

ESOL Skills for Life – Level 1

Marked learner work

Below is an example of a candidate's responses to the ESOL Skills for Life Level 1 Writing test followed by the marks and rationales from the marker.

All names and personal data have been changed or removed.

Task 1

You recently started working at Bailmore College.

The college wants to reward good performance each month and needs your ideas.

Complete the Employee of the Month Suggestions Form.

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

Write about 150 words.

Planning notes

(2) Rewards:

- gift cards
- bonus
- gym membership
- promotion

Employee of the Month

(1) nominated:

- Ayesh
- well-behaved
- kind
- co-operated

BAILMORE COLLEGE	
Employee of the Month Suggestions Form	
Nominate a colleague and describe your experience of working with him/her.	
I would like to nominate my colleague Ayesha because she is a hardworking women. In addition, I have worked with her for last three years, and during this time I have found her committed, punctual kind and punctual polite with students and with other colleagues. Moreover, she always helped the students and manage her teaching, and and Sometimes, she has managed office work. Furthermore, she is committed has good understanding of safeguarding and know well about r has followed rules and regulation. Due to her kind nature, mostly students and and staff appree appreciate her.	

Please provide suggestions of how we can reward good performance each month.
Give reasons.

I suggested that college should give her reward on her excellent performance because she ^{has to} deserve it. Although, she is ^{already} on a good position, but college can offered promotion to her. There are some other suggestions such as ~~a~~ gift cards, free gym membership and free parking ~~is~~ should be offered by the college. I strongly recommend that she deserve this ~~reward~~ award. I believe that recognising her qualities will encourage her to ~~can~~ continue her excellent work. ~~Finally~~ In conclusion, appreciation is a fuel for every person in the world.

Many thanks for your feedback.

Task 2

You ordered some new furniture online and received confirmation that it would arrive within five working days.

Unfortunately, the furniture has not arrived, and you need it for a special occasion.

Write an email to the furniture company.

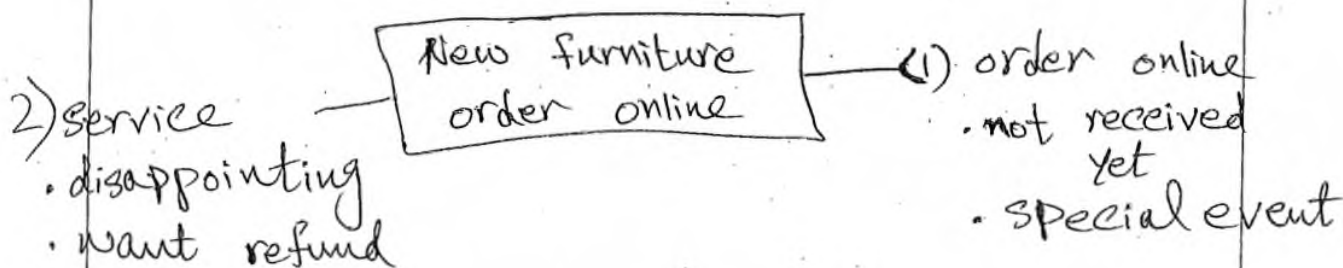
Write about:

- your disappointment with the service
- the inconvenience this has caused **and**
- ask for some compensation.

You should use the box below to plan your response.

Write about 150 words.

Planning notes



To: furniture@company.com
Subject: Delayed furniture

Dear Manager,

I am writing to complain about the furniture I ordered online have not ^{delivered} ~~received~~ yet.

I ordered bedroom furniture online for my son last week, as I planned to surprise him on his birthday. I received a ~~se~~ confirmation email about the order, ~~How and~~ In that email, it was mentioned that the furniture will deliver in two weeks to my house. However, more than two weeks have passed now, ~~is~~ ~~still~~ the furniture still have not been delivered yet.

I have tried to contact with your company several times, but unfortunately I have not been received any reply on my emails and calls. ~~It is~~ I am frustrated due to this situation, as I have

not enough time to reorder.

