LEVEL 2 FUNCTIONAL SKILLS QUALIFICATION IN ENGLISH: READING

MARK SCHEME

(RFSRL2SAM01)

Q	Response	Marks	Scope of Study Reference
T1 1	Give a definition of Flow Stores as stated in Text 1, and explain two ways in which you can register to become a customer? Candidate defines Flow Stores using relevant information from footnotes eg • unmanned stores • no checkout tills • payment taken off card as you leave. Candidate explains ways to register to become a customer using relevant information from footnotes eg • register on first visit • call the support team using the video phone • give customer service your name, address & credit or debit card details.	 1 1 1 **(max 1)** 1 1 1 **(max 2)**	15
2	What is the purpose of Text 1? Explain how you know this. Candidate identifies that the purpose is to • tell people about the arrival of flow stores • advertise flow stores • encourage people to use flow stores. Do not accept 'to explain what a flow store is'. Candidate offers an explanation for their conclusion which might include: the first sentence announces the arrival of the stores almost like the arrival of a baby, the entire text promotes and is positive about the stores, and the last line says how they look forward to seeing new customers. • Brief explanation with only one reason considered. • Thorough explanation of one reason, or brief explanation of more than one reason.	 1 1 1 **(max 1)** 1 2 **(max 2)**	13
T2 3	Jay Hawkes, in Text 2, describes his experience of Flow Stores. Give one fact and one opinion he uses to support his point of view. Candidate gives one fact from Text 2 used to support his point of view eg • your account is charged automatically • no more moving purchases from shelves to trolley • I checked for mistakes, but it was spot on. Accept any other fact identified from the text used to support his point of view. Candidate gives one opinion from Text 2 used to support his point of view eg • posh boutiques are history • the shop had become my kitchen cupboard • in a weird way it was "my" shop.	 1 1 1 **(max 1)** 1 1 1 **(max 1)**	18b

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	Accept any other opinion identified from the text used to support his point of view.		
4	Text 2 repeatedly uses short sentences. Explain why you think the author does this. Candidate identifies the reason why Text 2 repeatedly uses short sentences eg • creates a feeling of speed • easy to follow / clear meaning • creates a feeling of excitement • useful way of presenting lots of detailed facts. Accept any other valid reason.	1 1 1 1 **(max 2)**	14
T3 5	Identify the main reason why the author of Text 3 is against Flow Stores. Explain why you think this. • Candidate has identified the main reason he is against Flow Stores is because they will result in redundancies and job losses. • Candidate has explained how they know this (eg title, boxed phrase, second half of document, linking other issues to job losses etc).	1 1 **(max 2)**	18a

6	Identify two organisational features used by the author of Text 3. Give two examples of information which this feature helps you to find.
	
	Candidate identifies organisational features eg
	• bullet points
	• headings
	• boxes
	• bold capitals.
	
	Accept any other organisational feature identified from the text.
	
	Candidate gives examples of information this feature helps them to find eg
	• (bullet points help you to find)
	   • things about flow stores you should reject
	   • that flow stores have controlled access
	   • there is supervision by cameras
	   • there is silence
	   • you would see nobody
	   • there would be no hellos or goodbyes
	• (headings help you to find)
	   • summary of what the text is about
	   • need to protest against flow stores /
	   • there will be a march
	   • who has sent the text / that it's written by the People's Campaign for Shopping Justice
	• (boxes help you to find)
	   • the key argument against flow stores
	   • a reason for objecting to flow stores
	   • that flow stores will get rid of jobs
	• (bold capitals help you to find)
	   • that you should object to flow stores
		1
		1
		1
		1
		(max 2)
		
