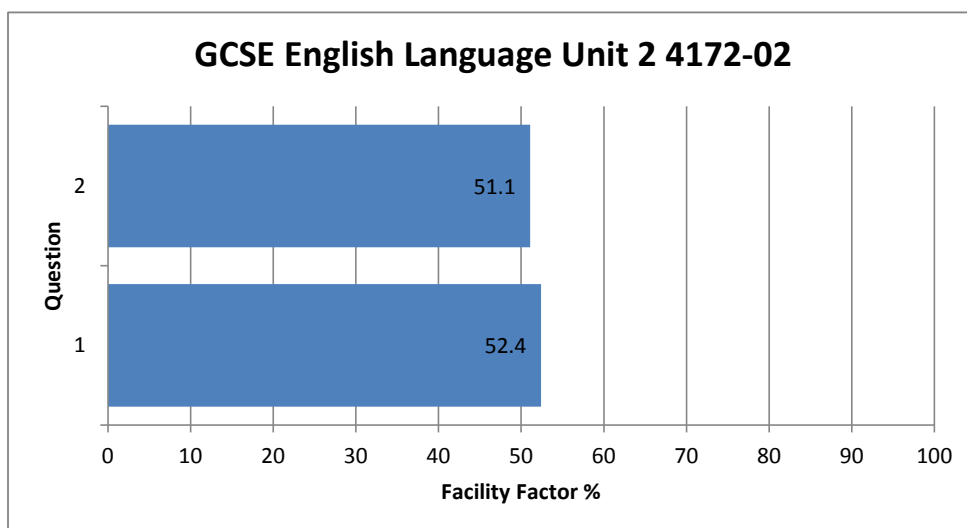
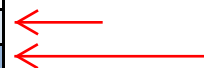


## GCSE English Language Unit 2 4172-02

All Candidates' performance across questions

<b>Question Title</b>	<b>N</b>	<b>Mean</b>	<b>S D</b>	<b>Max Mark</b>	<b>F F</b>	<b>Attempt %</b>
1	66989	10.5	2.8	20	52.4	99.9
2	66646	10.2	3.1	20	51.1	99.4



*Answer Question 1 and Question 2.*

*In this unit you will be assessed for your writing skills, including the presentation of your work.  
Take special care with handwriting, spelling and punctuation.*

***Think about the purpose, audience and, where appropriate, the format for your writing.***

*A guide to the amount you should write is given at the end of each question.*

1. Last weekend you had to travel by train. The journey was disastrous and ruined your day.

You decide to write a letter of complaint to the train company, making a convincing case for a full refund.

**Write your letter.**

[20]

*The quality of your writing is more important than its length. You should write about one to two pages in your answer book.*

English language - Writing - unit 2

1

Tuesday 3rd June 2014

Dear Sir/Madam,

I am writing to you in demand of a full refund for my train journey home last weekend.

I was extremely appalled with my experience using your train company and would like to discuss why a full refund would be necessary.

The services your company offer to passengers is of a ridiculous standard. The staff who work on your trains have bad attitudes and are very rude. I do not feel as though it is acceptable for passengers to be laughed at by a number of your staff because of their appearance. I felt uncomfortable, humiliated and disgusted with how I was being stared at.

IF your staff hadnt already caused  
me enough grief i thought the way  
they spoke to passengers was  
Innapropnate. For example i remember  
asking a member of your staff for  
a cup of tea of which i could see  
on the refreshment trolley not too  
far away from me. The response i  
recieved was 'wait' and when i did  
finally recieve what i had asked for  
it was practically thrown at me.  
Half of the tea had spilt on my  
shirt however i was happy to see  
past that.

unfortunately i didnt recieve an  
apology from any of your staff which  
has persuaded me to demand a refund.  
I feel disapointed and let down with  
your services and feel i should not  
at all have been made to feel the  
way i did on your train.

I hope you understand my reasons  
for my demand and i advise you to  
have words with your staff about  
manners as the shirt i was wearing  
got stained and ruined my interview  
i had later that day.

Yours faithfully,

[REDACTED]



English language - Writing - Unit 2

1

Tuesday 3rd June 2014

Dear Sir/Madam,

I am writing to you in demand of a full refund for my train journey home last weekend.

I was extremely appalled with my experience using your train company and would like to discuss why a full refund would be necessary.

The services your company offers to passengers is of a ridiculous standard. The staff who work on your trains have bad attitudes and are very rude. I do not feel as though it is acceptable for passengers to be laughed at by a number of your staff because of their appearance. I felt uncomfortable, humiliated and disgusted with how I was being stared at.