I would appreciate it you
could either delivered the furniture
immediately ~~or~~ or arrange my refund
as soon as possible.

I look forward to your
prompt reply and hope for this matter
~~kind regards~~ will resolve soon.

Kind regards,
Amy

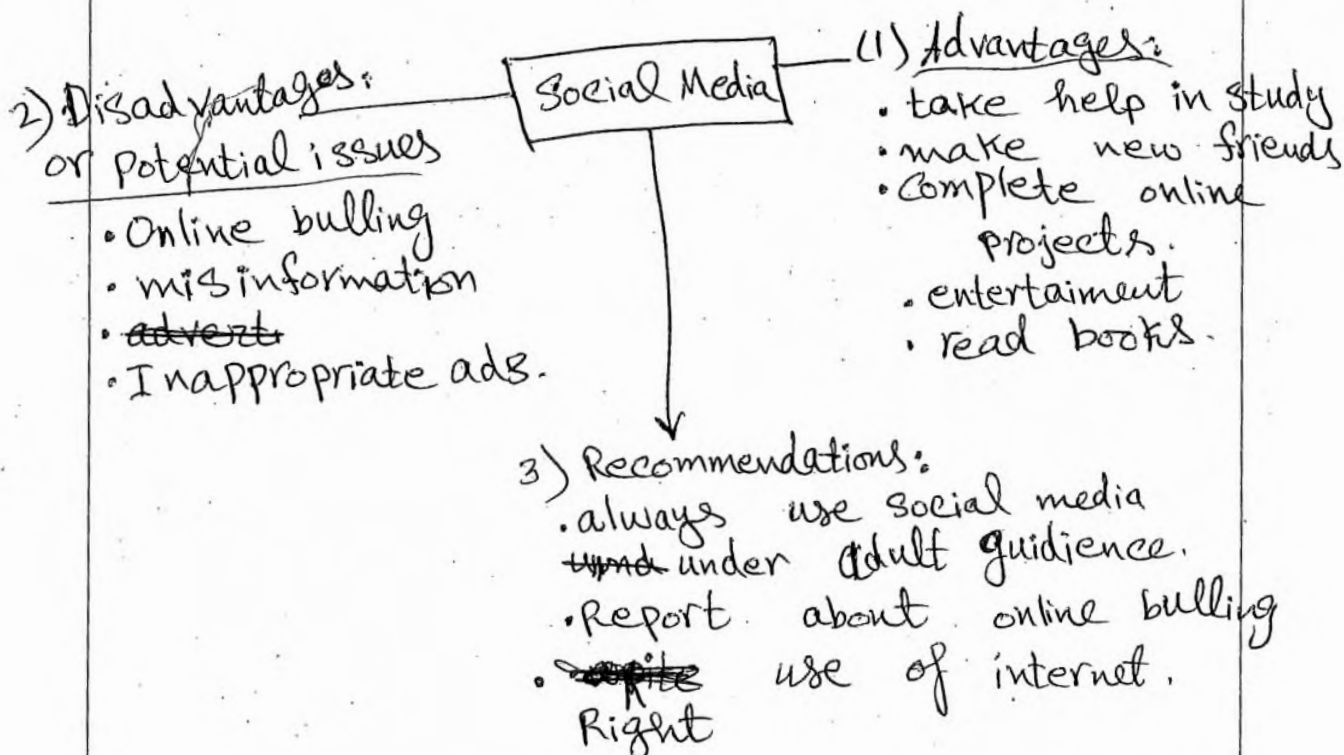
Task 3

You work in a secondary school. Write a report about the use of social media explaining the advantages, outlining potential issues and making recommendations for students.

You should use the box below to plan your response.

Write about 250 words.

Planning notes



Report on social media

Have you ever used social media for entertainment? ^{or information} Social media is very popular in all over the world these days. Social media is feel like a breath for youngsters everyone!

