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## NCFE Functional Skills English Level 2 Writing Sample Paper 2

### Sample Answers

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**Activity 1: Write an article for your community action group magazine.**

**(Marks available: 20)**

You're a volunteer for a local community action group.

Recently a local beauty-spot has been vandalised and you have offered to write an article about the incident for the next edition of the group's magazine.

Your article needs to detail the following:

- the incident itself – the who/what/why/when and how
- an appeal to readers to help out with a clean-up operation
- how the community can work together to prevent things like this happening again.

**One** document has been provided which contains useful content for the activity. You may choose to select and use any of the material for your writing.

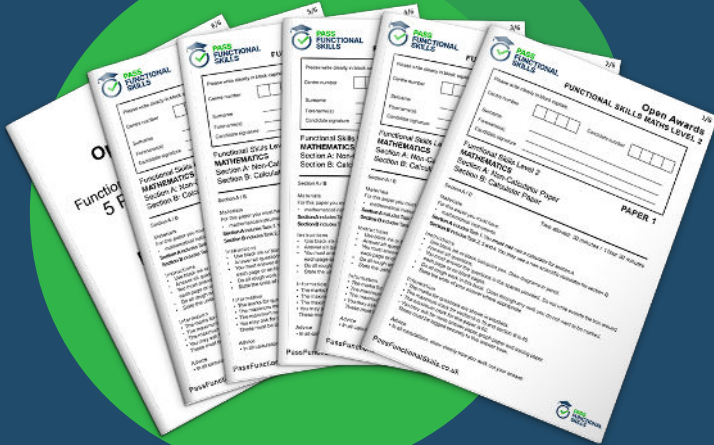
You may also use your own ideas to complete this activity.

**Document 1:** Images of local vandalism

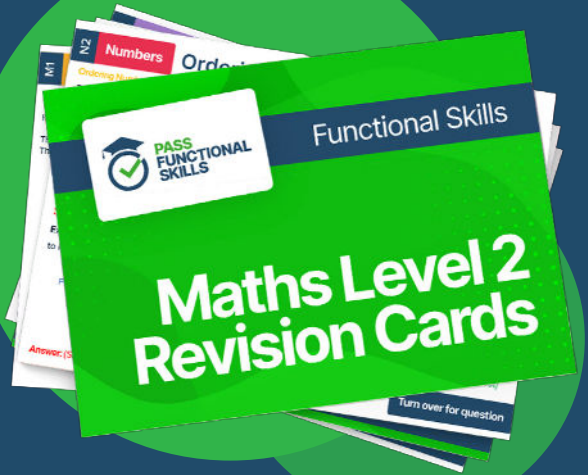




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### Sample Answer- Pass

#### Beloved beauty spot ruined by vicious vandals.

Sadly, our local beachside benches, on the cliffs to the east of the ice cream stand, have been smashed and upturned by vandals. Furthermore, the vandals have also graffitied the benches with offensive messages which currently are unable to be removed without specialist equipment. As if this horrible level of destruction wasn't enough, litter has been scattered throughout the area, posing a serious risk to local wildlife and to young children who may pick up dangerous items.

This article acts as a call to action. Your local community group is calling in specialist cleaners to remove the graffiti and repair the broken benches. We're additionally organising a litter pick on Saturday 19th June to mitigate the damage done by these vandals, with an open invitation to anyone who wants to join us.

An action plan has been devised to prevent this happening again, with anti-criminal signs to be installed and a CCTV camera on the ice cream stand to deter the same people from coming back and wreaking more havoc. More funding for local PCSOs has been discussed and will be brought up at the next council meeting.

#### Word count - 195

#### Examiner comments:

- Gives a fully comprehensive response with clear description and explanation of vandalism incident- what happened, call for action and plan for prevention
- Includes correct formatting and structure including headline, paragraphs
- Persuasive style is used
- 150 words at least in order to reach full marks for SPaG



**Activity 2: Write a letter of complaint to an airline company.**

**(Marks available: 20)**

You recently had to catch an early morning flight for a work meeting.

The flight was delayed for several hours and then it was cancelled with no information given, at any point, as to the reason why. You do not feel that this is acceptable and have decided to complain to the airline.

Write a letter of complaint to the airline company. You should consider how you might persuade them to compensate you.

Address your letter to:


Easi-air Customer Support  
123 Penny Lane  
Liverpool  
LV1 3BH

**Two** documents have been provided. The documents contain useful content for the activity. You may choose to select and use any of the material for your writing.

You may also use your own ideas to complete this activity.

**Document 1:**

## EasiAir CUSTOMER CHARTER




Our pledge to you:

A big smile You can expect open and up-to-date service from all our staff.

Make it Easi We'll make sure you know what to expect at every stage of your trip.

Open and frank We'll always be straight with you and keep you informed at all times.



