

Functional Skills

English – Writing

Entry Level 3

Set 4

External Assessment



Time allowed: 1 hour

Learner Name										
Date Of Birth										
Unique Learner Number (ULN)										
Centre Name										
Today's Date										

Do not open the paper until you are told to do so.

Please read the following carefully before you begin this assessment:

- All of the details in the box above **MUST** be completed
- Check that your paper is the correct level and the correct subject
- All papers **MUST** be handed in at the end of the assessment
- You **MUST NOT** take assessment papers outside the assessment room
- You will need a blue or black pen
- You may use a dictionary
- You should try to answer all questions on this assessment paper
- Allow time to check your answers before the assessment ends
- Work through the paper steadily dividing your time between questions

Paper Information:

- There are **2** tasks to complete
- Maximum marks available are **16**
- You have a total of **1 hour** to complete all questions on the assessment paper

For Marker's Use	
Tasks	Mark
Task 1 (8)	
Task 2 (8)	
Total (16)	

Task 1

(8 marks)

You recently received bad customer service in a shop and you would like to email to complain.

A) Plan

Write **a brief outline** of what happened. How did it make you feel? How could this be avoided in the future? What would you like to happen now?

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B) Write your email of complaint.

You should use the main points from your plan.

C) Check your email for accuracy and make corrections.

To: customerservice@shop.co.uk

RE: Complaint

Dear Sir/Madam

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Task 2

(8 marks)

The **local newspaper** is introducing a new, improved **entertainment section**.

They have asked readers to **submit reviews** on movies, television programmes, video games, books, music, theatre or any other performances, which readers have **seen or read recently**. You decide to submit a review.

A) Plan

Write a **draft outline** of your review, explaining **what you are reviewing** and **why**, **what you thought** about it, and **any other key points** that you think will be of interest to readers.

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B) Write your review

You should **introduce the subject** of your review and **outline the key points** about it, and also **give your views** about it and whether you would **recommend** it.

C) Check your description for accuracy and make corrections.

A large rectangular box containing 15 horizontal dotted lines for writing.

A large rectangular area with a solid black border, containing 20 horizontal dotted lines spaced evenly down the page, intended for writing.

End of assessment