

# Organisational Features – Exam-Style Questions

English

Level 2 Reading

Exam-style · 11 questions · 20 marks

## Remember

**How the marks work:** 1 mark = name the feature, or give one clear purpose. 2 marks = name it *and* explain what it does for the reader of this text. 'Explain' questions need a reason, not a description.

**Answer formula:** *feature + helps the reader to + specific job in this text.* "The table helps someone with an eviction threat find the right contact without reading the whole page."

**Watch the wording:** 'organisational', 'presentational', 'layout' and 'structural' all mean the same thing. 'Language feature' means something different – see the Language Devices sheets.

## Text B – web page (11 marks)

### Renting for the first time? Read this before you sign

*Text B – from a housing charity's website*

**Contents:** 1. Before you view · 2. At the viewing · 3. Understanding the contract · 4. Your deposit · 5. Where to get help

#### 1. Before you view

Work out what you can afford. A common guide is that rent should be no more than a third of your take-home pay. Remember to add council tax, energy, water and broadband – for a one-bedroom flat these typically add £180–£250 a month.

#### 2. At the viewing

1. Check every tap, light and socket.
2. Look for damp: dark patches on walls, a musty smell, condensation on windows.
3. Ask which bills are included.
4. Take photos of any damage.

#### 3. Understanding the contract

Most private tenancies are **assured shorthold tenancies (ASTs)**. The contract must state the rent, the deposit, the length of the tenancy and who is responsible for repairs. Never sign anything you have not read in full – ask for a copy to take away.

#### Key terms

**Deposit** – money held as security against damage or unpaid rent.

**Inventory** – a list, with photos, of the property's condition when you move in.

**Break clause** – a term that lets you or the landlord end the tenancy early.

#### 4. Your deposit

By law your deposit must be protected in a government-approved scheme within 30 days. The landlord must give you the scheme's details in writing. [Check your deposit is protected here.](#)

## 5. Where to get help

| Problem                  | Who to contact                      |
|--------------------------|-------------------------------------|
| Repairs not done         | Your council's housing team         |
| Deposit not returned     | The deposit protection scheme       |
| Threatened with eviction | Our free advice line, 7 days a week |

*Last updated: March 2026 · Reviewed by our housing advice team*

1. Which organisational feature helps a reader who only wants to know about deposits go straight to that section? (1 mark)

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2. Give **two** reasons why the writer has used a numbered list in section 2 rather than a paragraph. (2 marks)

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3. Explain how the 'Key terms' box helps the reader. (2 marks)

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4. Which feature suggests that 'Check your deposit is protected here' will take the reader somewhere else? (1 mark)

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5. A reader has been threatened with eviction. Which organisational feature would they use to find out who to contact, and why is it useful? (2 marks)

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6. Why has the writer put 'assured shorthold tenancies (ASTs)' in bold? (1 mark)

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7. What is the purpose of the line 'Last updated: March 2026 · Reviewed by our housing advice team'? (2 marks)

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## Text C – report (9 marks)

### Staff Survey 2026 – Summary Report

*Text C – an internal report for the managers of a supermarket*

#### 1. Introduction

This report summarises the results of the annual staff survey, completed by 184 of the store's 211 employees (87%).

2. Key findings

- **Pay and hours:** 62% said their hours were predictable; 38% said shifts changed at short notice.
- **Training:** 71% felt well trained for their role, up from 58% last year.
- **Wellbeing:** 44% said they felt 'often' or 'always' stressed at work.

3. What staff told us

"I like the job, but I find out my rota on Thursday for the following Monday. It's impossible to plan childcare."

4. Recommendations

1. Publish rotas at least two weeks in advance.
2. Extend the new-starter training programme to existing staff.
3. Offer a confidential wellbeing check-in each quarter.

Appendix A (full data tables) is available on request.

8. Match each subheading to the correct section number. (2 marks)

| Subheading         | Section |
|--------------------|---------|
| Recommendations    |         |
| Introduction       |         |
| What staff told us |         |
| Key findings       |         |

9. Identify **two** organisational features used in Text C and explain how each one helps the managers reading the report. (4 marks)

10. Why is a numbered list, rather than bullet points, the better choice for section 4? (1 mark)

11. Text A (the leaflet on the previous sheet, or any leaflet you have studied) and Text C are organised differently. Give **one** difference in how they are organised and explain why it suits each text's purpose. (2 marks)

# Organisational Features – Exam-Style Questions – Answers

Level 2 Reading · mark-scheme style

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## Text B

1. **The contents list** (accept 'the numbered subheadings'). (1)
2. Any two: the steps are separate and easy to tick off (1); the reader can follow them in order at the viewing (1); it is quicker to scan than a paragraph (1); nothing gets missed (1). (2)
3. It explains specialist words (deposit, inventory, break clause) (1) so a first-time renter can understand the contract section without looking elsewhere / it is separated from the main text so it is easy to find and refer back to (1). (2)
4. **Underlining**, showing it is a **hyperlink**. (1)
5. **The table** in section 5 (1); it matches each problem to a contact so the reader can find the right one immediately (1). (2)
6. To draw attention to / highlight the key term the reader needs to recognise on their contract. (1)
7. It tells the reader the information is current/recent (1) and has been checked by experts, so it can be trusted (1). (2)

## Text C

8. Recommendations 4 · Introduction 1 · What staff told us 3 · Key findings 2. (2 marks for all four; 1 mark for two or three correct)
9. 1 mark per feature + 1 per linked explanation, max 4. E.g. **numbered subheadings** – managers can go straight to the findings or recommendations; **bullet points with bold labels** – each finding is separate and the topic (Pay, Training, Wellbeing) can be seen at a glance; **pull quote** – gives a real staff voice that supports the statistics; **numbered recommendations** – shows the actions in priority order and makes them easy to refer to in a meeting; **statistics in bold/percentages** – key numbers stand out. Do not accept language features (e.g. 'formal tone').
10. Recommendations are actions to be taken – numbering shows an order/priority and lets people refer to 'recommendation 2' (1).
11. Any valid difference + reason, e.g. the leaflet uses a table and text boxes to make information attractive and quick to scan for the general public (1); the report uses numbered sections and findings in a fixed order because managers need to locate evidence and decisions in a formal document (1). (2)

## Where Level 2 students lose marks on this topic

- Answering a 2-mark 'explain' question with a name only – 'the table' scores 1; 'the table, so the reader can find the right contact for their problem' scores 2.
- Listing language features (formal tone, statistics as persuasion) when the question says organisational.
- Explaining what the feature is in general ('a glossary explains words') rather than what it does *in this text for this reader*.