

Example marked candidate responses

ESOL Skills for Life (QCF) – Level 2

Below are two examples of candidate responses to the ESOL Skills for Life Level 2 writing test followed by the marks and rationales from the marker.

All names and personal data have been changed or removed.

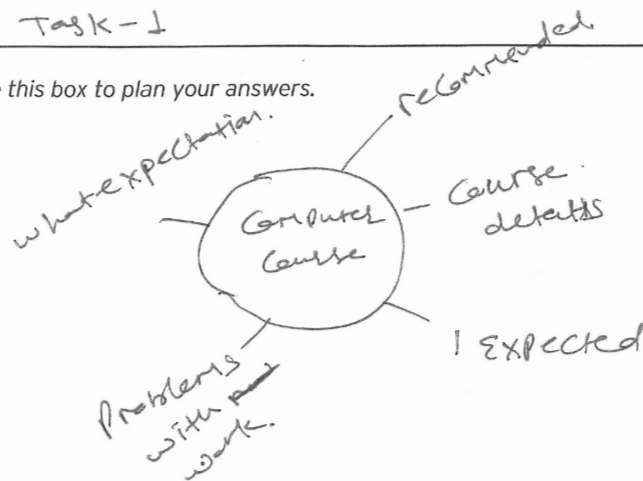
Candidate 1 (fail)

Planning section

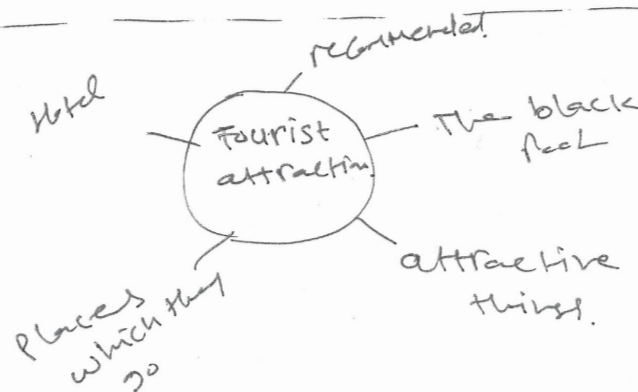
For this exam you must show you know how to plan your writing. Use this section to plan your answer to one or two of the tasks in this exam paper. Remember, you **must** plan at least one answer in this box.

Task - 1

Use this box to plan your answers.



Task 2



Level 2 – Writing

Task 1

Your company recently paid for you to go on a computer course. Your manager has asked you to report on the course by completing the form below. Use the notes to write your answer.

Write about 250 words in total for the form.

COURSE DETAILS	I EXPECTED....	PROBLEMS
Word-processing	Advanced functions	Too basic - not useful
Databases	Basic use	Too fast - difficult to understand
Email communication	Advanced	No problems - good
Course tutor	Knowledgeable and experienced	Friendly, but this was his first course!

REPORT ON COURSE	
Name of employee	
Job title	NUSURY NURSE
Department	Sure Start.
Course completed	Email Communication
Outline your expectations of the course	
<p>I am writing to inform you about our Company recently paid for us to go on a Computer Course.</p> <p>Firstly, Our Company has recently paid for our to go on a Computer Course. Our Company will be start on these courses in next month. The word-processing, Databases, Email Communication and Course tutor.</p>	

NB The form continues overleaf

Turn over page

Level 2 – Writing

Outline your experience of the course

I would like to expected these Courses are experience to our Company has needed because we need you have experience of the Courses. Firstly, is expected Advanced functions have word processing to experience. Databases has experience of the Course how to Basic use.

Next Email Communication our Company expected Advanced to your experience of the Course.

The last Course is tutor Course our Company expected to your knowledgeable and experienced.

Would you recommend this course to others?

I would like to recommend this Courses to others because these Courses are important to every employee because our Company recommend, these Courses are new upgrade data available. We know that too basic and this is not useful of our Company new data coming. At the moment, Database we know that Basic use but now our Company has found too fast - difficult to understand. Email Communication is Advanced on internet ^{so} its good on problem. The Course tutor we need good knowledgeable and experienced friend.

