



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

NCFE Level 2 Functional Skills Qualification in English: Reading

Paper number: P001740

Mark Scheme v1.0

Pass Mark: 16

Section 1

1	Which section refers to workplace values in Document 1?		[1 mark]
	Answer: <ul style="list-style-type: none"> • Tip 5: Uphold standards (1) 	1	02.16
2	What is the meaning of the word 'observing', as used in the 'Uphold standards' section? You may use a dictionary to help you answer this question.		[1 mark]
	Maximum 1 mark from: <ul style="list-style-type: none"> • following / keeping (1) • conforming to (1) • respecting. (1) Accept any other valid meaning in the context of the text.	1	02.15
3	Use Document 1. Give one example of how someone on a work placement could affect their colleagues in a negative way.		[1 mark]
	Maximum 1 mark from: <ul style="list-style-type: none"> • being late (1) • leaving early (1) • not sticking to break or rest times (1) • complaining or moaning. (1) Accept similar wording. Direct quotes are not necessary for the marks to be awarded. Accept any other valid response that has come from the text.	1	02.11
4	Give one reason why the writer has used bullet points in the text.		[1 mark]
	Maximum 1 mark from: <ul style="list-style-type: none"> • to provide a list of where the reader can find further help / advice (about workplace behaviour) (1) • to show the range of possible support for the reader (1) • to instruct readers on how to deal with unfair behaviour. (1) Accept similar wording. Do not accept reasons that are not related to the text.	1	02.16

Section 2

7	Give two words that best describe the style of writing in Document 2.	[2 marks]
	<p>Maximum 2 marks from:</p> <ul style="list-style-type: none"> • informative (1) • formal (1) • official. (1) <p>Accept any other valid style identified.</p>	2 02.19

8	Give one fact and one opinion from Document 2.	
	a) Fact	[1 mark]
	b) Opinion	[1 mark]
	<p>a) Fact</p> <p>Maximum 1 mark from:</p> <ul style="list-style-type: none"> • (QUART has been) a business since 1983 (1) • (QUART is) a family-run business (1) • (QUART were) award winners (for Quality in Customer Services) (1) • 92% of customers reported a positive QUART experience. (1) <p>b) Opinion</p> <p>Maximum 1 mark from:</p> <ul style="list-style-type: none"> • The team is happy and dedicated (1) • Quality is what QUART's first-class reputation is built on (1) • We always treat colleagues and customers with unrivalled respect and courtesy (1) • (Quart has an) unchallenged reputation. (1) <p>Accept any other valid fact / opinion from Document 2.</p>	1 02.18 1

9	Use Document 2. Give two reasons an employee might use the QUART People Portal.	[2 marks]
	<p>Maximum 2 marks from:</p> <ul style="list-style-type: none"> • for information on company health and safety policies (1) • to read the Chief Executive’s blog (1) • to learn more about their successes at the Motor Industry Awards. (1) <p>Accept similar wording. Direct quotes are not necessary for the marks to be awarded.</p>	2 02.11

10	Use Document 2. What organisational feature has been used to emphasise QUART’s successes in customer care?	[1 mark]
	<p>Maximum 1 mark from:</p> <ul style="list-style-type: none"> • (special) display box (1) • text box. (1) 	1 02.16

11	<p>What is the meaning of the word ‘key’, as used in the final paragraph of Document 2?</p> <p>You may use a dictionary to help you answer this question.</p>	[1 mark]
	<p>Maximum 1 mark from:</p> <ul style="list-style-type: none"> • major (1) • important (1) • crucial. (1) <p>Accept any other valid definition.</p>	1 02.15

Section 3

12	<p>Which word best describes the tone of DrewDesigns' contribution in Document 3?</p> <p>A Argumentative B Objective C Optimistic D Supportive</p>		[1 mark]
	<p>Answer:</p> <p>D Supportive (1)</p>	1	02.19

13	<p>In Document 3, contributors use language features to express their opinions.</p> <p>Identify the language feature used in each of the following quotations:</p> <p>a) '...a mere hundred years ago.'</p> <p>b) '...dull, drab and dreary!'</p>		[1 mark]
	<p>a) '...a mere hundred years ago.'</p> <p>Maximum 1 mark from:</p> <ul style="list-style-type: none"> • humour/sarcasm (1) • hyperbole. (1) <p>b) '...dull, drab and dreary!'</p> <p>Maximum 1 mark from:</p> <ul style="list-style-type: none"> • rule of three (1) • alliteration. (1) <p>Accept any other valid reason.</p>	1	02.14
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14	<p>In Document 3, JaredD uses inference to show what he thinks about work clothes.</p> <p>Give two examples of what you could infer from JaredD's contribution.</p>		[2 marks]
	<p>Maximum 2 marks from:</p> <ul style="list-style-type: none"> • that people should worry less about making a first impression (1) • that employers value other qualities more than what you wear (1) • wear what you want / feel comfortable in (1) • that it is more important to focus on demonstrating qualities. (1) <p>Accept similar wording / any other valid response.</p>	2	02.13
15	<p>Give two reasons why Matth thinks students should wear professional clothes on their work placement.</p>		[2 marks]
	<p>Maximum 2 marks from:</p> <ul style="list-style-type: none"> • it will help them to secure a job/ to make a positive impact (1) • it might affect their grade / course marks (if they don't). (1) <p>Accept similar wording / any other valid response. Do not accept answers relating to Matth's personal experience.</p>	2	02.18

