

# Functional Skills English

## Writing

How to tackle

Level 1 and 2 writing exams [Edexcel]

|       |                                      |
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| 7     | A letter of complaint                |
| 8     | Formal email                         |
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| 11-12 | Writing a review or article          |

Created by Sally Black

[sally.black@staffordcoll.ac.uk](mailto:sally.black@staffordcoll.ac.uk)

## Your road map from start to finish

Name \_\_\_\_\_ Date \_\_\_\_\_

**Consider the problem.**

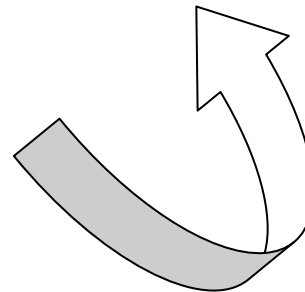
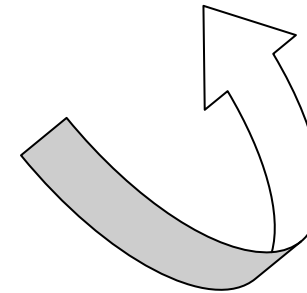
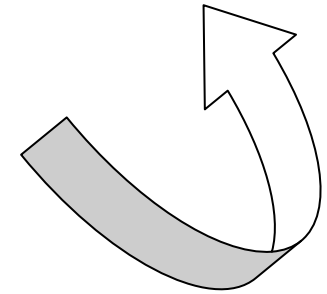
**FUNCTIONAL SKILLS ENGLISH  
TASKS are always based on  
real life scenarios**

**The communication is the way in which the 'solution'  
is presented: written, spoken or signed.**

**The 'problem' is always the task – to give views,  
to give suggestions, to be persuasive, to give  
information, to review, and so on...**

**You analyse the 'problem' and pick out the relevant  
information needed to solve the problem and present  
this through a variety of communication routes.**

**Functional Skills English is a sequence of  
problem solving and communication.**



## Your road map from start to finish

Name \_\_\_\_\_ Date \_\_\_\_\_

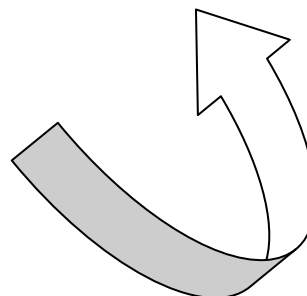
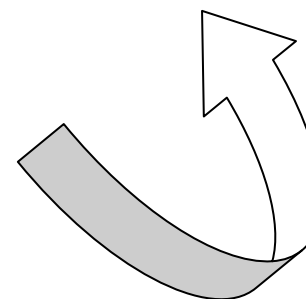
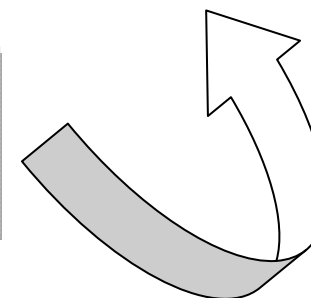
**Apply this to your writing tasks**

**Order your information to give a sequenced account. Use IPPPC to help you.**

**Consider – think about – the other side of the coin – give an alternative viewpoint – e.g. what if plans were / were not to go ahead.**

**Consider – think about – how does the information affect e.g. people, events, or the community.**

**Analyse the task – what information have you been given? What is to be produced? [Views, suggestions, information etc.]**



| Format                                 | Style<br>(determined by audience)   | Layout  |
|--|---|---|
| Letters                                | <ul style="list-style-type: none"> <li>• Can be formal or informal</li> <li>• Usually information, sometimes persuasive</li> <li>• To whom are you writing?<br/>Official or professional- formal<br/>To a friend - informal</li> </ul>  | <ul style="list-style-type: none"> <li>• Your address, their address, date, re, Dear [correct salutation], use title and surname, Yours sincerely/faithfully.</li> <li>• Main body follow IPPPC</li> </ul>                                      |
| Email                                  | <ul style="list-style-type: none"> <li>• Can be formal or informal</li> <li>• Usually informative, sometimes persuasive</li> <li>• To whom are you writing?<br/>Official or professional – formal<br/>To a friend – informal</li> </ul> | <ul style="list-style-type: none"> <li>• Correct salutation and sign-off: e.g. Good morning, Best wishes, Kind regards.</li> <li>• Main body follow IPPPC</li> </ul>  |
| Responding to views                    | <ul style="list-style-type: none"> <li>• Usually informal for an internet discussion</li> <li>• Could be more formal for a letter to the editor</li> </ul>  | <ul style="list-style-type: none"> <li>• Agree with some points made - with reasons why</li> <li>• Disagree with some points made - with reasons</li> <li>• Put your own views / opinions - with reasons why</li> <li>• 3 paragraphs</li> </ul> |
| Article / Review / Information leaflet | <ul style="list-style-type: none"> <li>• Usually formal if for a publication or a newspaper</li> <li>• Informal for a college magazine or a review</li> <li>• Always informative, sometimes persuasive</li> </ul>                       | <ul style="list-style-type: none"> <li>• Heading, introduction, sub-headings, bullet points, other features.</li> <li>• Main body follow IPPPC</li> </ul>   |