Signed

Date

02/07/15

Level 2 – Writing

Task 2

Write a review about a local tourist attraction for your college website.

Write about 250 words. *where tourist attracted
The Black Pool isn't?*

One of the best place about a local tourist attraction for 'The Black Pool'. There are many tourist come there. There is a big place around the beach area and there are many hotels there. Every tourist come in especially in the summer and they spend whole holiday there because they book the hotel there. There is a different equipment there.

Secondly, There are many hotels there for they stayed there. The hotel room are wide and spacious. The room are clean and fresh air. Every hotel building is front of the beach.

There are many shops and supermarket there. The beach side there are all around tourist come there. They spend time with their children with enjoy. There are different kind of equipment there. These children and elder spend time excellent.

Next, There is a different kind of shops there which they buy anything.

Turn over page

Level 2 – Writing

There are many restaurants there all
tourist are take meat and vegetrain
and non-vegetrain.

The blackpool is very popular place.
These are very crowded in the summer
season. There are people come mostly
in the summer and they spend time there
enjoy.

There are also more attractive things
there. where they come and enjoyful
spend time there. Museum, art gallery etc.

I would like to recommend this place
because this place is very popular here.
Many tourist come there in summer
vacation. I also went there with my
family. My children too much enjoyed there.
There is a different equipment for
the children and also different rides for
elders. There are nice and comfortable
hotels are available. where you stay and
feel relax there. In future, if I get a chance
again I will definitely go there with my
family and stay there.

Level 2 – Writing

Task 3

You recently had to travel by train to an important work meeting. There were problems with the journey. Write a letter to the train company, explaining what went wrong and telling them what action you want them to take.

Write about 200 words.

Dear sir/madam,

I am writing ^{your} to ~~your~~ attention about my problem. Recently, I had to travel by train to an important work meeting.

Recently, I had to travel by train to an important work meeting. When I caught the train I have faced many problems because the train did not arrive on time. I have attend to an important work meeting at 9am but I did not catch the train on time.

Firstly, I have faced many problem with the journey because before the train I caught 8.10 o'clock but time table showed the time is 8 o'clock I waited at half hour. When I caught the train. The train service was not good. The train was full of

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Level 2 – Writing

passengers and it was not space there but I managed and I still stand there and the train took many stoppers and on passenger get off but or passenger get in. So it was very crowded there.

Next, I have many face many problem in this journey. I sat in wallball to Birmingham. But my journey was very horrible. When I reached in office. I did not attend half an hour for my meeting because ^{the} meeting started on time. I felt very shame for myself because this meeting was very important to me.

Finally, yesterday I called your office department one office employee received my phone and I discuss the matter with him. He said he sort out this matter but I did not find response to my favour. So if you do not hear with in five days. I will file complaint with the appropriate consumer agency and ^{consider} my legal alternative.

I look forward to hearing from you as soon as possible
Yours faithfully

Level 2 – Writing

Task 4

You have passed your driving test and want to tell your friend your good news. Write an email to your friend, telling him or her how you feel, and suggest what you could do together to celebrate.

Write about 50 words.

The screenshot shows an email client window with a menu bar (File, Edit, View, Insert, Format, Tools, Message, Help) and a toolbar with icons for Send, Cut, Copy, Paste, Undo, Check Spelling, Attach, Priority, Sign, Encrypt, and Offline. The email fields are filled with: To: a.person@email.com, Cc: (empty), and Subject: My news. The body of the email is handwritten on lined paper.

Hi Kim,

How are you? I hope all is well with you and your family.

I am writing to an email about I have passed my driving test yesterday. When I passed the driving test I felt very good and relax because before I felt very nervay and Secred but now I feel happy.

On next Saturday, I'm Planning to go celebrate these happy moment^{with} together. I know that you like Italian food. we could go to Grino's pizzas. It's very tasty and delicious.

If you're free and you would I like to come and we could spend time very happily.

