



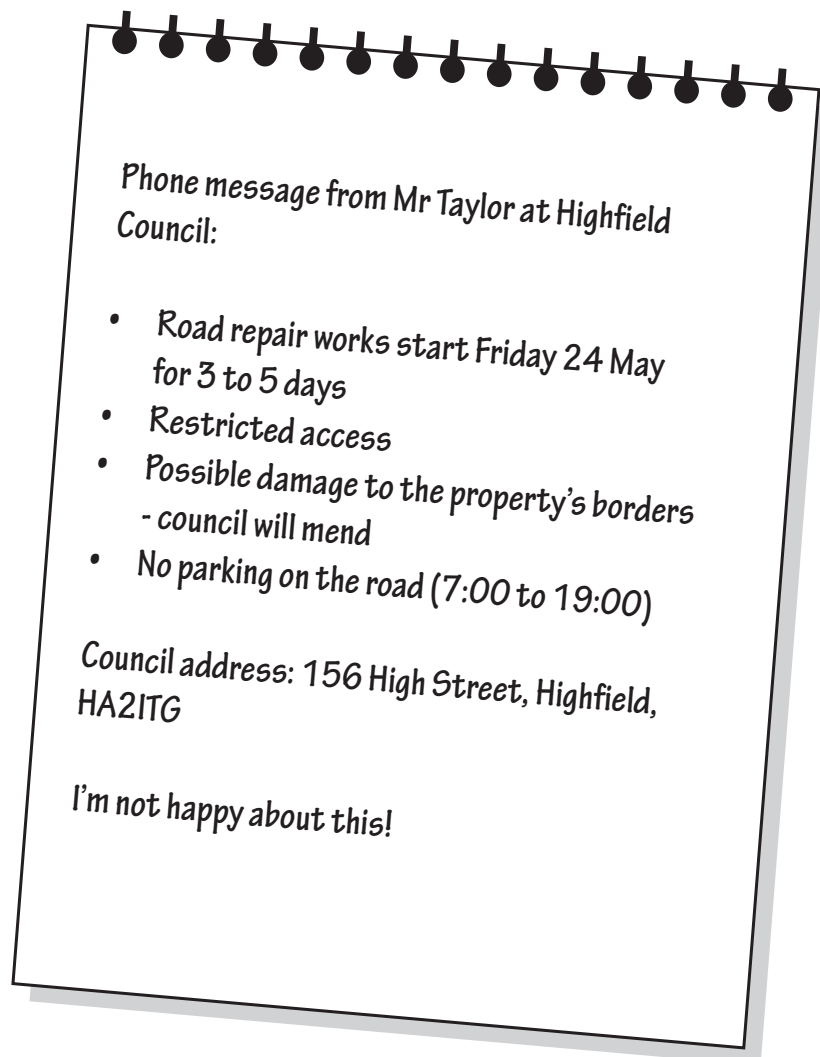
## The Examination

There are **two** tasks. Each task will assess your writing skills. Marks are awarded for:

- spelling, punctuation and grammar
- communication of information, ideas and opinions
- level of detail and appropriateness of length
- format, structure and language
- sentence range and paragraph structure
- clarity of meaning
- meeting the needs of its purpose and the audience

## Task 1

You return home from work and find this note from your housemate:



Write a **letter** to the council opposing the planned work.

You should take approximately **30 minutes** to write the letter.

**Suggested word count 250-300 words.**

**(27 marks)**

You may use this box to write notes or plan your answer. **Important: notes/plans will NOT be marked.**



Write your answer here:

