

Letter of Application – Exam-Style Writing Tasks

English

Level 2 Writing

Two exam-style tasks · planning grid · mark scheme · model answer with examiner notes

Know the format: a letter of application

Layout: a formal letter – your address, date, the employer's address, 'Dear Sir or Madam' (or a name if given), a subject line naming the job → paragraphs → 'Yours faithfully/sincerely' → full name.

Paragraph plan: 1 which job, where you saw it, one sentence on why you are applying · 2 your relevant experience and skills, matched to what the advert asks for · 3 your personal qualities, with evidence · 4 why you want to work for *this* organisation · 5 availability, and a polite request for an interview.

Register: formal and confident, never boastful. 'I have three years' experience of...' not 'I'm amazing at...'. Match your evidence to the advert's wording.

Useful phrases

- I am writing to apply for the position of..., advertised...
- For the past ... years I have...
- I am used to... and was trusted to...
- Colleagues would describe me as...
- I genuinely enjoy...
- I am available to start from... and am happy to...
- I would be grateful for the opportunity to discuss the role at interview.
- Thank you for considering my application.

Task 1 – exam-style (Pearson layout)

Task 1

21 marks · about 35 minutes

Information

Customer Service Assistant – Riverside Leisure Centre

Full-time, 37 hours, including some evenings and weekends. We are looking for someone who is friendly and reliable, enjoys helping people, can stay calm when it is busy, and is confident using a computer booking system. Experience of working with the public is desirable but not essential – full training given. Apply in writing to the Centre Manager.

Writing task

Write a letter applying for the job.

In your writing, you should:

- explain why you are interested in the job
- describe the experience, skills and personal qualities that make you suitable
- say when you would be available and ask for an interview

You should aim to write about **250 to 300** words.

(21 marks)

Plan first (5 minutes)

Address block + subject line

Para 1: the job, where seen, why applying

Para 2: experience matched to the advert

Para 3: qualities + evidence

Para 4: why this organisation

Para 5: availability + interview request

Write your answer

[illegible]

[illegible]

Task 2 – exam-style (Highfield layout)

Task 2

27 marks · about 30 minutes

Information

A local charity that supports older people living alone is looking for volunteer befrienders to visit clients for an hour a week. Volunteers need to be patient, good listeners, reliable and able to commit for at least six months. Applications should be made in writing to the Volunteer Coordinator.

You make these notes: cared for my grandmother for two years · work part-time, free Wednesday afternoons · good listener – friends say so · can commit for a year · have a car · would like the training mentioned on the website

Writing task

Write a letter applying to be a volunteer befriender.

In your writing, you should:

- say why you want to volunteer with the charity
- describe the qualities and experience that make you suitable
- explain when you are available and ask what happens next

You should aim to write about **200 to 250** words.

(27 marks)

Write your answer

This image shows a single sheet of white paper with horizontal ruling lines. The lines are evenly spaced and run across the width of the page. There are no margins, text, or other markings on the paper.

Letter of Application – Exam-Style Writing Tasks – Mark Scheme and Model Answer

How the examiner marks it, what a full-marks answer must include, and a model answer at a secure Level 2 pass standard.

Want a tutor to mark your work? Functify Learning runs live 10-week Functional Skills Level 2 English and Maths courses (small groups, mock exam included) and a 5-day self-paced revision course. Start with our free mini mock test at funtifylearning.co.uk.

How writing tasks are marked

Marks	Composition (what the examiner looks for) – Grid A	Spelling, punctuation and grammar – Grid B
Top band 9–12 (Task 1) 7–9 (Task 2)	Ideas are consistently clear, with detail used <i>effectively</i> for the purpose and audience, at the right length. Format and structure are right for the text type; paragraphs are used effectively and the writing is held together with organisational markers. A range of sentence types, including complex sentences, used accurately. Language and register suit the audience, with a wide, well-chosen vocabulary.	Top: spelling of everyday and specialist words is accurate; a range of punctuation is used correctly and for effect; grammar is consistently accurate, including tense and subject–verb agreement.
Middle band 5–8 / 4–6	Ideas are reasonably clear with an appropriate level of detail. Format and structure are appropriate; paragraphs generally accurate; cohesion mostly maintained. Range of sentences with general accuracy. Wide vocabulary appropriate to purpose and audience.	Middle: mostly accurate spelling with some errors in harder words; sentence punctuation mostly accurate; grammar generally correct.
Lower band 1–4 / 1–3	Straightforward ideas with some clarity. Some use of appropriate format, paragraphs and cohesion. Some range of sentences with some accuracy. Some appropriate vocabulary.	Lower: errors in spelling and punctuation that sometimes affect clarity; limited or inconsistent grammatical control.