Hope to see you on Saturday,

Take Care

End of exam

Candidate 1 marks and rationale

Assessment criteria		Mark (out of 4)	Rationale
Whole paper – plan text			
1.1	Plan text for a specific purpose	2	There is some evidence of planning relating to two tasks but the first plan is just reiteration of the form headings, the plans are not detailed enough, they are not entirely relevant, and they are only followed loosely.
Task 1 – form			
2.1	Produce content which meets the purpose effectively	1	The communicative purpose is not fulfilled because most parts of the form are completed incorrectly. The form starts as if it is a letter, and neither expectations nor experience of the course are outlined as required.
2.2	Use language effectively	1	Although formal register has been selected appropriately, there is a lot of repetition and lifting from the rubric. The text does not construct effective arguments and causes substantial strain on the reader.
2.3	Structure text coherently for purpose	1	There is some attempt at using paragraphs and discourse markers to order and sequence information, but their use is ineffective and does not facilitate the reading process.
2.4	Use grammar correctly	1	There are no correct sentences in the text. Language of the level is not attempted and there are severe errors below the level including sentences without verbs. The text causes a substantial strain to the reader.
2.5	Use punctuation correctly	2	The range of punctuation marks is limited to full stops and commas but these are used fairly accurately throughout the text.
2.6	Spell words accurately	1	Most of the words in the text are taken from the rubric. The candidate's own words are spelt correctly but are sometimes used incorrectly and are too basic to meet the minimum criteria. There is no evidence of collocation or specialist lexis.
3.1	Complete a form with complex features correctly	1	The candidate has not produced a clear account. There is no awareness of the need to act on complex instructions: the candidate has confused 'expectations' and 'experience.'

Assessment criteria		Mark (out of 4)	Rationale
Task 2 – review or article			
2.1	Produce content which meets the purpose effectively	2	The candidate has misunderstood the phrase 'tourist attraction' and instead wrote about a tourist town. Also, there is some degree of repetition and limited understanding that unimportant information should be deleted. However, on the whole the communicative purpose of this review has been met.
2.2	Use language effectively	2	A semi-formal style appropriate for a review has been adopted fairly consistently throughout the text. However, this criterion is met only minimally as the text is repetitive and lacking in stylistic devices associated with a review.
2.3	Structure text coherently for purpose	1	Although paragraphing is evident, the use of discourse markers is inconsistent, there is a lot of repetition, the text is not always sequenced logically and there is a lack of linguistic features that would aid sequencing and coherence.
2.4	Use grammar correctly	1	There is some, albeit limited, control of the language below the level. Grammatical range is restricted which makes the structures highly repetitive: for example, the word 'there' is repeated 34 times.
2.5	Use punctuation correctly	1	The range of punctuation marks is limited to full stops and commas. There are errors with their use including lack of capitalisation after full stops.
2.6	Spell words accurately	2	Although the candidate has demonstrated little knowledge of common idioms, collocations and colloquialisms, the vast majority of words used are spelled consistently accurately.

Assessment criteria		Mark (out of 4)	Rationale
Task 3 – letter or email			
2.1	Produce content which meets the purpose effectively	2	This criterion has been met minimally: although the candidate has explained what went wrong on the journey, they failed to tell the addressee what action they want them to take. Also, there is some degree of repetition and limited understanding that unimportant information should be deleted.
2.2	Use language effectively	2	A formal style appropriate for a letter of complaint has been adopted fairly consistently throughout the text despite some exceptions, ie some informal, emotive language (<i>horrible, sort out</i>). However, there is also a great deal of repetition which takes away from the strength of the argumentation.
2.3	Structure text coherently for purpose	2	Although paragraphing is consistently good and there is some attempt at using discourse markers to sequence information, these are not used with a high degree of control. Also, the ordering of information is confusing in places. For example, the third paragraph reiterates the information from the first and extends the information from the second. Therefore, the criterion is only met minimally.
2.4	Use grammar correctly	1	There is some control of the language below the level but also many errors with tense use, sentence structure and word order which are expected to be used with a degree of mastery at Level 2 so this criterion has not been met.
2.5	Use punctuation correctly	2	The range of punctuation marks is limited to full stops and commas but these are used fairly accurately throughout the text.
2.6	Spell words accurately	2	Although the candidate has demonstrated little knowledge of common idioms, collocations and colloquialisms, the vast majority of words used are spelled consistently accurately.
Task 4 – email or online message			
2.1	Produce content which meets the purpose effectively	3	The candidate has produced an email, as required, which is appropriately opened and closed off, and addresses all parts of the task. The only missing element is an invitation for the addressee to respond to the email which, although not required in the rubric, is implicitly expected in any correspondence. The text is also considerably over length.
2.2	Use language effectively	3	The email uses very generic semi-formal style which is generally appropriate but could be further emphasised by a more consistent use of contractions and less structured discourse.

