



PART OF nocn GROUP

**Functional Skills
English Writing Assessment
Level 1**

Learner name

Run ID

Learner signature

Centre

Assessment date

Task	Marks Available	1 st Marker	2 nd Marker
1 - Composition	15		
1 - SPaG	12		
2 - Composition	15		
2 - SPaG	12		
Total	54		
Marker Comments			

Instructions to learners

Check that you have the correct paper.

Please complete the information above.

Use black or blue ink. Do not use a pencil.

You may **NOT** use a dictionary.

There are 2 tasks in this assessment. You must complete **BOTH** tasks.

Total marks available: **54**

You have **1 hour** to complete this assessment.

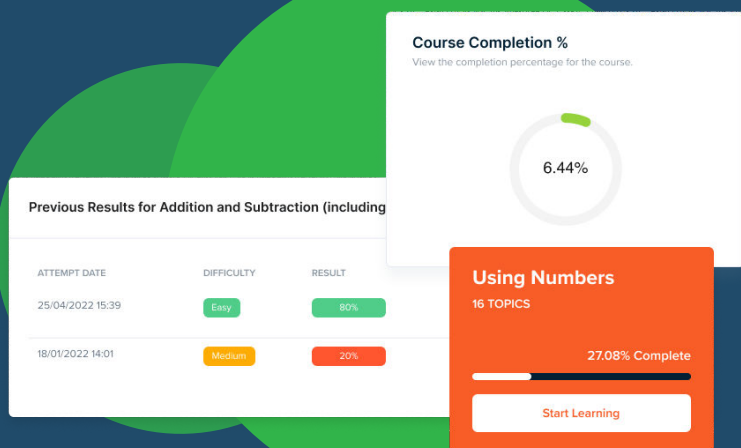
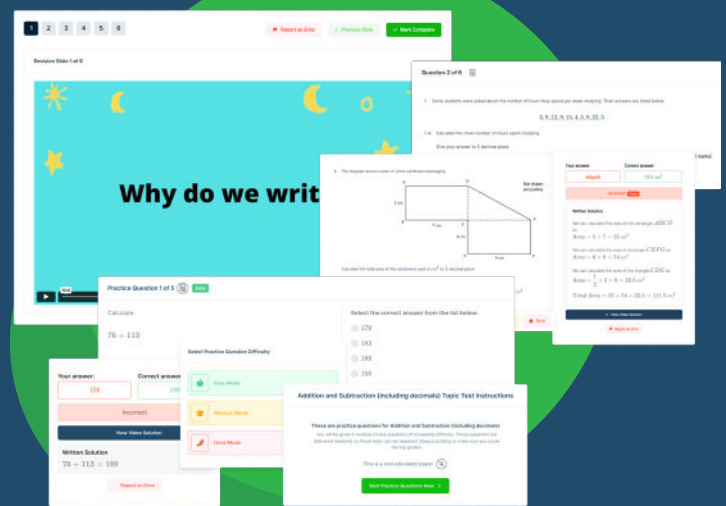


FUNCTIONAL SKILLS ONLINE COURSES



- ✓ 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

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



- ✓ 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

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Task 1

You have recently bought an item from an online store. You have received this email:

Dear Customer,

Thank you for your recent purchase from our company. We're delighted to count you as a customer. Our goal is always to provide our very best product and service so that our customers are happy. It's also our aim to continue improving. That's why we value your feedback.

We would love to hear from you. Please reply to this email so we can learn about any comments or concerns you have. Please leave your feedback on Google My Business onlineshop.co.uk.

Thank you so much for taking the time to provide us with your feedback. It is appreciated and very helpful to us.

Best regards, Ben Tweed, Customer Services.

Write your email reply.

In your email you could:

- describe what you bought and why
- explain why you chose to shop with that company
- review the shopping experience to include quality and price of product, speed and method of delivery, and packaging
- suggest any improvements you would like to see made
- say whether or not you would recommend the company to other online shoppers.

You should include any other details that you think might be relevant.

You will be assessed on:

- Communicating information, ideas and opinions clearly, coherently and accurately
- Communicating with appropriate detail to suit purpose and audience
- Using appropriate format, structure and language for purpose and audience
- Writing consistently and accurately in complex sentences, using paragraphs where appropriate
- Using correct spelling, punctuation and grammar.

(27 marks)

NOCN Functional Skills English Writing
Level 1 Service with a Smile – Reform Sample Paper 1
Assessment Task Sheet



Task 1

Write your email here:

	To...	onlineshop@mail.com
	Cc...	
	Subject	Oak shelving unit review

Dear Ben Tweed,

Thank you for reaching out and enquiring about my recent experience with your company. I purchased an English oak shelving unit, as I have recently renovated my house and I required more storage space in the home office. I selected your company as my colleague purchased a new sofa from you and stated it was the comfiest sofa that she had ever sat on.

