

The Examination

There are **two** tasks. Each task will assess your writing skills. Marks are awarded for:

- spelling, punctuation and grammar
- communication of information, ideas and opinions
- level of detail and appropriateness of length
- format, structure and language
- sentence range and paragraph structure
- clarity of meaning
- meeting the needs of its purpose and the audience

Task 1

You return home from work and find this note from your housemate:



Phone message from Mr Taylor at Highfield Council:

- **road repair work starts Friday 24th May for 3 to 5 days**
- **restricted access**
- **possible damage to the property's borders**
- **no parking on the road (7AM to 7PM).**

Council address. 156 High Street, Highfield, HA2 1TG

Write a **letter** to the council opposing the planned work and explaining how the work will affect you.

You should take approximately **30 minutes** to write the letter.

Suggested word count 250-300 words.

(27 marks)

You may use this box to write notes or plan your answer.

Important: notes/plans will NOT be marked.

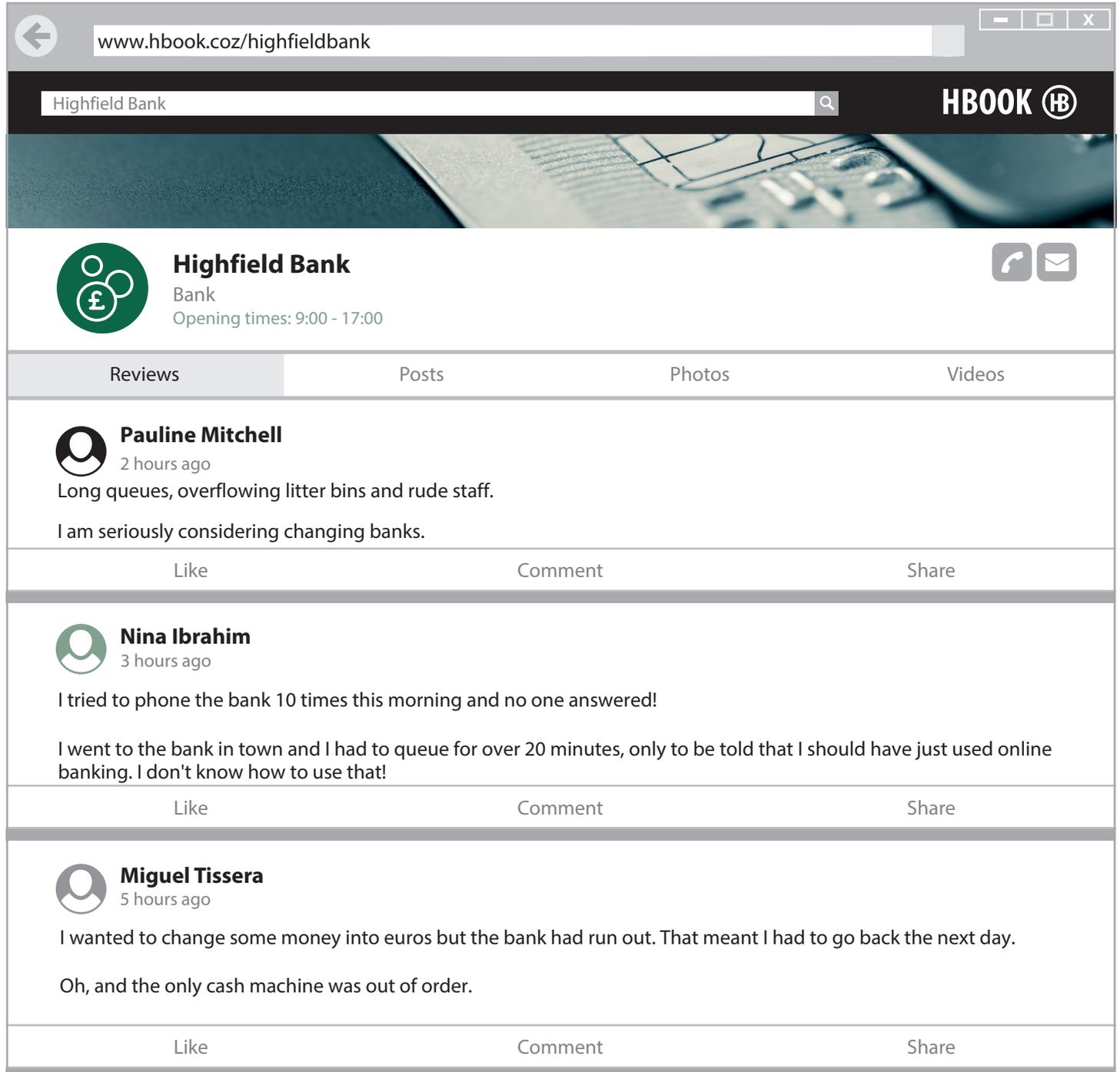


Blank area for writing notes or planning an answer.

Task 2

You work for Highfield Bank.

Your manager has asked you to check the customer reviews on social media:



The screenshot shows a browser window at www.hbook.coz/highfieldbank. The page header includes a search bar with 'Highfield Bank' and the HBOOK logo. The main content area displays the Highfield Bank profile with a green circular logo containing a pound sign and the text 'Highfield Bank Bank Opening times: 9:00 - 17:00'. Below the profile are four tabs: 'Reviews', 'Posts', 'Photos', and 'Videos'. Three reviews are visible:

- Pauline Mitchell** (2 hours ago): Long queues, overflowing litter bins and rude staff. I am seriously considering changing banks.
- Nina Ibrahim** (3 hours ago): I tried to phone the bank 10 times this morning and no one answered! I went to the bank in town and I had to queue for over 20 minutes, only to be told that I should have just used online banking. I don't know how to use that!
- Miguel Tissera** (5 hours ago): I wanted to change some money into euros but the bank had run out. That meant I had to go back the next day. Oh, and the only cash machine was out of order.

Each review has 'Like', 'Comment', and 'Share' buttons below it.

Write a **report** that explains the issues raised and recommends improvements.

You should take approximately **30 minutes** to complete this task.

(27 marks)

You may use this box to write notes or plan your answer.

Important: notes/plans will NOT be marked.



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Write your answer here:



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For official use only:

| | Task 1 | Task 2 | TOTAL |
|-----------------------------|--------|--------|-------|
| Marks available | 27 | 27 | 54 |
| Marker | | | |
| 2 nd line marker | | | |

| | |
|---------|--|
| Marker: | |
| Date: | |

| | |
|------------------------------|--|
| 2 nd line Marker: | |
| Date: | |



Level 2

Writing

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We listen and respond