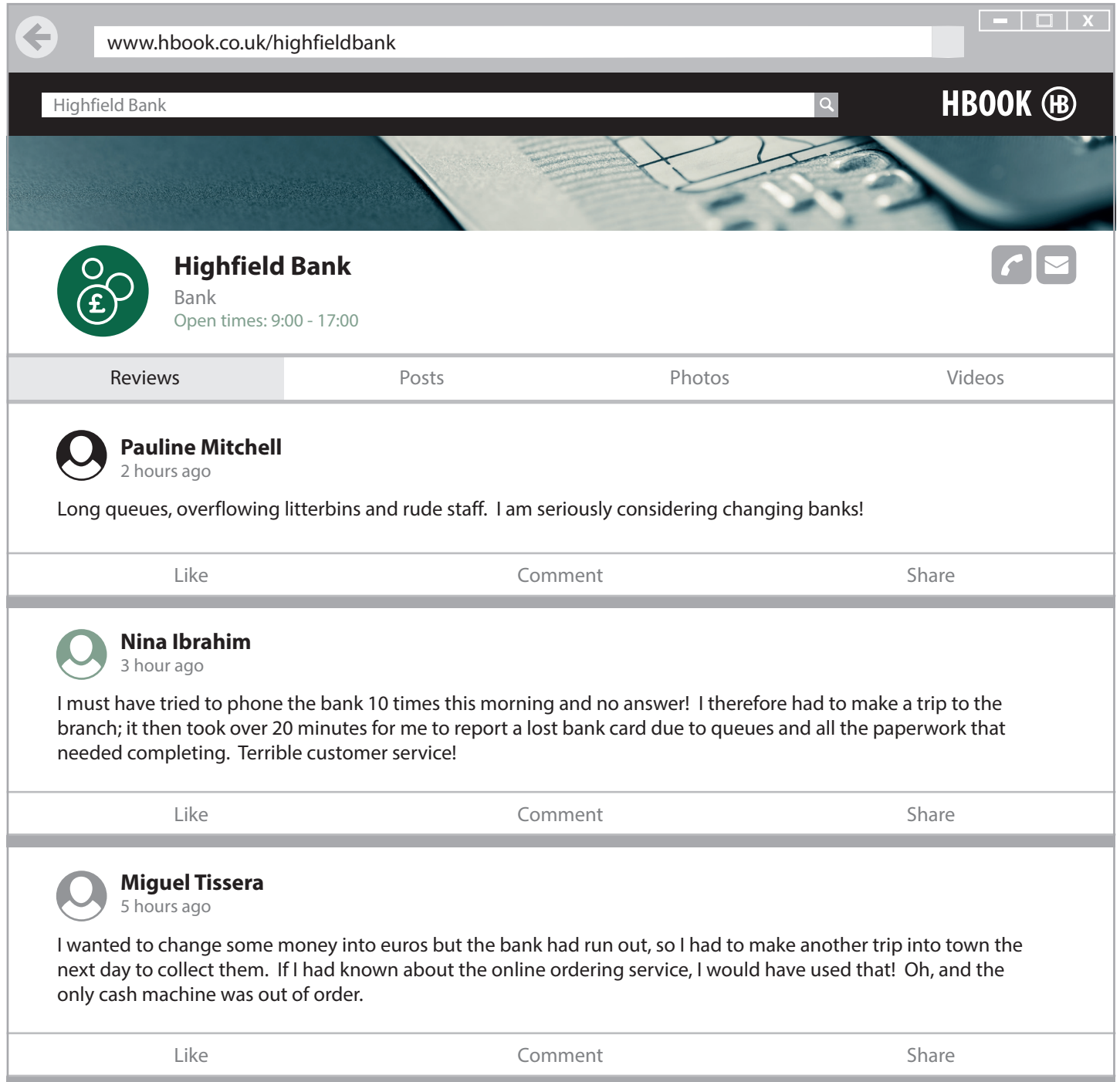


A series of horizontal dotted lines for writing an answer.



## Task 2

You work in the quality assurance department at Highfield Bank. Your manager has asked you to check the customer reviews on social media:



The screenshot shows a social media profile for Highfield Bank. The profile includes a search bar, a header with the bank's name and logo, and a navigation menu with options for Reviews, Posts, Photos, and Videos. Three customer reviews are displayed, each with a profile picture, name, time posted, and text content. Below each review are buttons for Like, Comment, and Share.

**Highfield Bank**  
Bank  
Open times: 9:00 - 17:00

**Reviews** | Posts | Photos | Videos

**Pauline Mitchell**  
2 hours ago  
Long queues, overflowing litterbins and rude staff. I am seriously considering changing banks!

**Nina Ibrahim**  
3 hour ago  
I must have tried to phone the bank 10 times this morning and no answer! I therefore had to make a trip to the branch; it then took over 20 minutes for me to report a lost bank card due to queues and all the paperwork that needed completing. Terrible customer service!

**Miguel Tissera**  
5 hours ago  
I wanted to change some money into euros but the bank had run out, so I had to make another trip into town the next day to collect them. If I had known about the online ordering service, I would have used that! Oh, and the only cash machine was out of order.

Write a **report** for your manager highlighting the issues raised by the customers and recommending actions to improve the bank.

You should take approximately **30 minutes** to complete this task.

**(27 marks)**

You may use this box to write notes or plan your answer. **Important: notes/plans will NOT be marked.**









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For official use only:

	Task 1	Task 2	TOTAL
Marks available	27	27	54
Marker			
2 <sup>nd</sup> line marker			

Marker:	
Date:	

2 <sup>nd</sup> line Marker:	
Date:	



# Level 2

## Writing

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*We listen and respond*