



NCFE Level 2 Functional Skills Qualification in English (603/5054/4)

Reading

Paper Number: **Sample Assessment Materials**

Time allowed: **1 hour**

Learner instructions

- Use black ink.
- Answer **all** questions.
- Read **each** question carefully.

Learner information

- The maximum mark for this paper is 30.
- You will need access to a dictionary.

Do not turn over until the invigilator tells you to do so.

Please complete your details below.

Learner name:

Centre name:

Learner number:

Centre number:

Text 1

www.faretravel.biz/news

F Journey planner Services and timetables Tickets Locations **News** Help

Travel just got smarter with the FareTravel Bus app

Our FareTravel Bus app takes the hassle out of public transport. As your tickets get sent straight to your phone, you'll never need to queue for tickets again!

Getting started

1. Make sure you have access to the internet.
2. Download the FareTravel Bus app to your smartphone.
3. Choose your location, select and purchase a ticket. Your ticket will remain in your 'digital wallet' in the app until you activate it.
4. Activate your ticket just before you get on the bus.
5. Show the ticket on your phone to the bus driver.



Tickets made easy

Buy tickets in seconds, with fewer clicks, anytime, anywhere! Choose from a range of options to suit your needs, such as day savers, season tickets and family passes.* Not travelling straight away? No problem! With the FareTravel Bus app, you can purchase and retrieve your tickets digitally, making travel even more convenient.

Track your bus

With more accurate real-time information and our live interactive map, you will always know where your bus is. Running late? There's no need to worry, as you'll see exactly how long you have to wait for the next bus.

Plan smarter

Do you have somewhere you need to get to? Our journey planner maps out the quickest routes and shows you all the bus stop locations, so you'll know exactly where you're heading and how long it will take. Simply enter your destination to view route options and discover which of our bus services can get you there. You can save all your favourite journeys, services and stops.

Committed to sustainability

Going paperless eliminates the need for printing tickets and materials ending up in landfill after use. Therefore, by choosing the FareTravel Bus app, you're making a greener choice for the planet and minimising your carbon footprint. [Download the FareTravel Bus app](#) today and discover why we're the best in the business.

FareTravel: getting there, together.



Low battery?

You must be able to display the ticket on your phone screen to show the driver when boarding the bus. The fare is non-refundable. If your phone battery is flat, you will be unable to retrieve your digital ticket and will need to pay the driver for the journey you wish to make.

* At this time, you cannot buy a disabled person's bus pass using the app, and we recommend contacting your local council. Click [here](#) for more information.

Section 1

This section has a possible **11 marks** available.

Questions 1 to 8 are about Text 1. Make sure you refer to Text 1 when answering these questions.

Answer all questions in the spaces provided.

- 1** Give **one** way that Text 1 says digital tickets benefit the environment. **[1 mark]**

- 2** Give **two** quotations from Text 1 that suggest that the bus app will save passengers time. **[2 marks]**

1.

2.

- 3** According to Text 1, who should you contact about a disabled person's bus pass? **[1 mark]**

4 In Text 1, what is implied by the phrase, 'takes the hassle out of public transport'? [1 mark]

5 Identify whether **each** of the following quotations from Text 1 is an example of an **instructional** or a **persuasive** style. [2 marks]

Quotation	Instructional or Persuasive
Choose your location, select and purchase a ticket.	
As your tickets get sent straight to your phone, you'll never need to queue for tickets again!	

6 What problem does Text 1 warn readers to be aware of if using the app? [1 mark]

7 Give **one** quotation for each of the following features used in Text 1.

(a) Rule of three

[1 mark]

(b) Rhetorical question

[1 mark]

8 What does the word 'retrieve' mean, as used in Text 1?

You may use a dictionary to help you answer this question.

[1 mark]

Please turn over for the next question.



Olly's Blog

My first and last bus journey using the FareTravel Bus app

Yesterday was my first day at college and, thanks to FareTravel Buses, it was a complete catastrophe! Things started out OK, and I planned my journey in advance so I wouldn't have to worry about it in the morning. Using the app's journey planner, I figured out that I needed to leave home at 8 am and catch the 28E bus at Carter Street to arrive at college on time.

On Monday morning, I checked the app on my phone. I was able to track the bus on its journey using the interactive map. I felt really relaxed getting ready for college, knowing that the bus was safely on its way.

I left home at 8 am as planned and headed towards Carter Street, optimistic and stress-free, despite the dark clouds gathering overhead. When I arrived at the bus stop, I checked my phone one last time and 'activated' my ticket ready to show to the driver.

Well, I was horrified to find that the bus I'd been following had disappeared from the screen! I refreshed the page. However, the bus was nowhere to be seen. I don't know how many times I hit refresh. Anyway, I got the same result – no bus to track. 😞

8.10 am came and went: still no bus. I was now becoming more than slightly stressed. I checked the app again and again. I dropped my mates a text to let them know I'd be late. And then it started to rain...