Candidate 1 achieves a total score of 36 out of 88 (fail).

Candidate 2 (pass)

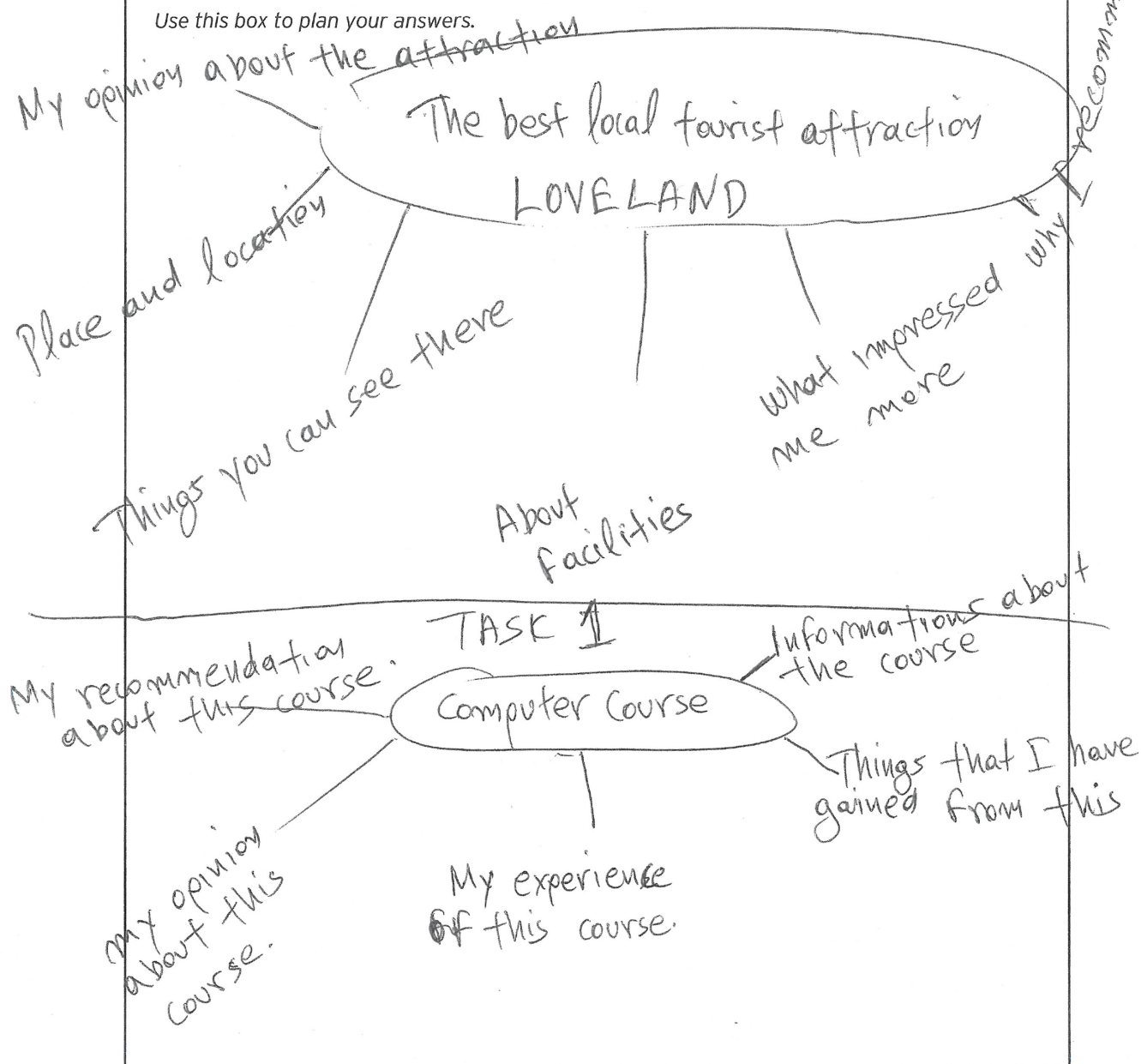
Level 2 – Writing

Planning section

For this exam you must show you know how to plan your writing. Use this section to plan your answer to one or two of the tasks in this exam paper. Remember, you **must** plan at least one answer in this box.

TASK 2.

Use this box to plan your answers.



Task 1

Your company recently paid for you to go on a computer course. Your manager has asked you to report on the course by completing the form below. Use the notes to write your answer.

Write about 250 words in total for the form.

COURSE DETAILS	I EXPECTED....	PROBLEMS
Word-processing	Advanced functions	Too basic – not useful
Databases	Basic use	Too fast – difficult to understand
Email communication	Advanced	No problems – good
Course tutor	Knowledgeable and experienced	Friendly, but this was his first course!

REPORT ON COURSE	
Name of employee	
Job title	CATERING MANAGER
Department	CAMPUS
Course completed	COMPUTER
Outline your expectations of the course	
<p>I am writing this form, to inform you about the computer course that I followed recently. During this course, I trained about many things. The word processing My tutor Jenny Phillips, gave her 100% to teach us about: Word-processing, Databases, and how to communicate using the email method. which demonstrates it in our days is the new way of work</p> <p>After all these things that I gained following this course, I believe that I am more capable than before, to do my job better.</p>	

NB The form continues overleaf

★ which is the new way of communication in our days and ~~be~~ followed by all ~~most~~ professionals, regardless of their work position.

Turn over page

Level 2 – Writing


Outline your experience of the course