**IPPPC** = Introduction, paragraph 1, paragraph 2, paragraph 3 [if needed], closing sentence/statement.

**Paragraphs follow PEE** = point, evidence, explanation / expand.

Next time you read something, check out the format, style and layout.

You will be putting these into practice for college work, when in employment, as well as for the exam

## Formal letter layout

Name \_\_\_\_\_ Date \_\_\_\_\_

Your address

Their address

Date

Re:

Salutation

Main body

I  
P  
P  
P  
C

Sign-off

## Letter to give suggestions / views – paragraph layout

Name \_\_\_\_\_ Date \_\_\_\_\_

To maximise your marks the main body of your letter should follow this format .

I

P

P

P

C

**Introduction:** tell the reader what you are doing [i.e. writing to give my views on ...].

**P1:** Give your suggestion / view and explain why you are saying this along with some evidence to support what you are saying.

**P2:** Give another reason if you have one [as above].

**P3:** Give an alternative view – what could be the consequence if the opposite happens? Think about the local community here.]

**Close:** If you are writing to the council, they will not reply, but you want them to read your letter.

Write: I hope you will take my views/suggestions into consideration

Yours sincerely

Print your name

## Letter of complaint – paragraph layout

Name \_\_\_\_\_ Date \_\_\_\_\_

To maximise your marks the main body of your letter should follow this format.

I

P

P

P

C

**Introduction:** tell the reader what you are doing [i.e. complaining about the event/service/goods/etc.].

**P1:** Inform the reader about the event / service / goods and why you are complaining.

**P2:** Tell the reader why you are upset / not happy – was a special occasion spoiled, cost a lot of money, not value for money, last one in the shop, etc.

**P3:** Tell the reader what you want them to do about this – refund, replacement, compensation etc.

**Close:** Always stay calm and non-threatening – I look forward to your reply  
Or I hope this matter can be settled amicably and I look forward to your reply

Yours sincerely

Print your name

## Formal email layout – e.g. a complaint

Name \_\_\_\_\_ Date \_\_\_\_\_

The address bar and subject will already be completed on the exam paper.

You need to start with your salutation [greeting]

Formal – Good morning Mrs Patel

Informal – Hi Sasha

The main body is the same as for the letter

BUT no ‘Dear...’

or ‘Yours sincerely...’

|   |
|---|
| <p><b>Introduction:</b> Tell the reader what you are doing [i.e. complaining about the event / service / goods /etc.]</p> |
|---|

|   |
|---|
| <p><b>P1:</b> Inform the read about the event /service/ goods and why you are complaining</p> |
|---|

|  |
|--|
| <p><b>P:</b> Tell the reader why you are upset/not happy – was a special occasion that was spoiled, cost a lot of money not value for money, last one in the shop etc.</p> |
|--|

|  |
|--|
| <p><b>P3:</b> Tell the reader what you want them to do about this – refund, replacement, compensation etc.</p> |
|--|

|   |
|---|
| <p><b>Close:</b> Always stay calm and non-threatening – I look forward to your reply.<br/>Or<br/>I hope this matter can be settled amicably and I look forward to your reply.</p> |
|---|

