

Please check the examination details below before entering your candidate information

Candidate surname

Other names

**Pearson Edexcel
Functional Skills**

Centre Number

Candidate Number

Practice 2

Time: 60 minutes

Paper Reference **PENW2**

**English
Component 3: Writing
Level 2**

You must not use a dictionary.

Total Marks

My signature confirms that I will not discuss the content of the test with anyone.

Signature: _____

Instructions

- Use **black** ink or ball-point pen.
- **Fill in the boxes** at the top of this page with your name, centre number and candidate number.
- **Sign the declaration.**
- Answer both tasks.
- Use the answer space provided to complete your tasks – *there may be more space than you need.*

Information

- The total for this paper is **36**.
- Task 1 has **21** marks and Task 2 has **15** marks.
- You will be assessed on spelling, punctuation and grammar in both tasks.

Advice

- Read each task carefully before you start to write.
- Aim to spend about **35 minutes** on Task 1 and about **25 minutes** on Task 2.
- Plan your work before you start and check it when you finish.

Turn over ►

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Task 1

Information

You volunteer at your local community centre.

The community centre needs repairs and new equipment.
There is also limited access for people with disabilities.

You have been asked to contact a local business group to ask for financial help and other support.

Writing Task

Write an email to the local business group to persuade them to help.

In your email, you should:

- describe the problems
- explain how the business group can help
- say how businesses will benefit.

You should aim to write about 250 to 300 words.

(21 marks)

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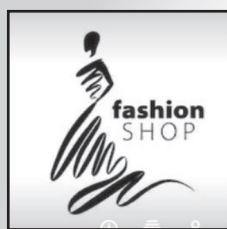
Page	Sec	At	Ln	Col	REC	TRK	EXT	OVR	English (U.K)

(Total for Task 1 = 21 marks)



Task 2

Information



Zaristar



*A new online clothes shop
for men and women*

Our aim is simple – to be the best online fashion shop. We have an amazing range of stylish fashion items at very low prices. Clothes, shoes, hats, sunglasses and watches – everything you could possibly want.

Why not visit our website and see our full range?

You'll be amazed at the quality – and the prices.

www.zaristar.co.uk

Writing Task

You bought some items from Zaristar and were very disappointed.

Write a complaint about what happened on the shop web form.

In your complaint, you should:

- describe why you are unhappy with your purchases
- explain what you would like to happen next.

You should aim to write about 200 to 250 words.

(15 marks)

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The image shows a simulated web browser window. The address bar contains the URL 'www.zaristar.web/complaint'. The browser's menu bar includes 'File', 'Edit', 'View', 'Favourites', 'Tools', and 'Help'. The page title is 'Complaint form'. The main body of the page is filled with approximately 25 horizontal dotted lines, providing a space for the user to write their complaint.



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Handwriting practice area with 25 horizontal dotted lines.

Page Sec At Ln Col REC TRK EXT OVR English (U.K)

(Total for Task 2 = 15 marks)

TOTAL FOR PAPER = 36 MARKS



Pearson Edexcel Functional Skills – Level 2

Practice 2

Time: 75 minutes

Paper Reference **PENR2**

English

Component 2: Reading Text Booklet

Do not return this Text Booklet with the Question Paper.

Instructions

- You should write your answers in the Question and Answer Booklet.
- You must **not** write any responses to questions in this Text Booklet.

Information

- This Text Booklet contains the three texts required for the Level 2 Component 2: Reading exam.
- This Text Booklet must be securely destroyed by the centre immediately after the exam has been completed.

Advice

- Read each text before you answer the questions.

Turn over ►

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Text A

Leaflet

Beware of identity theft

Paragraph 1

Identity theft is when someone uses your details to pretend to be you in order to steal your money or commit another crime. They may open a bank account, take out a credit card or even apply for benefits illegally in your name. Cases of identity theft are on the rise: criminals are becoming more and more adept at acquiring personal details. So be on the lookout and don't let anyone steal your identity and scam you.

Paragraph 2

Personal details like your name, address and date of birth provide enough information to create another 'you'. A thief can use a number of methods to find out your personal information. These include stealing your phone, hacking into emails or looking at social media, so take care online and be careful what you post.

Paragraph 3

One of the signs you may be the victim of identity theft is the loss of your passport, driving licence or other crucial documents. Alternatively, thieves may intercept your mail, for example electricity or phone bills, to get hold of your information.

Paragraph 4

If you see items that you haven't bought on your bank statement, it may mean someone has used your bank card to buy goods. Another indication that someone might be using your payment card details is receiving bills for goods you haven't ordered.