Firstly, there are ^{several} advantages of social media. ~~Students and, If we would talk about the students, they have are addicted of social media.~~ If students use social media wisely, they will learn many new things. Moreover, ~~so~~ they can get help in their study by internet or social media. In addition, they can make new friends and ~~get~~ enjoy entertainment from social media. Furthermore, they can ~~find~~ search the material about their projects because they can discovered about new inventions, that is very helpful for them.

However, there are ~~so~~ some disadvantages or potential issues ~~are~~ of social media which students are facing these days. For example, online bullying or harassment is very common, ~~the~~ Similarly, misinformation and inappropriate ads is ~~at~~ also a huge issue of social media. Due to these disadvantages, students are depressed and ~~f~~ frustrated. ~~this~~ ~~with~~ ~~as~~ As a result, this ~~make~~ could have a negative impact on their minds.

I have suggested that students should use ~~under~~ social media under the ~~parents~~ or teacher guidance. Furthermore, if they are effected by online bullying, they should ask ~~for~~ help about it with relevant relative safeguarding team or with teacher. ~~In~~ In conclusion, right use of ~~the~~ social media. In conclusion, there should be ~~the~~ ~~some~~ the informative event should be

organised on social media by the school.

In my opinion, social media is very ~~imp~~ crucial for young generation, ~~but we should keep an eye on it~~ and we must ensure the right use of it. It is

Candidate marks and rationale

	Assessment criteria	Mark	Rationale
Plan			
1.1	Plan text for a specific purpose	4	Detailed and relevant plans are produced for all tasks.
Task 1 – Form			
2.1	Produce content appropriate to purpose	3	Most of the content is relevant to the purpose.
2.4	Use grammar correctly	3	Several examples of Level 1 grammar are used accurately. Some errors lead to ambiguity, eg 'she has managed office work', 'mostly staff and students appreciate her'.
2.5	Use punctuation correctly	3	Commas are often used when not required, eg after 'sometimes' and 'although'.
2.6	Spell words accurately	3	Most spelling is correct with some suitable special interest lexis used. There are some errors with collocation and word choice, eg 'recommend that she deserve'.
3.1	Complete a form with open and closed responses correctly	3	Suggestions were made as to how to reward the employee cited, rather than how to reward good performance each month.

Candidate marks and rationale (continued)

	Assessment criteria	Mark	Rationale
Task 2 – Email			
2.1	Produce content appropriate to purpose	4	The response fully addresses all three bullet points.
2.2	Use appropriate language for a given task	3	A good range of appropriate language is used with an appropriate salutation and closing. There are some errors with the formal expressions used, eg 'hope for this matter will resolve soon'.
2.3	Sequence text in a logical sequence for purpose	4	The text is well organised into paragraphs. There is a range of markers and lexical phrases making it easy to read the text.
2.4	Use grammar correctly	3	A good range of complex structures is attempted with success. There are some errors with active and passive verb forms.
2.5	Use punctuation correctly	3	Punctuation is limited to commas and full stops, but these are used correctly.
2.6	Spell words accurately	4	Spelling is accurate with use of special interest lexis.

Candidate marks and rationale (continued)

	Assessment criteria	Mark	Rationale
Task 3 – Report or Article			
2.1	Produce content appropriate to purpose	4	Content is relevant and fully covers all points in the prompt.
2.2	Use appropriate language for a given task	4	A wide range of appropriate lexis is used, eg 'safeguarding', 'online bullying'.
2.3	Sequence text in a logical sequence for purpose	4	The organisation of the text makes it easy to follow with effective use of markers and lexical phrases.
2.4	Use grammar correctly	3	There are some errors with verb forms as risks are taken to use more complex language. This is largely successful and meaning remains clear throughout.
2.5	Use punctuation correctly	3	Punctuation is limited in range but used correctly.
2.6	Spell words accurately	3	There are some spelling errors but this does not impede understanding.

The candidate scores 61/72 (Pass). The pass mark is 48/72.