This course is very useful to anyone who wants to work as good professional. The tutor ^{was} the best tutor I have ever had. I learned many things and I dare to say that after this course I feel more confident. ~~and~~ ^{As} result of this ^{self} confident, I am more productive and ~~better~~ ^{I know how} to organise my time better. The environment was excellent the staff very helpfull and friendly. ^{In the begining} it was little bit difficult, but after my tutor's help I understood everything. Objectively, was a very useful course.

Would you recommend this course to others?

I definitely recommend this course to others. Especially, to those who take their job seriously as I do. Unfortunately, the evolution of ~~technology~~ ^{technology} demands computer skills. ~~However~~ ^{our} career. If we want to have a progress in ~~our career~~ ^{our} or different career opportunities we should take into consideration all the ~~potential~~ ^{potential} ways to be more knowledgeable and to develop our working skills.

Signed



Date

2/7/2015

Level 2 – Writing

Task 2

Write a review about a local tourist attraction for your college website.

Write about 250 words.

One of the best tourist attractions that I have visited recently and is worth visiting is Loveland.

Loveland is in Walsall near to Portfley park and specifically at Love avenue.

~~It is an enormous~~ In this place you can find anything you ~~dream~~^{need}, ~~for~~^{for} your dream holiday or for ~~your~~^{one short} escape of the daily routine.

There are many things to see and to do there. Many hotels ~~or~~^{and} accommodations, different type of restaurants and fast food from all over the world.

There are lovely shops, coffee areas and the traditional British pubs. This place is suitable for parents with small children ~~because~~^{because} has many facilities for ~~them~~^{kids}, but it is perfect for adults too, because is suitable for those who love entertainment ^{night} life. Disco's, bars and musicals are everywhere.

About children, there is a omega fun fair with bumper cars, inflatable enormous castle and indescribable huge inflatable slides which children love.