Overall, I had a very pleasant shopping experience, as the shelf arrived quickly and I was sent regular shipping updates via email. When the product arrived, I was slightly concerned as the packaging was dented and crushed in one corner.

Thankfully, there was no damage to the product inside and the shelving unit was truly beautiful! The tones of the wood are absolutely delightful and match the product description on your website. My only issue with the item was the assembly guide, as I found this to be rather basic and had to watch some video tutorials online to complete the building process. Therefore, I would reccomend that you include more detailed instructions, as this will reduce any problems when other customers are



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Task 1 Continued

putting the product together.

I am pleased with my experience and I will make sure to
recommend your company to my friends, as I love the shelf.

I am very thankful for the services, your attention to customer
satisfaction is absolutely brilliant.

Kind Regards,
Jennifer Smith

Task 2

Your college is planning to hold an Open Evening to give possible students an idea of what college life is all about. Visitors will get the chance to chat with current students, meet the staff and discover the range of different courses and careers open to them.

Your tutor has asked you to prepare a brief welcoming speech for the groups of visitors who are interested in enrolling on your course of study.

Write the speech that you will give.

In your speech you could:

- introduce yourself and what you do
- explain why you chose this college and course
- describe what the course involves
- explain what you hope the course will lead to
- describe the wider experience and benefits of being a student in this college.

You should include any other details that you think might be relevant.

You will be assessed on:

- Communicating information, ideas and opinions clearly, coherently and accurately
- Communicating with appropriate detail to suit purpose and audience
- Using appropriate format, structure and language for purpose and audience
- Writing consistently and accurately in complex sentences, using paragraphs where appropriate
- Using correct spelling, punctuation and grammar.

Write between 200–250 words.

(27 marks)

Task 2

Write your speech here:

Good evening ladies and gentleman, I am thrilled to welcome you to Blakely College Open Evening. My name is Sarah and I am a current student on the English Language course. I chose to study at Blakely, as it is known as one of the best colleges in my local area and their English course is widely celebrated. I decided to enrol on the English Language course, as I love to learn about different accents and styles of speech. In the first term, you will be able to learn about a range of different theories, the history of the English language and also about how we teach second languages within a school environment. In the second term you will complete a group project, selecting one accent and creating a presentation about different features of the accent. I really enjoyed this project, as it gave me the opportunity to make lots of new friends.

I think that the course will help me to prepare for my apprenticeship, which will involve working with children who are struggling to speak English. So far, the course has taught me lots of new skills that are needed for clear communication. I am very optimistic about my future, thanks to the support I have recieved from the English department.

I would highly recommend Blakely College. The staff are very supportive and the on-site gym has lots of brand new equipment. The food in the canteen is also very tasty and the menu has lots of vegetarian options.



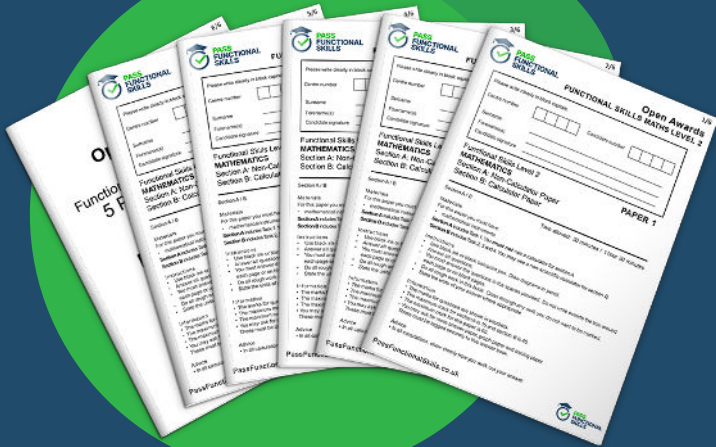
END OF ASSESSMENT

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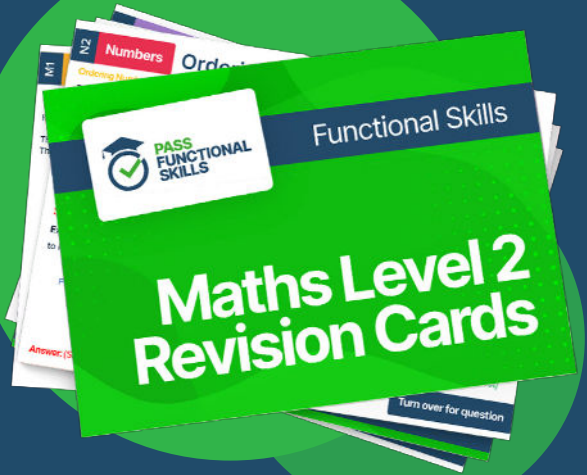
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