

ESOL Skills for Life – Level 2

Model Answers Paper

Below is an example of model answers 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 invented.

The model answers have been produced by Trinity College London. The simulated handwriting graphics have been generated using AI.

Task 1

The local council has asked for residents' opinions on their proposal to add two extra lanes to a road near your house.

Complete the Residents' Feedback Form in your own words using the notes provided.

You should use the box below to plan your response. You **must** plan for **at least one** task.

Write about 200 words.

The council says

- Rush hour traffic getting worse so need extra lanes
- Fewer traffic jams = less pollution
- Need to build over most of Riverdale Park BUT other green spaces locally

I think

- Wider road = more people using cars
- More cars = more pollution
- Riverdale Park already small – next nearest park is 1 mile away!
- Need to install cycle lanes and provide more buses

Planning notes

RIVERDALE BOROUGH COUNCIL
Traffic Management Proposal
Residents' Feedback Form

Please provide your opinion on the proposal to widen Park Road.

As a long-term resident of Park Road, I can certainly understand the council's dilemma and agree that a solution to the ever-increasing traffic congestion is long overdue. However, I do not feel that widening the road is an appropriate solution, in fact it will make the situation worse. As traffic is always so heavy on Park Road, many residents have opted to use alternative means of transport for short journeys. If traffic is eased because of additional lanes, more people will be encouraged to use their cars, with traffic still being congested and even more air pollution being produced.

If you are not in favour, please suggest an alternative solution. Give reasons.

I would suggest the following:

- Run a campaign focusing on environmental concerns and resident wellbeing to partly resolve the issue of traffic congestion on Park Road.
- Healthy living could be encouraged in the community by, for example, outlining the environmental and health benefits of parents walking their children to school.
- Instead of removing access to Riverdale Park by building over it, encourage residents to make use of this valuable green space.
- Rather than create additional lanes, increase the frequency of buses passing along Park Road so that commuters can rely on public transport, something they are not currently able to do. This, along with the provision of cycle lanes, will help to further ease congestion.

Many thanks for your feedback.

Task 2

You have experienced some problems with a product you recently bought online.

Write an email to the online retailer.

Write about:

- ▶ the problems you have experienced
- ▶ the inconvenience this has caused **and**
- ▶ ask for a resolution.

You should use the box below to plan your response. You **must** plan for **at least one** task.

Write about 200 words.

Planning notes

Product?

- Computer 'Selectus X2' and accessories

Problems experienced

- Older model 'Selectus X1'
- Accessories missing
- Got electric shock!

Inconvenience

- Online course – booked
- Could not do pre-course tasks
- Not prepared for course

Resolution

- Full refund
- Pick up computer tomorrow

To: customer_feedback@retailer.com

Subject: Order #334455

Dear Sir or Madam

I recently purchased the following items from your online store: a desktop Selectus X2 computer, a keyboard, mouse and headphones. I received the products on Monday 12 February, delivered by Vantage courier service.

Unfortunately, when I opened the box, I immediately noticed I had been sent the wrong model. I actually received a Selectus X1 model, ie an older model. The accessories I had ordered were also missing. Additionally, when I plugged the computer in, I received a minor electric shock. I have, therefore, packed the computer back into its packaging.

The reason I purchased the computer was so I could attend an online course I had paid for. I was hoping to complete the pre-course assignments by the end of February so I would be ready to start the course in March. Unfortunately, I have been unable to do so and am now not prepared for the course.

You claim your service is 'excellent'. However, this is not the level of service I have experienced. As I received an outdated, faulty model and none of the accessories I ordered, I feel I have no alternative but to request a full refund. I also expect you to arrange next-day pick-up of the defective computer.