Paragraph 5

Check your bank account regularly for suspicious activity. If you are concerned, phone the bank using the number on your bank card. Documents with personal details should be securely disposed of, for example shredded. If you move to a new home, inform all relevant companies and give them your new address. The bottom line is you need to wise up to scammers. The less you give away, the safer you are.



Text B

Newspaper report

Concern about scams in the UK

Escalating numbers of people in the UK are being scammed by heartless criminals who target victims in person, on the phone and online. Just this week an investigation revealed how crooks pose as genuine tax officials to target 10,000 people a day by phone. Victims are told they have an outstanding bill and face arrest if they don't pay up. If they do pay, this is called an authorised push payment.

Fraud cases by type for 2018	
cheque	2%
internet banking	12%
authorised push payment	30%
payment card	56%

Consumer groups describe the soaring numbers of scams as 'alarming' and warn the country's grip on fraud is 'spiralling out of control': they say the true number of victims may well be even higher as they believe people are often too embarrassed to come forward.

Many instances of fraud take place online. For example, email scams may include 'phishing', which is when you are directed to a copycat website designed to trick you into revealing your bank details.

Another scam is when you get an email that seems to come from a friend who claims to have been robbed abroad and asks you to send them money urgently.

An email telling you that you need to pay for a TV licence immediately using the link provided, or you will be prosecuted is another way of conning people out of money.

If you receive a dodgy looking email, Mary Brown from Action Fraud advises you to:

- delete messages without opening them
- ignore email attachments
- avoid clicking on links, even to unsubscribe
- report anything that might be a scam to Action Fraud.

According to Mary Brown, scammers target thousands of people in the hope that a handful of people will be tricked into falling for their cruel cons. She advises people to read up on fraud and cyber-crime and make sure they have a firewall and virus protection on their devices. If you are a victim, report it immediately: every bit of information helps to track these criminals down.

© Amelia Murray, THE DAILY MAIL, 21 March 2019



Text C

Case studies

Dave's story

I received a text from my bank requesting verification of a suspicious looking transaction. The message appeared completely genuine so I wasn't concerned and rang the number in the text. The person I spoke to sounded professional and said I should transfer my money into a new 'safe' account immediately. This seemed sensible and I authorised payment through my online banking system. I was informed I'd receive a letter confirming the transfer and providing a new bank card. A week later I discovered my account was overdrawn and I was flabbergasted when I realised I'd been conned. I should have monitored my account more closely, according to the bank adviser I spoke to, and used the number on my bank card to telephone the bank.

Zena's story

My grandma was nearly scammed by a criminal pretending to be an electricity meter reader: he came to the door in uniform and had ID on him – he even knew her name. At first she trusted him completely, but then she became suspicious as she couldn't see a company van – and she remembered that the meter had been read recently. So she said she wanted to phone the company before allowing him in. He disappeared like greased lightning then. My grandma was extremely upset and couldn't believe it had happened to her - she phoned the local police to report him, so he couldn't target anyone else. She realised afterwards she should be more vigilant about shredding bills with her address on as this was probably how he accessed her details.

Marie's story

Recently I got a call saying I'd won first prize in a competition – a luxury holiday for two in the Caribbean. Initially I thought – wow, that's absolutely brilliant – and couldn't wait to tell my partner. Then I got an email with more information, asking for an 'administration fee' for the prize to be 'unlocked'. The penny dropped then – I hadn't entered a competition, there was no prize – this was all a big fat con. I was gobsmacked! My partner thought it was funny, but I was annoyed I'd been so gullible. I contacted Fraud Action to report it and the helpline person who was reassuring said fraudsters get a lot of info from social media – so you need to be really careful what you post. She said more people are falling for scams every day.



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Practice 2

Time: 75 minutes

Paper Reference **PENR2**

English

**Component 2: Reading
Level 2**

**You MUST have the correct Text Booklet.
You may use a dictionary.**

Total Marks

My signature confirms that I will not discuss the content of the test with anyone.

Signature: _____

Instructions

- Use **black** ink or ball-point pen.
- **Fill in the boxes** at the top of this page with your name, centre number and candidate number.
- **Sign the declaration.**
- Answer the questions in the spaces provided
– *there may be more space than you need.*

Information

- The total mark for this paper is **35**.
- There are a total of 15 questions:
 - Questions 1 to 4 are based on Text A
 - Questions 5 to 8 are based on Text B
 - Questions 9 to 11 are based on Text C
 - Questions 12 to 15 are based on more than one text.
- The marks for **each** question are shown in brackets.
- This paper assesses your reading skills, not your writing skills.
- You do not need to write in sentences.

Advice

- Read each question carefully before you start to answer it.
- Check your answers if you have time at the end.

Turn over ►

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Answer ALL questions. Write your answers in the spaces provided.

SECTION A

Read Text A and answer Questions 1 to 4.