**Document 2:** Civil Aviation Authority Compensation Chart

AMOUNT YOU CAN GET	
Delay	Compensation per person
3 hours	£400
4 hours +	£600
Source: CAA	

Taken from the following article: [www.theguardian.com/money/2014/apr/28/flight-delays-compensation-ryanair-airlines](http://www.theguardian.com/money/2014/apr/28/flight-delays-compensation-ryanair-airlines)

**Sample Answer -****Pass**

John Smithy  
12 Burchett Street  
Leeds  
LS1 1AA  
19/09/2023

Easi-air Customer Support  
123 Penny Lane  
Liverpool  
LV1 3BH

Dear Sir/Madam,

I am writing to complain about my recent flight with Easi-air from Leeds to Manchester at 4:45am.

My flight was urgent, for an important work meeting with a strict time deadline, and was delayed for 6 hours which resulted in me missing the meeting. **This is unacceptable,** especially considering the level of customer service promised in your website.

Your pledge to customers includes you saying **'we'll always be straight with you and keep you informed at all times'**, but this was the opposite of the service I received. I could hardly locate any staff that were actually present at the airport, and the ones I did find were beyond unhelpful. I was told to simply get a replacement train or find my own way of transportation which I find **absolutely ridiculous.**

In light of this service, **which is in direct contradiction of your customer pledge,** I am asking for compensation. Based on the Civil Aviation Authority's guidance, I am entitled to £600 for the length of my flight delay. **This is all I ask for, despite believing I deserve much more for how much inconvenience I experienced.**

Yours faithfully,  
John Smithy

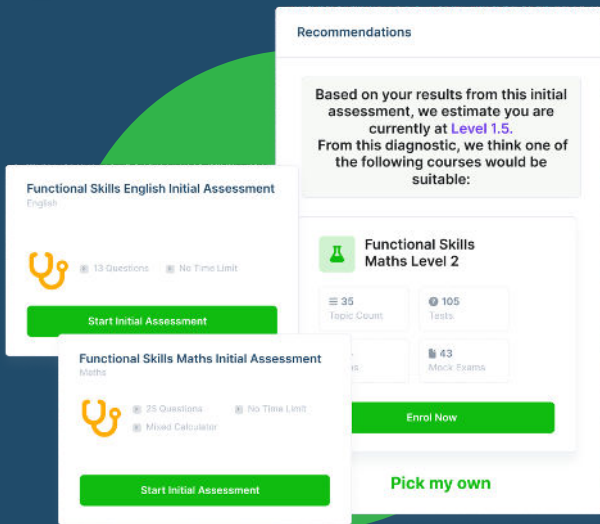
**Examiner comments:**

- Explain why candidate is writing, clear and detailed reasons for their complaint and request provided for compensation
- Appropriate structure and format for a letter e.g address of return and sender
- Persuasive language and tone employed

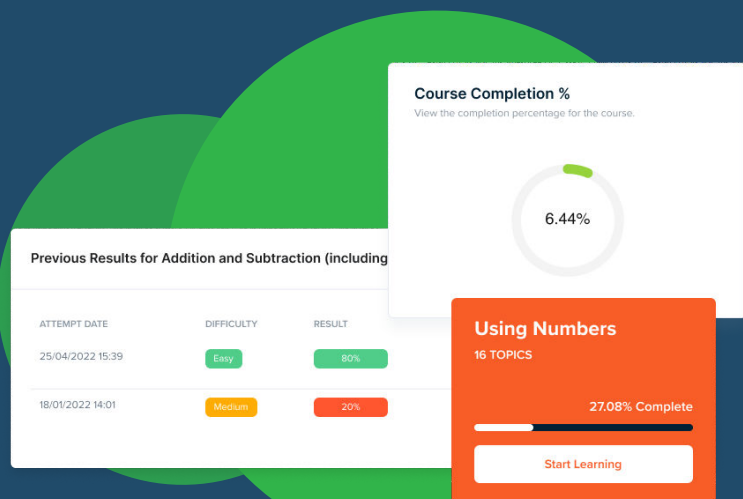
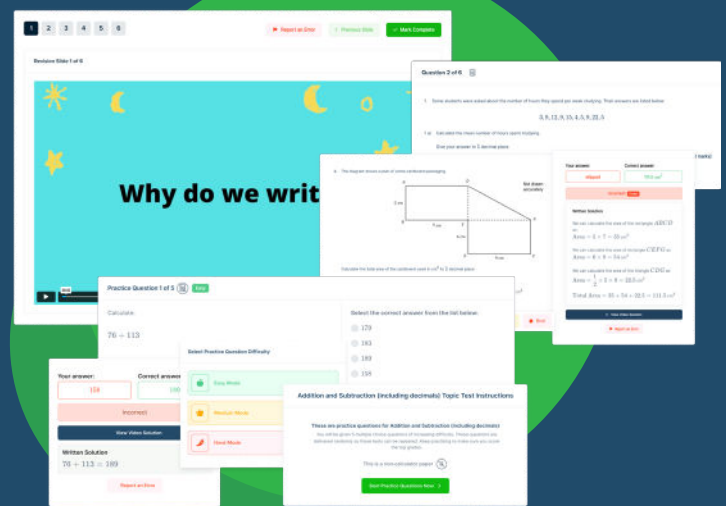


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