

AQA Functional Skills English Level 1 Writing Sample Paper**Sample Answers**

1 You are a member of the Clinton Park Support Group and receive the following invitation:

We need your help!

We all love our beautiful park, but recently there have been problems with litter, especially in the picnic area. Also, people are taking short-cuts across the flower beds and trampling on the plants.

People have told us that the park is not as enjoyable as it used to be. We need to look at how we can make sure that everyone who uses the park does so responsibly, so that we can all continue to enjoy it.

We want to put up a short notice at the park gates.

Write the notice for the park gates. This notice should:

- have an introduction, setting out what the problems are
- give some helpful rules for people to follow
- be easy to read
- be approximately 80 to 120 words.

Remember to:

- plan your answer
- use correct spelling, punctuation and grammar
- write clearly and effectively.

[6 marks]
[+ 3 marks for SPaG]

Park Notice:

We have noticed that there has been a recent littering issue and damage to property in the park. Read the following information to keep the park a safe and fun space for everyone.

If you are in the picnic area, or anywhere inside the surrounding gates, please put all of your rubbish in the bins located around the park.

Please also note that the flower beds are not to be walked on. Make sure you are using the paths when walking through the park.

To help us, if you see any of the above behaviour, contact us via email: clintonpark@email.co.uk.

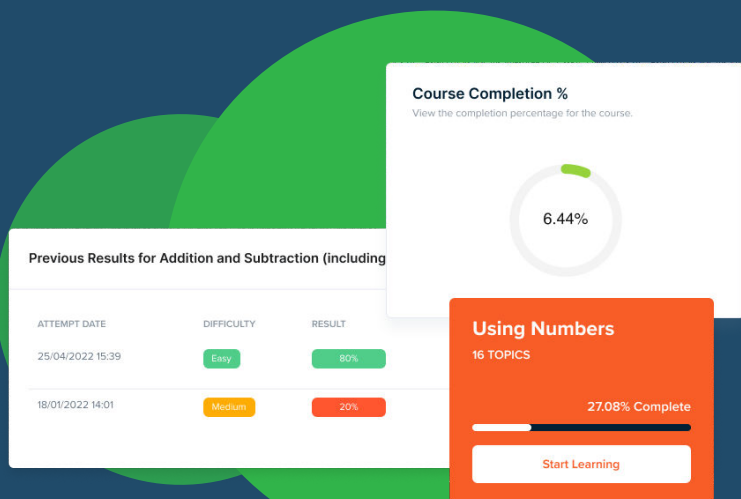
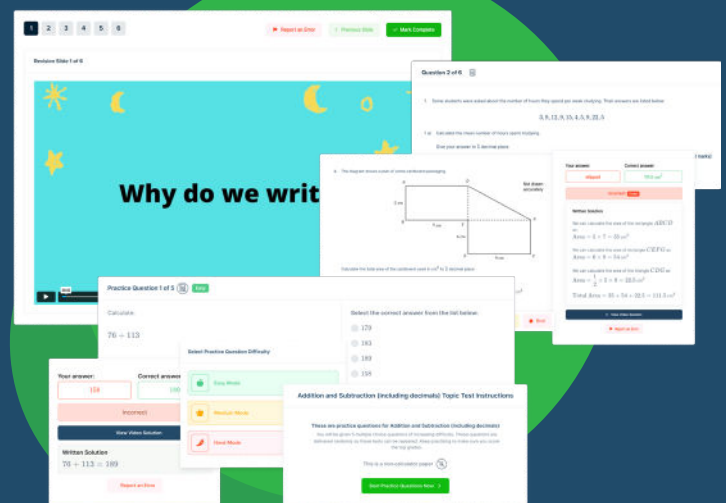


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***Highlighted text** is for important information from the mark scheme

Examiner comments:

- Rules are provided in a clear and straightforward way
- Uses a variety of sentence structures
- Text is logically sequenced to convey meaning

2 You see the following poster about The Local Bus Company:

The Local Bus Company

Go Places!!

Our local bus service has been in this area for 15 years now and we offer the best quality to our customers. Why not buy a weekly ticket and save money? Special rates for students and young people under 25.