There are ~~enormous~~^{many} swimming pools ~~there~~ for those who like swimming but you can find and different type of recreation, for example, if you enjoy more

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Level 2 – Writing

the mountain ~~by~~ ^{than} the pool, you can participate in agriculture ~~team~~ ^{fun} ~~riding~~ having small walks with horses. This tourist attraction is so amazing and when you are there you feel very special person. Everything there, look like artwork which somebody painted and make ~~them~~ them to look ~~so~~ ~~beautiful~~ absolutely beautiful and perfect!

Something that impressed me positively, is that this place has the best infrastructure and although for the visitors it is a brilliant place every day, ~~the~~ ^{the occupiers} work and try to make it better so, to ~~satisfied~~ ^{satisfied} even the hardest ~~visitors~~ ^{visitors}.

On the whole, I'd certainly recommend it to those who like ^{to spend} their free time in beautiful destination and to those who want to make their children feel, as happy as the Dora the explorer!

Have a nice trip!

Level 2 – Writing

Task 3

You recently had to travel by train to an important work meeting. There were problems with the journey. Write a letter to the train company, explaining what went wrong and telling them what action you want them to take.

Write about 200 words.

To whom it may concern.

I am writing this letter, to complain about a very bad experience, which I confront during my trip ~~with~~ the train of your company.

Although I had already booked my ticket a month before, I surprised negatively, when I ~~could not~~ ^{could not} find seat for my long trip, which was very important for my carrer. Can you imagine how difficult was for me this situation? I traveled for 3 hours without having ^{a seat and due to this} ~~the time to~~ ^{I have not the time.} to check some of my paper works.

To make the matter even worse, the atmosphere inside the train was completely awful. The airconditioning was not worked properly and in addition to this, many of the staff after complaining about it, they were very inpolite to passingers.

I am completely dissatsfied ~~from~~ ^{of} your services and I ~~wademant~~ ^{would like} to be compensated by your company. This bad moment which I faced ~~it~~

Turn over page

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Level 2 – Writing

traveling with this train, makes ^{me} feel very uncomfortable and my career harmed ~~and~~ financially and ethically. too.

I intend that I will ~~take~~ ^{use} any legal action if my demands are not ~~be~~ ^{be} expected by you.

Kind Regards

Level 2 – Writing

Task 4

You have passed your driving test and want to tell your friend your good news. Write an email to your friend, telling him or her how you feel, and suggest what you could do together to celebrate.

Write about 50 words.

The image shows a handwritten email response within a simulated email client window. The window has a menu bar (File, Edit, View, Insert, Format, Tools, Message, Help) and a toolbar with icons for Send, Cut, Copy, Paste, Undo, Check Spelling, Attach, Print, Sign, Encrypt, and Online. The email fields are filled with: To: a.person@email.com, Cc: (empty), and Subject: My news. The body of the email is written in cursive on lined paper. It starts with 'Hello Monika!', followed by 'How are things?' and a crossed-out sentence 'I ~~just~~ would like to write you'. The main text says: 'Just to let you know that I passed my driving test and yes! finally, I got it! I'm thinking to do something to celebrate this achievement with some good friends. Would you like to come along? Lucy and Sarah they will come too. I can't describe how happy I am. I decided to have a big party on my flat this Sunday. We will get together ~~at~~ ^{out} of the pub in the corner. close to my flat at 17:00 pm. We will have a lot of drinks and food as usual. I hope to see you love! Drop me a line to let me know what you decide.' The email ends with 'Take care!'.