By the time a 28E bus finally arrived I was soaked through. I couldn't show the driver my online ticket as my phone's battery had now died. I can't believe they don't have some kind of charging device on the bus for this! Luckily, I had some cash on me so I could get on the bus. Unfortunately, it was all the money I had. At least I had a bottle of water to enjoy at lunchtime. I would think about how to get back home later. 😞

By now, I was feeling extremely sorry for myself. The bus was packed full like a tin of sardines, with passengers standing over one another, staring into their phones. I spent the entire journey stood up, dripping wet and miserable.

The app totally messed up. I'll be leaving a review on their website; no doubt they will be inundated by the volume of dissatisfied customers venting their frustration.



Comments  

Section 2

This section has a possible **10 marks** available.

Questions 9 to 13 are about Text 2. Make sure you refer to Text 2 when answering these questions.

Answer all questions in the spaces provided.

- 9** According to Text 2, what is the first thing that goes wrong in the app for Olly?

[1 mark]

- 10** What is the meaning of the word 'optimistic' as used in Text 2?

You may use a dictionary to help you answer this question.

[1 mark]

Please turn over for the next question.

11 Use Text 2 to answer the following.

(a) Identify the language feature used in this quotation:

‘The bus was packed full like a tin of sardines’

[1 mark]

(b) Find **one** example of alliteration:

[1 mark]

Answer (two words only):

12 Which **two** of the following quotations from Text 2 are examples of informal language?

[2 marks]

A By now, I was feeling extremely sorry for myself

B However, the bus was nowhere to be seen

C I dropped my mates a text

D I left home at 8 am as planned

E The app totally messed up

Answer 1 _____

Answer 2 _____

13 Use Text 2 to answer the following.

Olly's phone battery goes flat. Give **two** ways he is affected.

[2 marks]

1. _____

2. _____

For the following question, you will need to refer to Text 1 **and** Text 2.

14 Identify **two** things Olly did using the app in Text 2 that are mentioned in Text 1.

[2 marks]

1. _____

2. _____

Please turn over for the next question.

Lanborne Mail

FareTravel Bus blame a lack of footfall for the closure of Lanborne's main bus ticket office

By Pat Hargreaves

There has been a huge increase in online shopping in the UK, and customer and passenger behaviour has changed, with 80% of the population making online purchases in 2024. This figure is set to rise to 87% by 2027*.



FareTravel Bus Managing Director, Trisha Molumby, sees bus passengers adopting similar habits. 'More passengers are now using their mobile phones for journey planning, ticketing, and real-time tracking of buses. It makes sense for us to focus on updating these features. The FareTravel Bus app, for example, makes bus travel incredibly easy for everyone.'

However, not all passengers have access to the internet. And Molumby's view that 'the FareTravel Bus app is the best thing since sliced bread' may be hard to take. Some, like Matt Harrison, feel devastated about the loss of personal contact with ticket office staff. Whilst he knows people who do get their tickets online, Harrison lacks confidence using a smartphone and feels nervous about buying tickets online. 'The ticket office is a lifeline to many. We rely on the staff. How will we get assistance or information now?'

Molumby would not comment on the closure or possible job losses. She remains optimistic about the shift to digital, 'Digitalisation is the future. The FareTravel Bus app has everything you need in one place. Also, with fewer tickets being bought in person, ticket office staff would be better deployed elsewhere.'

Despite the many advantages of technology, ticket offices remain a vital accessibility feature, including the ability to feel safe. Here at Lanborne Mail, we will keep you informed about any news from FareTravel, who are likely to make an announcement in the near future.

* Research data taken from *Customer and Commerce UK (2025)*

Section 3

This section has a possible **9 marks** available.

Questions 15 to 20 are about Text 3. Make sure you refer to Text 3 when answering these questions.

Answer all questions in the spaces provided.

- 15** Apart from buying tickets, give **one** other benefit of the ticket office for passengers mentioned in Text 3.

[1 mark]

- 16** Text 3 includes facts and opinions.
Identify **two** facts about passengers.

[2 marks]

1.

2.

- 17** Give **two** quotations that show Trisha Molumby is biased about the FareTravel Bus app.

[2 marks]

1.

2.

18 What does the writer of Text 3 imply when she says Molumby's view 'may be hard to take'? **[1 mark]**

- A** It is aggressive
- B** It is enthusiastic
- C** It is insensitive
- D** It is unclear

Answer _____

19 Where did the writer of Text 3 get their information about customer behaviour? **[1 mark]**

20 Which word **best** describes the tone used in Text 3? **[1 mark]**

- A** Challenging
- B** Conversational
- C** Enthusiastic
- D** Objective

Answer _____

For the following question, you will need to refer to Text 2 **and** Text 3.

21 Which **one** of the following statements about Text 2 **and** 3 is correct?

[1 mark]

- A** Both texts encourage readers to purchase tickets online
- B** Both texts explain the impact of the FareTravel Bus app on passengers
- C** Both texts give information about purchasing tickets online
- D** Both texts instruct passengers on how to use the FareTravel Bus app

Answer _____

[Total: 30 marks]

This is the end of the external assessment.

This page is intentionally left blank.

This page is intentionally left blank.

To be completed by the examiner	Mark
Section 1	/11
Section 2	/ 10
Section 3	/ 9
TOTAL MARK	/ 30