

---

## Open Awards Online Functional Skills English Level 2 Writing Exam

### Sample Answers

---


#### SCENARIO


You have recently bought a new television but there are several problems with it.

You have decided to write a letter to the company you bought the television from as emails you have sent have bounced back and you can't find a telephone number for them. You need to explain what the problems are, what you have done so far, ask what advice they would give and suggest what you would like them to do about it.

The address you have is Price Electronics, 221 High Street, Nantavon, NT2 2JJ.

---

Write the letter. 

 30 marks

**Green highlighting** = reference to mark scheme



# FUNCTIONAL SKILLS ONLINE COURSES

- ✓ Your answers are analysed to determine your Current Level
- ✓ Suggested courses for you to enrol on based on your calculated level
- ✓ Always know the level you are currently working at
- ✓ Determine when you are ready to sit your exam

Functional Skills English Initial Assessment  
English  
13 Questions | No Time Limit  
Start Initial Assessment

Functional Skills Maths Initial Assessment  
Maths  
25 Questions | Mixed Calculator | No Time Limit  
Start Initial Assessment

Recommendations  
Based on your results from this initial assessment, we estimate you are currently at **Level 1.5**.  
From this diagnostic, we think one of the following courses would be suitable:

Functional Skills Maths Level 2  
35 Topic Count | 105 Tests  
43 Mock Exams  
Enrol Now

Pick my own

- ✓ Explainer videos on every topic
- ✓ Quick-fire style multiple choice questions
- ✓ Test your knowledge with exam-style questions
- ✓ Written solutions for all questions

Why do we write...

Practice Question 1 of 5  
Calculation  
 $76 + 113 = 189$

Question 2 of 5  
Select the correct answer from the list below:  
129  
183  
189  
194

Written Solution  
 $76 + 113 = 189$

Course Completion %  
View the completion percentage for the course.  
6.44%

Using Numbers  
16 TOPICS  
27.08% Complete  
Start Learning

Previous Results for Addition and Subtraction (including

ATTEMPT DATE	DIFFICULTY	RESULT
25/04/2022 15:39	Easy	80%
18/01/2022 14:01	Medium	20%

- ✓ See your progress through as you progress through each topic area
- ✓ Get your average scores for practice questions, topic tests and mock exams
- ✓ View all practice question, topic test and mock exam attempts over time
- ✓ View historical attempts to analyse your progress over time

Or visit  
[passfunctionalskills.co.uk](https://passfunctionalskills.co.uk)

**Sample Answer - Pass**

John Smithy  
12 Strange Street  
Nantavon  
NT2 2TV

29th May 2020

Price Electronics  
221 High Street  
Nantavon  
NT2 2JJ

Dear Sir/Madam,

I have recently purchased a 52 inch television, with surround sound speakers included, from your company, Price Electronics. Since receiving it, I have noticed several issues with the device, yet I have been unable to contact you on the usual channels of communication, like phone or email.

The problems with the television are as follows: the sound from the speakers is not working, the corner of the screen has pixels missing, the connection to multiple channels is unstable and, every night between 5pm and 7pm, the whole image turns purple!

I have so far attempted to fix the problem by calling and emailing the company and, as I stated above, this was unsuccessful. I have also tried searching each issue individually on the internet to try and solve the problems myself, but to no avail.

I am writing to request advice on how to fix the purple image and screen issues, and to request an engineer be sent to look at the satellite dish connection to avoid further issues with channel connection. If an engineer cannot be sent to fix the television, I would like to request a full refund to be issued as soon as possible.

I look forward to hearing from you,

Yours faithfully  
John Smithy

Word count: 230

**Examiner comments -**

- Appropriate format for letter including sender/ recipient address, date etc
- Spelling is accurate throughout, including specialist words
- Clear and detailed response

SCENARIO ^

You are arranging a work outing to raise money for charity.

You have decided to write a leaflet for colleagues persuading them to come along. You will need to include information about the outing eg costs and dates, how they can take part, and how the outing will raise money for charity.