End of exam

Candidate 2 marks and rationale

Assessment criteria		Mark (out of 4)	Rationale
Whole paper – plan text			
1.1	Plan text for a specific purpose	2	There is some evidence of planning relating to two tasks but the plans are not detailed enough, they are not entirely relevant, and they are only followed loosely. Also, the first plan is just a reiteration of the form headings and does not mention expectations which are also inaccurately described in the form.
Task 1 – form			
2.1	Produce content which meets the purpose effectively	2	The communicative purpose is only partially achieved because the first part of the form is completed incorrectly and does not outline the candidate's expectations. There is some irrelevance.
2.2	Use language effectively	3	Formal register has been used fairly consistently although the beginning of the text reads as a letter.
2.3	Structure text coherently for purpose	3	Although paragraph use is inconsistent, the use of discourse markers helps to structure the text. The second part of the form could proceed more logically but in general the text is easy to follow.
2.4	Use grammar correctly	3	The candidate has attempted a good range of complex sentences with relative and conditional clauses which are used fairly consistently. However, the grammatical range could be wider and there are some errors.
2.5	Use punctuation correctly	3	The range of punctuation marks is fairly limited but is used accurately throughout the text.
2.6	Spell words accurately	3	The candidate has demonstrated good knowledge of appropriate special-interest vocabulary and the spelling is fairly though not completely accurate.
3.1	Complete a form with complex features correctly	2	This criterion is met only minimally. Although the candidate has generally produced a fairly clear account, the first section is completed incorrectly.

Assessment criteria		Mark (out of 4)	Rationale
Task 2 – review or article			
2.1	Produce content which meets the purpose effectively	3	The communicative purpose of this review has been met as the candidate has produced an informative review with appropriate content, addressing the task. However, the text would have been more effective with less structural repetition and more awareness that general statements can cover several points. The text is a little over length.
2.2	Use language effectively	4	A semi-formal persuasive style has been adopted appropriately and consistently throughout the text. A range of adjectives is used to add interest to the style.
2.3	Structure text coherently for purpose	2	This criterion is met only minimally because paragraphing is inconsistent and there is a great deal of repetition (particularly the use of <i>there is/are</i>) which could have been curbed by means of a more sophisticated range of stylistic devices. However, on the whole the text progresses logically.
2.4	Use grammar correctly	2	The candidate has attempted some complex sentences but the grammatical range is limited and there are errors below the level which affect coherence.
2.5	Use punctuation correctly	3	Despite occasional errors, the full stops, commas and exclamation marks are used fairly effectively.
2.6	Spell words accurately	3	The candidate has demonstrated some knowledge of common collocations, and correct spelling is used fairly consistently.

Assessment criteria		Mark (out of 4)	Rationale
Task 3 – letter or email			
2.1	Produce content which meets the purpose effectively	3	The candidate has explained what went wrong on the journey. The second part of the task has been addressed but the candidate could have been more specific about how they expect to be compensated.
2.2	Use language effectively	3	A formal style appropriate for a letter of complaint has been adopted fairly consistently throughout the text with only minor exceptions (<i>completely awful</i>). While the tone is generally acceptable, towards the end the letter becomes slightly too forceful which clashes with the subsequent expression <i>kind regards</i> .
2.3	Structure text coherently for purpose	4	Both paragraphing and discourse marking are consistently good and aid the coherence of the text as a whole. Format and structure are appropriate.
2.4	Use grammar correctly	3	The grammatical range is sufficiently varied for Level 2 and covers a range of complex sentences with relative clauses, participle constructions and conditionals. Only a few errors are evident in the language of and below the level, including the use of tenses, passive voice and prepositions.
2.5	Use punctuation correctly	2	The range of punctuation marks is limited to full stops and commas but, with minor exceptions, these are used fairly accurately throughout the text.
2.6	Spell words accurately	2	Although the candidate has demonstrated a fairly good knowledge of formulaic language, word choice and the use of collocations could be improved, eg <i>surprised negatively</i> , <i>confront (an experience)</i> , <i>face (a bad moment)</i> . Spelling is generally satisfactory but there are errors, eg <i>passengers</i> , <i>complaining</i> , <i>uncomfortable</i> .
Task 4 – email or online message			
2.1	Produce content which meets the purpose effectively	2	The candidate has produced an email, as required, which is appropriately opened and closed off. However, instead of suggesting what they could do together with the friend to celebrate, they are telling her how they have decided to celebrate. The text is more than double the word length.
2.2	Use language effectively	4	The email uses effectively a very informal style and formulaic expressions typical of emails, which are appropriate for the task.

Candidate 2 achieves a total score of 61 out of 88 (pass).