Based on the published Pearson Edexcel Level 2 writing grids (Task 1 = 21 marks: 12 composition + 9 SPaG; Task 2 = 15 marks: 9 + 6). Highfield, City & Guilds and NCFE mark the same strands with different totals (e.g. 27 per task).

Indicative content – what a full answer to Task 1 must cover

- A clear opening naming the job and where it was advertised
- Experience and skills matched to the advert's list: friendly and reliable, helping people, staying calm when busy, using a computer booking system – each with an example
- Personal qualities with evidence, not just claims
- Availability (including evenings and weekends, as the advert requires) and a polite request for an interview
- Formal letter conventions and a confident, courteous register

The examiner's list is "not prescriptive" – any relevant, developed ideas score – but every bullet point in the task must be addressed.

Model answer – Task 1 (285 words)

14 Orchard Close
Brookford
BF2 7LP
21 September 2026

The Centre Manager
Riverside Leisure Centre
Riverside Way
Brookford BF1 4RD

Dear Sir or Madam,

Re: Customer Service Assistant vacancy [subject line names the job]

I am writing to apply for the position of Customer Service Assistant, advertised on the centre's website on 15 September. I have used Riverside for swimming for over five years and would welcome the chance to be part of the team that makes it such a friendly place to visit. [bullet 1: which job, where seen, a genuine reason]

For the past two years I have worked part-time on the front desk of a busy dental practice, greeting up to eighty patients a day, taking payments and managing appointments on a computerised booking system. I am used to staying calm when the waiting room is full and the phone is ringing, and I was trusted to train two new receptionists last year. Before that I spent three summers as a lifeguard's assistant at an outdoor pool, so I am familiar with the routines of a leisure facility. [bullet 2: experience mapped to every requirement in the advert – public, busy, booking system, leisure]

Colleagues would describe me as reliable and approachable: in two years I have not had a day off sick, and I was nominated by patients for our practice's 'friendly face' award in March. I genuinely enjoy solving problems for people, whether that is finding a lost booking or helping an anxious first-time visitor feel welcome. [bullet 2: qualities with evidence, not claims]

I am available to start from 12 October and am happy to work evenings and weekends, as I understand these are the centre's busiest times. I would be grateful for the opportunity to discuss the role at interview and can be contacted on the details above. [bullet 3: availability matched to the advert + polite request]

Thank you for considering my application.

Yours faithfully,
Hannah Reid

Why this scores in the top band

- The letter tracks the advert: every quality the employer listed (friendly, reliable, calm when busy, booking system, working with the public) is answered with a specific example.
- Evidence replaces claims – 'eighty patients a day', 'trained two new receptionists', 'no days off sick', a named award – which is what 'detail used effectively' means for this text type.
- The tone is confident without boasting: 'Colleagues would describe me as...' rather than 'I am the best...'.- All three bullets are covered, and availability is tied back to the advert's evening and weekend requirement.
- Flawless formal-letter format: addresses, date, subject line, correct sign-off for 'Dear Sir or Madam'.

Where Level 2 students lose marks on this text type

- Listing qualities with no evidence: 'I am hard-working, reliable and friendly.' Anyone can write that; prove it.
- Ignoring the advert. If it asks for someone calm when busy, say when you have been exactly that.
- Writing about what the job would do for you ('I need the money', 'the hours suit me') rather than what you would bring.
- Forgetting to ask for an interview or to give availability – the third bullet is often the easiest mark to drop.