Regular service
Always on time
Polite staff
Cleanest buses
Lowest fares

Ideas? Suggestions?
Complaints?
Contact Jamie at:
customercare.buses@email

You have used The Local Bus Company but are not happy with their service. You feel the company does not match the claims in the poster above.

Write an email to Jamie in customer care reporting your experiences and offering ideas for improvement.

You should include:

- what happened when you used The Local Bus Company
- what your feelings were
- what you want The Local Bus Company to do.

Remember to:

- plan your answer
- use correct spelling, punctuation and grammar
- write accurately in sentences and paragraphs.

[9 marks]
[+ 9 marks for SPaG]

To: customercare.buses@email

Subject: Customer complaint

Dear Jamie,

I am writing today to make a complaint about your service.

I have recently started a new job in the town centre and travel via the 37 bus. I quickly realised that if I want to be on time for work, then I would need to leave home two hours before my start time, despite taking twenty minutes by car.

I was late to my first day of work because I trusted the information on your app, which said that the bus would get me there 10 minutes early. After an hour had passed at the bus stop, I had to call work and explain the situation. I felt embarrassed that this was my new boss' first impression of me.

I understand that the traffic is bad during rush hour, but this is no excuse to be waiting for over an hour for a bus that should come every 20 minutes. The drivers are always very polite and kind, but I disagree with your claim that the buses are the 'cleanest'. I went upstairs yesterday and there was a stale milkshake all over the floor. The heat from the bus made the smell very uncomfortable.

I suggest that the Local Bus Company has more buses during rush hour, so that they become more reliable with their time schedule. With more buses, the drivers could also take more breaks, meaning the cleaners will have the opportunity to keep the buses clean multiple times throughout the day.

Thank you for taking the time to read this email.

Best regards,
Sadie

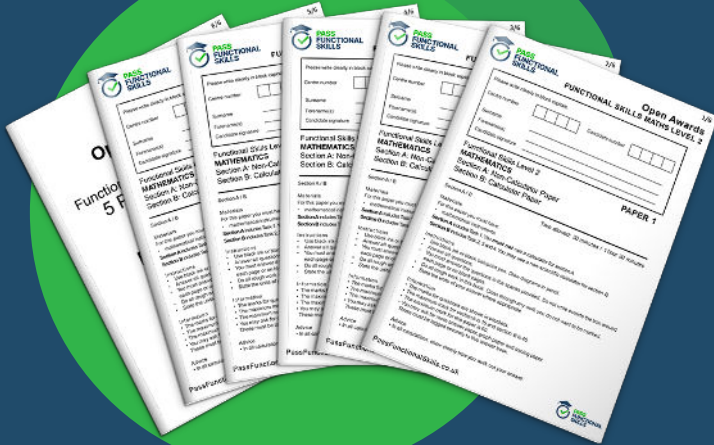
***Highlighted text** is for important information from the mark scheme

Examiner comments:

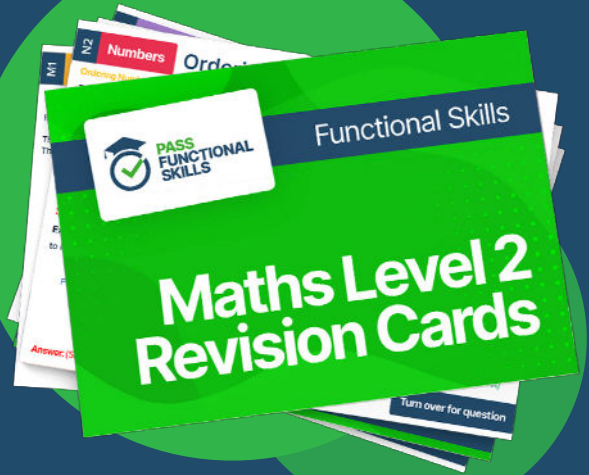
- The writer explains the problems they have with the bus service and is able to communicate their feelings clearly
- A variety of sentence structures are used effectively
- Response is tailored to audience and purpose



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