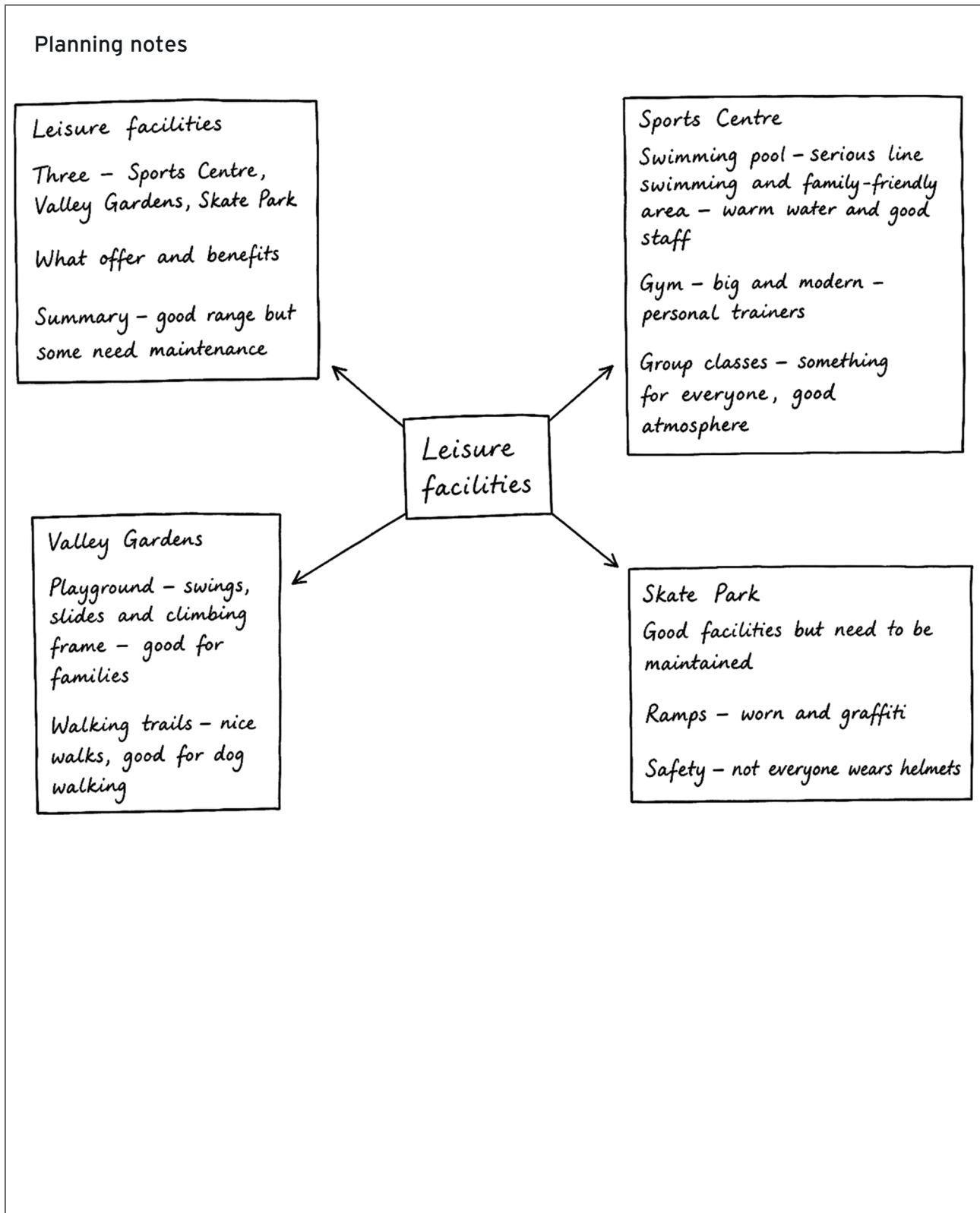
Yours faithfully
Mr John Hughes

Task 3

Write a review for a sports magazine of leisure facilities in your area.

You should use the box below to plan your response. You **must** plan for **at least one** task.

Write about 250 words.



Review of leisure facilities

In this review, I will focus on three leisure facilities in Harrogate: Harrogate Sports Centre, Valley Gardens and Harrogate Skate Park. I will detail the leisure opportunities each location offers as well as their benefits.

Harrogate Sports Centre offers a diverse range of facilities for fitness enthusiasts and families alike, including:

- **Swimming Pool:** The large, well-maintained swimming pool has separate lanes for serious swimmers and a family-friendly area. The water temperature is comfortable, and lifeguards are attentive.

- **Gym:** This spacious gym has been recently equipped with modern machines. It caters to various fitness levels with personal trainers available for guidance.

- **Group Classes:** From yoga to spin classes, there's something for everyone. The instructors are knowledgeable and create a motivating atmosphere.

While Valley Gardens, a green area in the centre of Harrogate, lacks extensive sports facilities, it offers:

- **Playground:** The playground, featuring swings, slides and climbing frames, is perfect for families with young children.

