

Functional Skills Level 1 English Writing Sample Paper 1



A City & Guilds Group Business

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Worked Example - borderline

Question 1

Your task: write a report for people who are not technology experts explaining how technology (for example mobile phones, internet, social media, apps) benefits society.

In your report you may wish to include the following points:

- technology in personal life
- technology in business
- technology in the world as a whole
- what life could be like without modern technology.

(27 marks)

Suggested word count 200 – 250 words.

Technology benefits society in many ways, it helps people out from everywhere in the world. For instance mobile phones mean people can talk anywhere in the world or they can use apps like Facetime so you can see the person you are talking to. However there are some downsides to mobile phones because people are addicted and spend too much time looking at their phone. This can make accidents happen if they are walking in the street and step on the road without looking.

Business also benefits from technology because they use it every day. Computers are used in business all the time and they cannot function without. All jobs use computers. Today they also use social media to talk to customers and sell their products. The government also uses technology to measure things and keep data on everybody. They also have a website where people can do things like pay bills and tax cars and look up things they need to look up, and they can report noisy neighbours if they are annoying.

Everywhere in the world uses technology. We can fly to other countries using technology in airplanes. Even boats use technology to get to one place to another and even cars. These days new cars have

sat navs that tell us directions where to go if we dont know where we are going.

The world would be a lot different if we did not have technology. No one would be able to talk to each other and we wouldn't know what is going on in the world. I think it is better we have technology.

Question 1	Band 4	Band 3	Band 2	Band 1	
	Consistently	Most of the time	Some of the time	Limited	
Communicates information, ideas and opinions clearly, coherently and accurately		✓			
Writes text of appropriate detail and length	✓				
Uses appropriate format, structure and paragraphing			✓		
Writes with accurate complex sentences and uses appropriate language			✓		
Overall band	Band 3				
Composition Marks	(12-15)	(8-11)	(4-7)	(0-3)	9

Question 1	Consistently accurate at appropriate level 4 marks	Accurate most of the time 3 marks	Accurate some of the time 2 marks	Limited accuracy 1 mark	Insufficient evidence 0 marks	
Spelling			2			
Punctuation			2			
Grammar			2			
SPaG Total						
SPaG mark + composition mark						15

Sample Paper 1 – Level 1 – Worked Example – Borderline

Commentary

Composition falls into band 3. The candidate has written a response of appropriate length and covers the relevant detail (irrespective of errors in sentence construction, grammar, etc). The information is communicated relatively clearly, with some coherence and accuracy. However, the candidate's use of appropriate language and their accurate construction of complex sentences are relatively weak. Similarly, format and structuring of the report are weak. There is no evidence that suggests the candidate knows the correct format of a report or how to internally structure it. The response would benefit from the use of a title and subheadings.

Spelling, punctuation and grammar are accurate only some of the time. There are frequent spelling errors, many grammar errors and very little evidence of accurate punctuation use beyond sentence demarcation.

Question 2

You buy a new computer from a shop in town, A-Z Technology Supplies. It stops working soon afterwards. When you contact the shop they are unhelpful, do not offer to repair or exchange it or give a refund.

Your task: write a letter of complaint to the shop manager. In your letter you should explain

- why you are writing
- what is wrong with the computer
- how the shop responded when you contacted them
- what action you would like the shop to take.

The person to write to is Mr Peter Jeffries, Managing Director, A-Z Technology Supplies, London Road, Manchester, M10 7JP.

Include all relevant details in your letter.

(27 marks)

Mr Peter Jeffries
Managing Director
A-Z Technology Supplies
London Road
Manchester
M10 7JP

Dear Mr Jeffries

I am writing to you to complain about a computer I brought from your shop. I brought it on Saturday the 12th and today is the 21st and it has stopped working. The problem is that it has completely frozen until I switch it off at the plug. Then I can start it again but after five or ten minutes it is frozen again and I cannot switch it off except that I switch it off at the plug. I then switch it on again and the same thing happens.

I took it back to your shop and explain the problem to the staff but they has said it is not there problem and they can not do anythink about it and I should take it to the mannerfacterer who will have to sort it out. When I said that is unfair and that it is the shops responsiblity your staff was just ruder and not very helpfull at all. I would of expected better from you. I think you should of replaced my computer with a new one because it was so new and I brought it from your shop. If you don't replace it you should offered to reparaie it for nothing because it was not me who broke it. It was obviusly broken when I brought it from you. I look forward to your reply and if I dont hear from you I will take this further and complain to the paper and on websites and soical media about you and you will loose alot of customers.

Yours faithfully

T Jones

Question 2	Band 4	Band 3	Band 2	Band 1	
	Consistently	Most of the time	Some of the time	Limited	
Communicates information, ideas and opinions clearly, coherently and accurately		✓			
Writes text of appropriate detail and length	✓				
Uses appropriate format, structure and paragraphing			✓		
Writes with accurate complex sentences and uses appropriate language		✓			
Overall band	Band 3				
Composition Marks	(12-15)	(8-11)	(4-7)	(0-3)	10

Sample Paper 1 – Level 1 – Worked Example – Borderline

Question 2	Consistently accurate at appropriate level 4 marks	Accurate most of the time 3 marks	Accurate some of the time 2 marks	Limited accuracy 1 mark	Insufficient evidence 0 marks	
Spelling				1		
Punctuation				1		
Grammar		3				
SPaG Total						5
SPaG mark + composition mark						15

Overall mark for question 2	15
Overall mark for question 1	15
FINAL MARK	
	30

Commentary

Once again, the overall composition band is band 3. The candidate has not included any personal details on the letter so the company would not be able to respond. Although the content is clear, and covers most of the relevant detail, it is not functional without some way for the shop to respond to the letter.

This lack of detail is also penalised when format and structure are considered as the candidate has not demonstrated full knowledge regarding how to correctly lay out a formal letter. In addition to the missing sender's address, there is no date and the valediction is incorrect. Although the candidate has included one paragraph break, there are three instances where further paragraph breaks should have been included.

The language choice and register are generally justifiable, and the candidate has employed a range of sentence structures, including complex sentences.

Spelling is relatively weak, with errors in some regular words and irregular words. Even though some are typing errors, they are still regarded as spelling errors. Punctuation usage is limited to sentence demarcation. There is no evidence that the candidate can use commas to separate clauses or use apostrophes to denote omission or possession. Grammar errors are also present, although there is some evidence of good control of tenses and correct subject-verb and verb-tense agreement.