		1
		
		1
		
		1
		
		1
			16

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		• things which are most important in the text • where the march will take place • when the march will take place Accept any other explanation of selected features.	**(max 2)**	
7	Compare the views of the authors of Texts 1 and 3 on the subject of Flow Stores, and how these views are conveyed. Views • Limited comparison of views from both texts. Comparison may be implicit eg through juxtaposition of related ideas or listing eg Text 1, from the company building new Flow Stores, is completely in favour and the other is a protest document against Flow Stores. • Clear and explicit comparison of views from both texts eg. Text 1 considers Flow Stores could be part of a bright new world. It presents the idea of avoiding interactions with people, having cameras, and totals being automatically calculated as positive, whereas the author of Text 3 hates the idea of not seeing anybody and of being supervised by computer-controlled cameras. This document presents no positives at all which is the opposite of Text 1 which presents only positives. How views are conveyed • Some indication of how views have been conveyed in both documents but no comparison (eg writer of T1 uses images and welcoming language. The writer of T3 uses short sharp sentences to bully you into supporting the march. • Clear and explicit comparison of how views are conveyed in both documents (eg Writer of T1 uses friendly language in long sentences to explain everything and make the reader feel welcome and very positive about the concept of flow stores. In contrast, the writer of T3 gives little or no detailed explanation but instead almost shouts at the reader as to what is wrong with flow stores by the use of short sharp phrases. He threatens readers that jobs will be lost. Repetition rather than explanation is the technique used here. Accept any other valid response based on the texts.	1 2 **(max 2)** 1 2 **(max 2)**	12
8	Text 2 contains more detail about Flow Stores than the other two texts. Why do you think this is the case? Candidate explains why Text 2 contains more detail about flow stores than the other two texts eg • the reader of Text 2 needs specific detail so they can understand what the flow store is like • the reader of Text 2 hasn't seen a flow store before, so specific detail is useful • the reader of Text 1 does not need lots of detail because the author of the document wants them to try out the flow store and find out what they are like that way • the reader of Text 3 doesn't need specific detail – the author wants them to protest against them, not find out more about them.	1 1 1 1 **(max 2)**	11
9	Identify the styles of writing used in Texts 1 and 2. Give one		

		example from each text which suggests that style of writing.		19
		Candidate identifies the style of writing of Texts 1 and 2 eg		
		• Text 1's style is		
		• formal	1	
		• persuasive	1 **(max 1)**	
		• Text 2's style is		
		• informal	1	
		• informative	1	
		• humorous.	1 **(max 1)**	
		Accept any other valid identification of styles of writing.		
		Candidate provides an example of the style of writing they have selected eg		
		T1 Formal		
		• Quick Buy are delighted to announce the arrival of their first "Flow Store"	1	
		• Customers can relax in the knowledge that they are not alone	1	
		T1 Persuasive		
		• a world where shopping is no longer a chore,	1	
		• where buying food is a relaxing, restful experience	1 **(max 1)**	
		T2 Informal		
		• posh boutiques are history.	1	
		• online is old hat.	1	
		T2 Humorous		
		• Cunningly hidden cameras observe what you take and charge your account. If you put something back again, it sees that too – you won't be charged.	1	
		• Two competitors racing to see who can move groceries around fastest.	1 **(max 1)**	
		Accept any other valid example of the style of writing the candidate has selected.		
10		Which text do you consider to be the least biased? Using all three texts, explain your selection.		17
		Candidate has selected Text 2.	1 **(max 1)**	
		Candidate has justified their selection of Text 2 as the least biased, using information only from that text.	1	
		Candidate has justified their selection of Text 2 as the least biased by reference to Text 2 and one other text.	2	
		Candidate has justified their selection of Text 2 as the least biased by reference to all three texts.	3	
		<u>Indicative Content</u> Reasons might include: T2 is impartial / written by a journalist who has no axe to grind / puts forward both sides of the argument. T1 is written by the supermarket opening these stores / T1 only puts forward positive points.		

	T3 is written by a protest group / T3 is full of emotive language to persuade you to their point of view / The purpose of T3 is to get you to march against flow shops. Accept any other valid explanation.	**(max 3)**	