- **Walking Trails:** People of all ages can explore the scenic trails. It's an excellent place for dog walking too.

For skateboarders and BMX riders, the Harrogate Skate Park provides ramps and rails. However, it could benefit from some upgrades:

- **Maintenance:** The ramps are worn and covered in graffiti.
- **Safety:** Helmets and protective gear are essential but not always enforced.

Overall, the local leisure facilities contribute positively to our community's health and wellbeing. However, if facilities were better maintained, the experience would be improved even further.

Candidate marks and rationale

	Assessment criteria	Mark	Rationale
Plan			
1.1	Plan text for a specific purpose	4	There are plans for two tasks. There is a very detailed, relevant plan for Task 3.
L2 Task 1 - Form			
2.1	Produce content which meets the purpose effectively	4	The form is completed appropriately with detailed content. An appropriate register is used. Notes in the rubric are used together with the writer's own ideas.
2.2	Use language effectively	4	The text is written in an appropriate register and tone. Section 2 suggestions are given via language, for example, 'rather than', 'could be encouraged', 'by + gerund', imperative - 'increase the frequency'.
2.4	Use grammar correctly	4	Correct word order is used in complex sentences including a conditional clause. A range of tenses, including future simple, present perfect and participle clauses, are used. Passive voice is also used appropriately, for example, 'is eased', 'will be encouraged', 'being congested' and 'being produced'.
2.5	Use punctuation correctly	4	Full stops and capital letters are used accurately. Commas are used correctly to separate clauses after discourse markers, such as 'however'. A hyphen is used in 'long-term', and an apostrophe for possession is used in 'the council's'. Bullet points are used effectively to make suggestions clearer.
2.6	Spell words accurately	4	Spelling is accurate throughout, including special interest vocabulary, for example, 'congestion', 'dilemma', 'environmental'. Some collocations are used, for example, 'long-term resident'.
3.1	Complete a form with complex features correctly	4	The form achieves its main communicative aims.

Candidate marks and rationale (continued)

	Assessment criteria	Mark	Rationale
L2 Task 2 - Email			
2.1	Produce content which meets the purpose effectively	4	An appropriate format is used, and the text meets the writing purpose effectively. All three bullet points are covered appropriately.
2.2	Use language effectively	4	The appropriate register and tone are maintained throughout the email. Formal language is used effectively.
2.3	Structure text coherently for purpose	4	The text is structured coherently into paragraphs with an introduction, details and the writer's demands. Discourse markers are used effectively, for example, 'unfortunately' and 'additionally'.
2.4	Use grammar correctly	4	A wide range of grammatical structures are used with accuracy, including past continuous, past perfect, present perfect and passive voice. A variety of sentence forms are used, including complex sentences. Formulaic language is also used appropriately, for example, 'request a full refund'.
2.5	Use punctuation correctly	4	Full stops and capital letters are used accurately. Commas are used correctly to separate clauses, for a list and after some discourse markers. A hyphen, a colon and inverted commas are also used.
2.6	Spell words accurately	4	Spelling is accurate throughout, including spelling of topic-specific lexis, for example 'accessories', 'keyboard' and 'defective'.

Assessment criteria	Mark	Rationale
L2 Task 3 - Review		
2.1 Produce content which meets the purpose effectively	4	The text fully informs the reader, meeting the writing purpose effectively. The writer points out the positives and upgrades required following genre expectations, such as bullet points with suggestions.
2.2 Use language effectively	4	An appropriate register for the genre is used. Specific lexis used for a review is used, for example, 'something for everyone' and 'it could benefit from'.
2.3 Structure text coherently for purpose	4	The review has an introduction and conclusion. The facilities are highlighted with bullet points. The structure is appropriate for a review.
2.4 Use grammar correctly	4	A wide range of grammatical structures appropriate for the genre is used, including future simple, present perfect and passive voice. A variety of sentence forms is used, including complex sentences.
2.5 Use punctuation correctly	4	A wide variety of punctuation devices is used correctly, including colons, bullet points, commas for list and introductory phrases. Full stops and capital letters are used accurately.
2.6 Spell words accurately	4	Spelling is accurate throughout, including spelling of special interest vocabulary, for example, 'well-maintained', 'climbing frames' and 'scenic trails'.

The candidate scores 76/76 (Pass). The pass mark is 50/76.