1 Your friend wants to know about identity theft.

Using Text A, identify **two** ways that criminals can use your personal details illegally.

1

(1)

2

(1)

(Total for Question 1 = 2 marks)

Answer Question 2 with a cross in a box ☒. If you change your mind about an answer, put a line through the box ☒ and then mark your new answer with a cross ☒.

2 Which word best describes the style of Text A?

- A serious
- B apologetic
- C encouraging
- D sarcastic

(Total for Question 2 = 1 mark)

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Answer Question 3 with a cross in two boxes ☒. If you change your mind about an answer, put a line through the box ☒ and then mark your new answer with a cross ☒.

3 Which **two** of these quotations from Text A are examples of informal language?

- A 'be on the lookout'
- B 'all relevant companies'
- C 'wise up to scammers'
- D 'intercept your mail'
- E 'looking at social media'

(Total for Question 3 = 2 marks)

4 You have been asked to add subheadings to each paragraph in Text A.

Number each subheading from 1 to 5 to show which best matches each paragraph.

Two have been done for you.

Subheading	Paragraph number
Important documents	
What is identity theft?	
How to avoid identity theft	
Personal details	2
Unexpected items	4

(Total for Question 4 = 2 marks)

TOTAL FOR SECTION A = 7 MARKS



SECTION B

Read Text B and answer Questions 5 to 8.

5 What does each of these quotations from Text B suggest about scamming?

'spiralling out of control'.....
.....
(1)

'copycat website'.....
.....
(1)

(Total for Question 5 = 2 marks)

Answer Question 6 with a cross in a box ☒. If you change your mind about an answer, put a line through the box ☒ and then mark your new answer with a cross ☒.

6 Text B includes both facts and opinions.

Which **one** of these statements is an opinion?

- A** Scams can be reported to Action Fraud.
- B** Most people do not report being conned.
- C** Phishing is a way of acquiring bank details.
- D** People are scammed on the phone and online.

(Total for Question 6 = 1 mark)

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7 (a) According to Text B, what percentage of fraud cases in 2018 were linked to authorised push payment?

.....
(1)

(b) Which organisational feature is used to present this information?

.....
(1)

(Total for Question 7 = 2 marks)

8 (a) Using Text B, identify **two** examples of email fraud.

1
.....
(1)

2
.....
(1)

(b) Using Text B, identify **two** ways you can avoid email fraud.

1
.....
(1)

2
.....
(1)

(Total for Question 8 = 4 marks)

TOTAL FOR SECTION B = 9 MARKS



SECTION C

Read Text C and answer Questions 9 to 11.

9 Using Text C, identify **two** quotations that show people are shocked to discover someone has tried to cheat them.

1
.....
(1)

2
.....
(1)

(Total for Question 9 = 2 marks)

10 Using Text C, identify **two** language features the writers use to describe their experience of scams.

Give an example to support each answer.

Language feature
.....
(1)

Example
.....
(1)

Language feature
.....
(1)

Example
.....
(1)

(Total for Question 10 = 4 marks)

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Answer Question 11 with a cross in the box ☒. If you change your mind about an answer, put a line through the box ☒ and then mark your new answer with a cross ☒.

11 Which **one** of these quotations from Text C conveys a positive view of people who help victims of fraud?

- A 'the helpline person who was reassuring'
- B 'according to the bank adviser I spoke to'
- C 'she phoned the local police to report him'
- D 'he came to the door in uniform and had ID'

(Total for Question 11 = 1 mark)

TOTAL FOR SECTION C = 7 MARKS

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SECTION D

Questions 12 to 15 are based on more than one text.

12 You may use a dictionary to answer this question.

(a) 'more and more adept'

Give **one** word or phrase to replace 'adept' that keeps the meaning of this quotation from Text A the same.

.....
(1)

(b) 'been so gullible'

Give **one** word or phrase to replace 'gullible' that keeps the meaning of this quotation from Text C the same.

.....
(1)

(Total for Question 12 = 2 marks)

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Answer Question 14 with a cross in the box ☒. If you change your mind about an answer, put a line through the box ☒ and then mark your new answer with a cross ☒.

14 Which **one** of these statements about the language used in Text A and Text B is correct?

- A Both use statistics for authenticity.
- B Both use direct address to give advice.
- C Both use exclamations for emphasis.
- D Both use quotations to support points.

(Total for Question 14 = 1 mark)

15 Your relative wants to know how serious scamming is becoming.

Identify **one** piece of evidence from **each** of the three texts that shows scams are an increasing problem.

Text A
.....
..... (1)

Text B
.....
..... (1)

Text C
.....
..... (1)

(Total for Question 15 = 3 marks)

TOTAL FOR SECTION D = 12 MARKS
TOTAL FOR PAPER = 35 MARKS

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