

**Part 1 (20 marks)**

*Email should include the following key points mentioned:*

To: Maria Villanova 1

Subject: Product TP60 / Ladies' all weather jacket **OR** similar 1

The problems are that:

- Too many pockets on the front of (outer) (waterproof) jacket 1
- Customers would like a concealed pocket on the (breast of) outer jacket 1
- Inside fleece is not warm enough / too light **OR similar** 1
- Outside (waterproof) jacket is too warm / too heavy **OR similar** 1

Solutions are:

- To reduce number of front pockets / remove flap pockets from (outer) jacket **OR similar** 1
- To add a concealed zipped pocket on (breast of) (outer) jacket / **OR similar.** 1
- Change fabric of fleece to be warmer/heavier **OR similar.** 1
- Change fabric of outer (waterproof) jacket to be cooler/lighter **OR similar.** 1
- Production costs may change **OR similar** 2

**Plus**

Style and register 4

Use of English(grammar/sentence construction) 4

**Part 2 (20 marks)**

*Email should include the following points mentioned in the article:*

To: Dan Shapiro 1

Subject: Benefits of employee volunteering **OR similar** 1

• 90% of employees who volunteer through their employment/ employer feel it helps develop a strong team / team work **OR similar.** 2

• Employees say volunteering:-

○ has a positive influence on them **OR similar.** 1

○ helps them engage more with their organisation **OR similar.** 1

○ makes them feel more favourably about their employers **OR similar.** 1

○ improves understanding about local issues **OR similar.** 1

• Employees can gain new skills and qualifications such as the Institute of Learning, level 5 in coaching and mentoring which helps employability and progression at work **OR similar.** 2

• Work to Volunteer

○ will find appropriate charities, schools or environment groups for a company to work with. 1

○ can get more involved – leading and managing volunteers **OR similar.** 1

**Plus**

Style and register 4

Use of English (grammar/sentence construction) 4

**Part 3 (20 marks)**

*Email should do the following:*

To: Gillian Waters 1

Subject: *Either:* Invoice DS29/03/15 Incorrect invoice **OR** *similar.* 1

• First, an apology for incorrect invoice / errors **OR** *similar.* 1

• Confirmation that black cartridges are £6 each **OR** state that price has changed and is now £9 **OR** *similar.* 2

• New invoice amount related to actual quantity of paper delivered and price of black cartridges. *Candidate must give a revised amount in line with the answer given above.* 5

• *Candidate should offer reasonable time frame for new invoice to be sent.* 1

*Acceptable time frames would be:*

- within 3 / 5 / 7 (working) days;
- a week;
- next month / one month **OR** *very similar.*

• A second apology to end the email. 1

**Plus**

Style and register 4

Use of English (grammar/sentence construction) 4

**Part 4 (20 marks - 2 marks each)**

- 1B** There'll be 25 (*Candidate must give a number more than 20*)
- 2B** Yes, that's fine. **OR** *similar*.
- 3B** Candidate should offer a day of the week.
- 4B** Candidate should state either morning or afternoon.
- 5B** Candidate states that they will require two invigilators.
- 6B** Yes, I do. **OR** *similar*.
- 7B** Candidate gives a reasonable department code made up of letters and numbers, letters or numbers. e.g. HR602.
- 8B** Yes, that's extension (e.g.) 1234. *A 2, 3 or 4 digit numerical code only is acceptable. Plus any first and second name OR second name only but with a title (e.g. Mr)*
- 9B** A 'no' response, with thanks is required here.
- 10B** Thank you for your help / Thanks / Goodbye **OR** *similar*

**Part 5 (20 marks)**

*The summary should contain the following **highlighted** points.*

*Bullet points for clarity should be used but if candidate has used continuous sentences all the points must be included.*

*This sample summary is made up of 100 words excluding the heading.*

**Zero Hours' Contracts**

Advantages for Employers:

- Employers do not have to **guarantee work**. 2
- Flexibility** – can hire staff only when needed. 2
- There is a **pool of workers** to hire from - better than paying **agency fees**. 4

Advantages for Workers:

- Flexibility** – can choose to accept work or not. 2

Disadvantages for Employers:

- None other than **criticism** for possible **exploitation** of workers. 2

Disadvantages for Workers:

- Can feel **pressure to accept work** or they may not be offered work **next time**. 2
- Need to be available at **short notice**. 2
- Uncertainty** – workers do not know when work will be offered. 2
- Holiday pay, sick pay and redundancy payments are **not paid**. 2

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