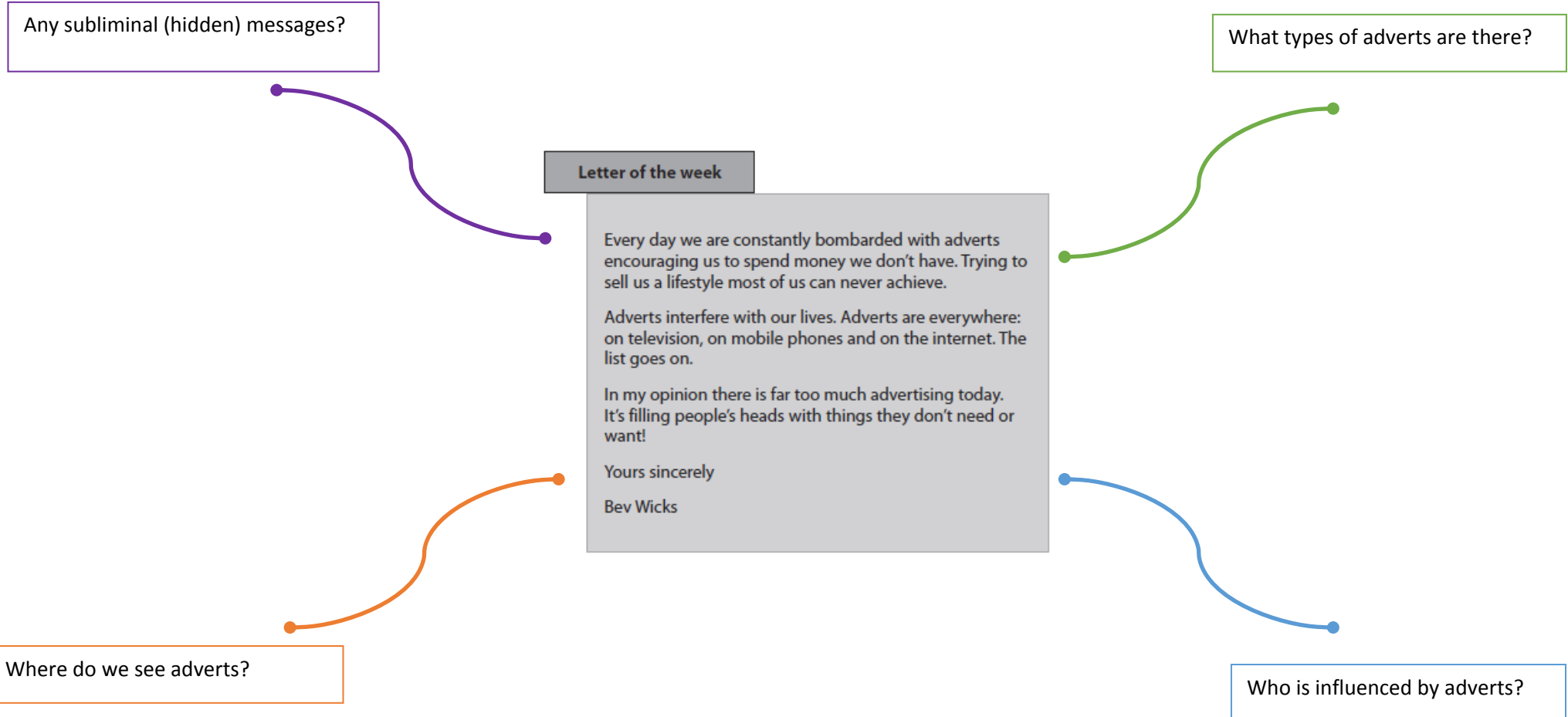
|                        |
|------------------------|
| <p>Print your name</p> |
|------------------------|



## Using a MIND MAP can help you formulate your ideas.

When you have considered all aspects, link similar thoughts together to form paragraphs and write your own letter.