Write the leaflet. The leaflet should be between 250 and 350 words. 🔖

★ 30 marks

**Sample answer - Pass****Help clean our seas! Charity fundraiser to fund plastic removal on our beaches**

Thousands of tonnes of plastic are dumped in our oceans and waterways every year and the problem **only seems to be getting worse**. The pandemic has resulted in a massive amount of single-use plastic waste being discarded, much of which has ended up in our oceans. This has a drastic effect, not only on wildlife but on humans too; **beaches are becoming unsafe to access because of the high levels of pollution, meaning that your kids could be taking home plastic waste instead of happy memories**. Furthermore, **beloved pets can swallow tiny microplastics that have a devastating effect**.

**Details:**

- Date: 28/05/22- Saturday
- Location: Exmouth Beach
- Time: 10am

We will be completing a litter-pick in this area of outstanding natural beauty, as well as a raffle at the end; prizes include family tickets to a wildlife sanctuary, so you can meet the **adorable animals** you are protecting! The cost of a raffle ticket is **only £3**, and there is a minibus, leaving from bus stop 4 in the centre of town, which will take us to the beach for free. You can take part in either the raffle or the litter pick, but it would be lovely to see people at both, so that we can raise as much money as possible! Not only will this activity help the oceans and beaches, the weather should be good, so it'll be **a fun day out for the whole family!** Pets are very welcome (as long as they are kept on a lead)- **the more the merrier!**

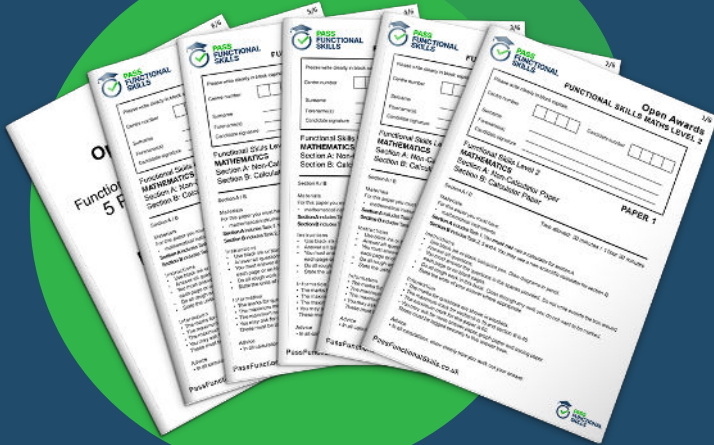
Word count: 269

**Examiner comments -**

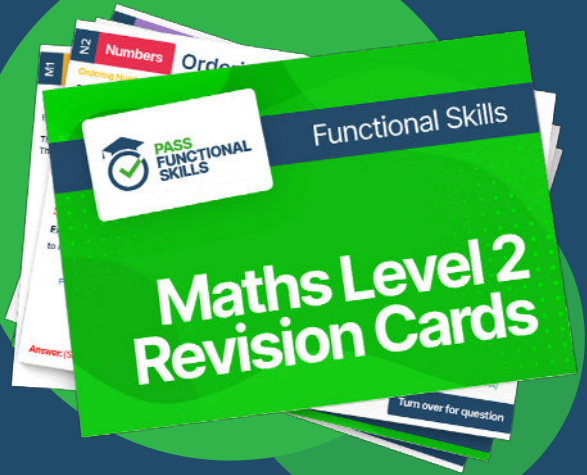
- Uses appropriate language and register suited to the intended audience
- SPaG correct and complex sentences used consistently and accurately
- Appropriate amount of detail to meet needs and purposes of audience



**PASS**  
**FUNCTIONAL**  
**SKILLS**



Functional Skills Maths  
Level 2 Practice Papers



Functional Skills Maths  
Level 2 Revision Cards



Functional Skills English Level 2  
Practice Papers & Revision Cards



Functional Skills Maths  
Level 2 Pocket Revision Guide

Or visit

[passfunctionalskills.co.uk](http://passfunctionalskills.co.uk)