

# Functional Skills Level 1 English Writing Sample Paper 1



A City & Guilds Group Business

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**Worked Example – good pass**

## 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 and it's benefits to society

This report will look at the benefits given to society by technology. In particular it will cover the following four areas:

- Technology in personal life
- Technology in business
- Technology in the world as a whole
- What life would be like without modern technology

Personal life is help by technology. Mobile phones are the most common form of technology available and most people own a phone, some people don't but they are few and far between. Phones allow people to do all sorts of things including communicate with other's, texting, checking emails, surfing the internet and many other things.

Businesses could not survive without technology, they would be at a disadvantage to all other competitors, they have to use technology. Computers are transformed the way we do business. They allow buisnesses to do almost everything including advertising, running

websites, communicating with costumers, paying their staff and many other tasks.

The world has benefitted from technology because richer contries can help poorer contries fight diseases and provide things for the people such as water, electricity and safe places to live. On the other hand technology has also caused a lot of suffering in the world because it is technology that has allowed contries to make weapons and bombs used in wars.

It is hard to imagine life without modern technology. Technology is here forever and cannot be foergotten. Working without computers would be much slower because businesses would have to write letters and wait for replies or use the telephone more. Individuals would not be able to commubnicate instantly with other people and friends and relatives without going to see them. The cars on the road would be very simple and would not have things like satelight navigation. It would be a worser place for everyone.

<b>Question 1</b>	<b>Band 4</b>	<b>Band 3</b>	<b>Band 2</b>	<b>Band 1</b>	
	<b>Consistently</b>	<b>Most of the time</b>	<b>Some of the time</b>	<b>Limited</b>	
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 4				
Composition Marks	(12-15)	(8-11)	(4-7)	(0-3)	14

Sample Paper 1 – Level 1 – Worked Example – Good Pass

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		3				
Punctuation			2			
Grammar	4					
SPaG Total						9
<b>SPaG mark + composition mark</b>						<b>23</b>

Commentary

There is strong composition evidence. The candidate has answered the brief well, covering all the suggested points to a satisfactory degree of detail. The piece is approximately 300 words long. The format and structure are well handled, and the use of language is appropriate for the text type and audience. Complex sentences are used when appropriate and, punctuation errors notwithstanding, are generally well formed.

The candidate has demonstrated good use of commas to separate items in a list; however, there are several instances of a comma splice. There is also an incorrect use of an apostrophe and little evidence that commas can be used to separate clauses.

Grammar is consistently accurate, and spelling can be seen to be accurate most of the time.

## 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)**

15 Merchant Way  
Romney End  
Stanton  
ST12 3YH

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

15/04/2020

Dear Mr Jeffries,

I am writing regarding a laptop computer I bought from your shop only 3 weeks ago. It is model number 056894. It is made by Assure Computers and cost me £499.99

Unfortunately it has stopped working and I am unable to fix it. This started about two weeks ago. The problems seem to be with the on

and off button. When I press the button nothing happens. I have to press it many times before it switches on. When it eventually works the battery charge is always very low so I have to have it plugged in all the time which is not very good for a laptop.

I took it back to your shop but the staff told me they couldn't help and were not responsible for fixing it or providing me with a new one. This really surprised me and I am sure that your shop does have a duty to help me. I thought you might like to know about how your staff are treating customers.

I would be grateful if you could look into this for me and send me a reply to the above address about what can be done. At the very least I would expect to be offered a free repair and if that cannot be done I think you should give me a brand new computer.

I look forward to hearing from you very soon.

Yours sincerely,

S Michaels

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 4				
Composition Marks	(12-15)	(8-11)	(4-7)	(0-3)	15

Sample Paper 1 – Level 1 – Worked Example – Good Pass

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		3				
Punctuation			2			
Grammar	4					
SPaG Total						9
<b>SPaG mark + composition mark</b>						24

Overall mark for question 1	23
Overall mark for question 2	24
<b>FINAL MARK</b>	47

Commentary

The composition is strong. Format and structure are appropriate to a formal letter, and paragraphing is well controlled. The language is appropriate at all times, allowing for a coherent, clear, appropriately detailed letter to be written.

Spelling is accurate most of the time and grammar is consistently accurate. The weakest of the three elements is punctuation. The candidate has strong evidence regarding sentence demarcation; however, the candidate is unable to accurately use commas to separate clauses. An apostrophe and commas after the salutation and valediction have been used correctly.