Name \_\_\_\_\_ Date \_\_\_\_\_



## Using a MIND MAP can help you formulate your ideas.

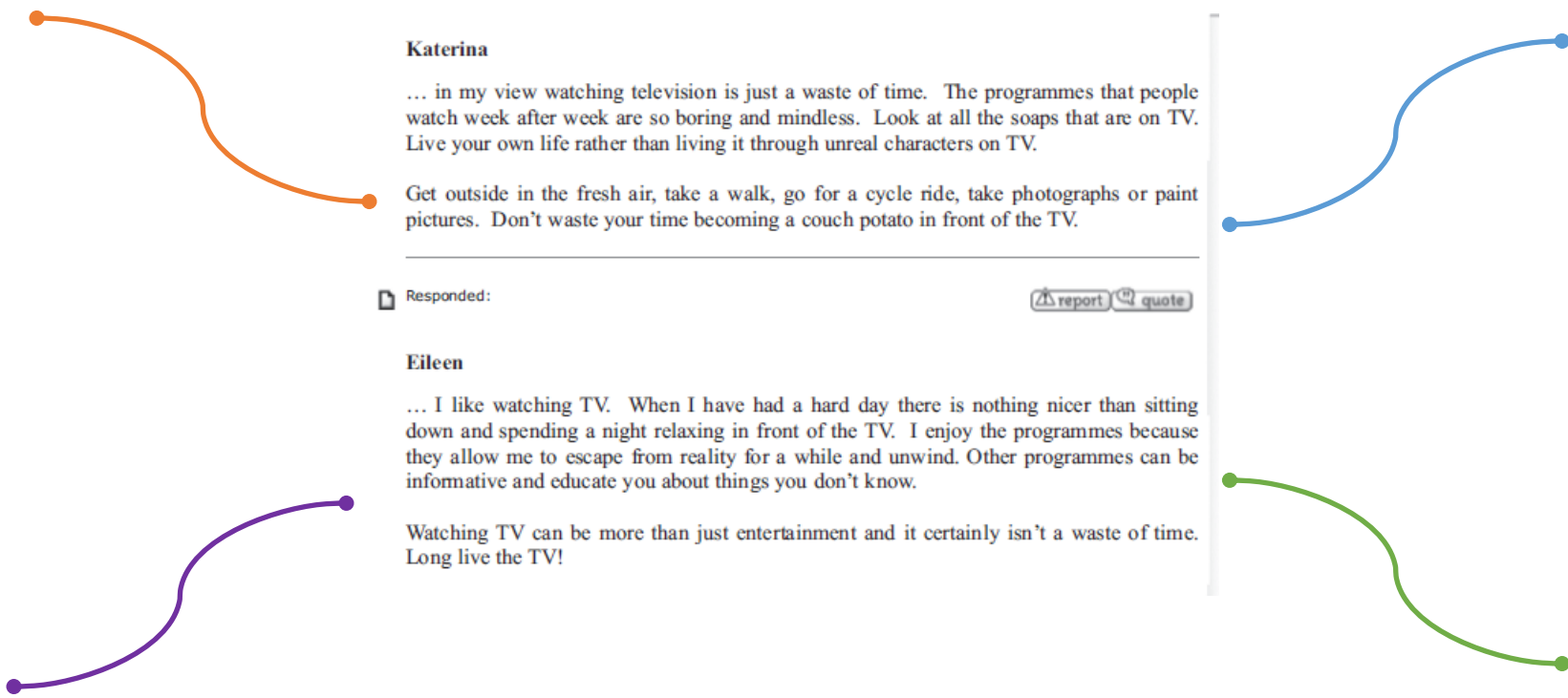
When you have considered all aspects, link similar thoughts together to form your paragraphs.

Agree and disagree with the comments made, remembering to say why, then add your own views and say why.

Name \_\_\_\_\_ Date \_\_\_\_\_

Alternative activities

Who watches TV and why?



**Katerina**

... in my view watching television is just a waste of time. The programmes that people watch week after week are so boring and mindless. Look at all the soaps that are on TV. Live your own life rather than living it through unreal characters on TV.

Get outside in the fresh air, take a walk, go for a cycle ride, take photographs or paint pictures. Don't waste your time becoming a couch potato in front of the TV.

Responded:

report quote

**Eileen**

... I like watching TV. When I have had a hard day there is nothing nicer than sitting down and spending a night relaxing in front of the TV. I enjoy the programmes because they allow me to escape from reality for a while and unwind. Other programmes can be informative and educate you about things you don't know.

Watching TV can be more than just entertainment and it certainly isn't a waste of time. Long live the TV!

How many channels?

Different types of programmes

## Writing an article / review / information leaflet

You need to show the use of organisational features

– sub headings and bullet points



Name \_\_\_\_\_ Date \_\_\_\_\_

**Heading:** This could be standard, rhetorical or alliteration [as appropriate for your target audience]

**Introduction:**

Brief sentence to start your writing – do not put ‘I have been asked to recommend....’ etc.

Say ‘Here are my recommendations for the perfect day out in Stafford’

**Use sub-headings to head each topic:**

Under each sub-heading use your paragraphs; you could use more than one paragraph under the sub-headings. Remember to point, explain, evidence.

Think about your target audience and what information would they require?

If this is for recommendations then give some personal opinion ‘My children really enjoyed feeding the lambs, and later we had a lovely picnic by the edge of the lake.’

Or

‘Alton Towers can become very crowded especially during the holiday so I would recommend you buy a fast track ticket to jump the queues.’

**Closing:** To finish your writing

You do not need to say, ‘in conclusion’, as you are unlikely to be writing a report for the exam.

You may prefer to say ‘Why not come and experience Stafford for yourself?’

Embolden, underline or italicise your sub headings, or use to emphasise main points.

You can use different fonts with different styles and sizes.

In the exam you are not able to add an image.

## Writing an article / review / information leaflet

You will only have time to write about a page [250 words].

3 main paragraphs will be sufficient.



Name \_\_\_\_\_ Date \_\_\_\_\_

Introduction

Paragraph 1

Paragraph 2

Paragraph 3

Close