)	(8-11)	(4-7)	(0-3)	7

Question 1	Consistently accurate at appropriate level 4 marks	Accurate most of the time 3 marks	Accurate some of the time 2 marks	Limited accuracy 1 mark	Insufficient evidence 0 marks	
Spelling			2			
Punctuation				1		
Grammar			2			
SPaG Total						5
SPaG mark + composition mark						12

Commentary

The candidate has attempted to address the brief, but formatting and structuring of the report are limited, consisting of a title and one paragraph break. This would have been greatly enhanced by the use of subheadings and additional paragraph breaks as a minimum.

Language and register are not wholly appropriate throughout. For example, *...and lloks as if she carnt be bothered which is rubbish. She is rather being on her phone texting mates and she must not work in a shop wiv that attitude.* In addition, the use of the present tense throughout is inappropriate, as this is a report about a visit that has taken place.

There are some instances of a lack of clarity resulting from errors in the text. For instance, the omission of the word 'not' when referring to the till operator's ability to leave the till causes the reader to have to re-read the sentence to try to make sense of it. This is compounded by a similar omission later in the text.

Sample Paper 3 – Level 2 Worked Example – Borderline Script

The length is slightly short, but acceptable. The detail could be better, and some significant details are omitted that would be expected in the report, for example the name of the store visited and the date of the visit. Although there is an attempt to cover customer service skills and attitude of the staff, it is relatively brief.

Punctuation is limited to capital letters and full stops to demarcate sentences, although some errors are made in this too. Apostrophes are omitted where required, and one is incorrectly inserted. There is no evidence that the candidate can correctly use commas to separate clauses.

Spelling is also relatively weak, with very few ambitious words spelt correctly. There are frequent errors in relatively simple, regular words.

Grammar is also relatively weak. Errors include using the wrong form of the they/their/there and incorrect subject-verb agreement.

Question 2

You work for WeSell2U, an online seller of films, books and TV box sets. When a sequel to a film or a book is due to be released, or a new episode of a TV drama is coming out, your company posts a blog explaining what happened previously and describing the main characters.

Your task: write a narrative that outlines the plot of your favourite film, book or an episode of a TV series, to tell potential customers of the WeSell2U website what happened.

We suggest you write about 300 words.

(27 marks)

In the last book Goldilocks come across the 3 bears house and went in side. She was tired. She sat on Daddy bears chair. She said “it is too hard”. She tries Mummy Bears chair and she said “it is too soft. She then tries Goldilocks chair and it is perfect. When she sits on it it breaks.

Next she is hungry and sees food on a table. There are three bowls all full. She tries Daddy bears food and says it is too hot. She then tries Mummy bears food and says it is too cold. She then tries Baby bears food and she eats it all because it is perfect.

She was tired because she was eating the bears food so she tries their beds and the same thing happens. She doesnt like daddy bears bed or mummy bears bed but tries baby bears bed and fall asleep. The bears come home and find her and chased her away.

Her adventures continue in the next book which is called Goldilocks and the three lions. It will be release on March 3rd.

Question 2	Band 4	Band 3	Band 2	Band 1	
	Consistently	Most of the time	Some of the time	Limited	
Communicates information, ideas and opinions clearly, coherently and effectively		✓			
Writes text of appropriate detail and length		✓			
Uses appropriate format and structure and paragraphing			✓		
Conveys clear meaning and establishes cohesion		✓			
Uses language and register appropriate to audience and purpose			✓		
Constructs complex sentences			✓		
Overall band	Band 3				9
Composition Marks	(12-15)	(8-11)	(4-7)	(0-3)	

Question 2	Consistently accurate at appropriate level 4 marks	Accurate most of the time 3 marks	Accurate some of the time 2 marks	Limited accuracy 1 mark	Insufficient evidence 0 marks	
Spelling		3				
Punctuation				1		
Grammar		3				
SPaG Total						7
SPaG mark + composition mark						16

Overall mark for question 1	12
Overall mark for question 2	16
FINAL MARK	28

Commentary

There is no attempt to induce any excitement in terms of language used; it is merely a recounting. The task is on behalf of a website that sells products, so language should be adapted to reflect the purpose. Simple and compound sentences are used the majority of the time, and at level 2 candidates should employ a variety of sentence structures as befits the tasks, including complex sentences.

Sample Paper 3 – Level 2 Worked Example – Borderline Script

However, the candidate is attempting to address the question brief although the response is relatively short. There is clarity of information and a coherence to the response, and it contains most of the required detail.

Other than paragraphing, there is no attempt to format and structure the response in an appropriate way for hosting on the company's website. A title is required as a minimum.

Spelling is largely accurate, but there are very few ambitious words for level 2.

Punctuation is weak and does not show a range of use. Possessive apostrophes are omitted on all occasions, and there is an absence of commas to separate clauses where they are required. There are also errors made when trying to use speech marks.

Grammar is generally accurate, but there are several errors, including verb-tense agreement and inconsistent use of tense.