Section 4

<p>16</p>	<p>Compare the views of LiliaL in Document 3 with the views expressed in Document 1, giving examples from each text.</p> <p>In your answer you should also:</p> <ul style="list-style-type: none"> • identify at least one textual feature • identify the purpose of each text. 		<p>[3 marks]</p>
	<p>(one of the following) The learner's response will:</p> <ul style="list-style-type: none"> • have some mention of at least one view expressed by LiliaL in Document 3 AND one of the views expressed in Document 1, but limited implicit comparison and no consideration of how these views are conveyed (1 mark) • compare at least one view expressed by LiliaL in Document 3 and one of the views expressed in Document 1, with some explicit comparison, with limited consideration of how these views are conveyed in at least one document, eg LiliaL thinks that employers don't care what you wear whereas in Document 1 the writer thinks what you wear at work is very important, using facts to back up their opinion (2 marks) • have a clear and explicit comparison of views expressed by LiliaL in Document 3 and Document 1, with examples from both sources, eg Document 1 says that 'looking professional is of utmost importance', using facts: '3 out of 5 workers injured at work were not wearing the correct protective clothing' and direct address: 'it is your responsibility' but in Document 3 LiliaL suggests employers are more interested in personal qualities, using personal experience / metaphor eg 'My tutor received a glowing report about me from the manager.' (3 marks) <p>Do not accept responses that are sourced from Document 2. 0 marks should be given for no awardable content.</p>	<p>3</p>	<p>02.12</p>
<p>17</p>	<p>Analyse all three documents and explain which one is the most formal.</p>		<p>[4 marks]</p>
	<p>(one of the following) The learner's response will:</p> <ul style="list-style-type: none"> • make a clear choice but only consider the one document selected, eg Document 2 is the most formal as it is a company email, with a formal address (eg 'Dear Employee'). Limited explanation given for choice (1 mark) • make a clear choice considering only the document selected and one other, eg Document 2 is the most formal. It is from a company HR department, that is setting expectations for employees, using a serious tone and instructive language (eg 'Employees should quote for services based on a thorough examination of the vehicle', 		

	<p>‘ensure that you carry out your workplace tasks in a timely manner’). Document 1 is not as formal. It does give some expectations for employees (eg ‘It is your responsibility to look after it and report any problems with the equipment’) but there is a chatty style at times (eg ‘Good luck!’). Reasonable explanation given for choice, although some reasoning may be implicit (2 marks)</p> <ul style="list-style-type: none"> • make a clear choice considering all three documents, eg Document 2 is the most formal. It is from a company HR department, that is setting expectations for employees, using a serious tone and instructive language (eg ‘Employees should quote for services based on a thorough examination of the vehicle’, ‘ensure that you carry out your workplace tasks in a timely manner’). Document 3 is the least formal because a number of the contributors use colloquialisms such as ‘Hiya’ and ‘for sure’. Document 1 is not as formal as Document 2 but is more formal than Document 3. It gives tips on workplace behaviour and expectations. It is informative and instructive at times but also adopts a friendly tone: ‘contact us for free advice’ and there is a chatty style at times: ‘Good luck!’ Choice supported by reasonable explanation (3 marks) • make a clear choice considering all three documents in detail. Document 2 is the most formal. It is from a company HR department, that is setting expectations for employees, using a serious tone and instructive language (eg ‘Employees should quote for services based on a thorough examination of the vehicle’, ‘ensure that you carry out your workplace tasks in a timely manner’). It is presented as a formal email, addressing the recipient as ‘Dear Employee’ and provides information and facts that add validity to the content: ‘92% of customers report...’ Document 3 is the least formal. Most contributors use an informal style, such as LiliaL’s emoji and StudentFaisal and DrewDesigns’ use of colloquialism. The use of personal experience and metaphor, such as ‘My tutor received a glowing report about me from the manager’, lower the level of formality, as does exaggeration: ‘since I first started hairdressing, a mere hundred years ago.’ Document 1 gives tips on workplace behaviour and expectations. It is informative and instructive at times but also adopts a friendly tone: ‘contact us for free advice’ and there is a chatty style at times: ‘Good luck!’ This chatty style is sustained through use of question and direct address: ‘Has anyone ever told you to...?’ There is a comprehensive explanation, supported by examples. (4 marks) <p>0 marks should be given for no awardable content.</p>	4	02.17
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[Total: 30 marks]