IF your staff hadn't already caused  
me enough grief I thought the way  
they spoke to passengers was  
inappropriate. For example, I remember  
asking a member of your staff for  
a cup of tea of which I could see  
on the refreshment trolley not too  
far away from me. The response I  
received was 'wait' and when I did  
finally receive what I had asked for  
it was practically thrown at me.  
Half of the tea had spilt on my  
shirt however I was happy to see  
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unfortunately I didn't receive an  
apology from any of your staff which  
has persuaded me to demand a refund.  
I feel disappointed and let down with  
your services and feel I should not  
at all have been made to feel the  
way I did on your train.

I hope you understand my reasons  
for my demand and I advise you to  
have words with your staff about  
manners as the shirt I was wearing  
got stained, and ruined my interview  
I had later that day.

Yours faithfully,

[Redacted Signature]

elo. Mostly coherent and fluent with awareness of PAF.

Same apt reasons given in support 6

SSPS Band 2 3.



Vivian Trains

Dear sir / madam,

I am writing to complain about my appalling train journey between Manchester Piccadilly and London Euston. In all of my life, I have never been subjected to such a disgraceful experience on a train.

Firstly, I found that my carriage in the train was extremely cold. It was impossible to enjoy the my-journey from Manchester in such conditions. When queried a member of your staff as to whether it was possible for the carriage to be heated slightly, I was given a cold and indifferent reply in a rude and indifferent manner. Apparently, the heating was broken a couple of weeks ago, a fact that was explained to me in such a manner that left me offended.

Secondly, when I chose to purchase some tea to relieve the journey, I found the tea to be at best lukewarm. Whether or not it was as a result of the carriages extremely low temperature or of poor staff training is unclear, but I was coo

intimidated to approach the surly attendant who had given me the drink. I also found, on ~~my~~ ~~person~~ checking out the sandwiches in the buffet cart, that ~~the~~ all of the meagre selection of sandwiches and salads were quite severely out of date; I even found a ham and cheddar sandwich dated 2004.

I found no comfort whatsoever in the carriage itself. The seats were substandard, the walls were filthy and there were several questionable stains on the thin carpet. This surprised me, as on previous Virgin trains which I had travelled on, I found the carriage to be immaculately clean. Obviously the train on which I travelled is due a ~~thorough~~ very deep clean, as nobody could be expected to last over an hour in these conditions. For such a large train company with such a reputation, I would have expected the ~~cleanliness~~ cleanliness of the carriage to be of higher priority!

Finally, the journey itself was delayed by over ~~the~~ <sup>3 hours</sup>. This doubled the journey time, and exacerbated my suffering at the incapable hands of your inept assistants and the substandard carriage. At one point I considered disembarking the train entirely, and ordering a taxi to London, spending  $\$ \frac{1}{2}$  hours on a journey which should have taken  $2 \frac{1}{2}$  is beyond unacceptable.

Not only was I ~~was~~ very late for an imp



ortant family event, I wasn't even given a reason as to why the train was so ~~extraordinarily~~ extraordinarily late. The customer service provided was absolutely appalling, to say the least.

As a result of my excruciating journey at the hands of your helpless staff, in a dinghy carriage, off the while 3 hours late, I expect a full refund for my £50 journey to London Euston, as I'm sure my fellow passengers would also appreciate. I have been a loyal ~~passenger~~ customer of your company for nearly ten years for my regular trips to London, but my commitment has been shaken by this experience.

Yours Faithfully,

[Redacted Signature]

Vivian Trains

Date

Dear sir / madam,

I am writing to complain about my appalling train journey between Manchester Piccadilly and London Euston. In all of my life, I have never been subjected to such a disgraceful experience on a train. ✓

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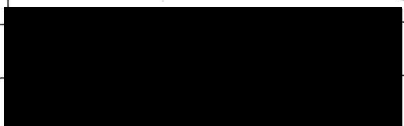
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16/17

Yours Faithfully,



40. Confident and well judged. 11  
Some ambitious vocabulary.  
SSPS Band 3 5

16



I.

Tuesday, 3<sup>rd</sup> June 2014

Dear Sir,

I am writing to you to inform you that I am not very pleased with my train journey last weekend and therefore I wish to make a full complaint and have a full refund.

Firstly, last weekend I was on my way to Oxford for a job employment interview. I had to be there on time for exactly 12:00pm. Therefore, I decided that the quickest way to travel was by train. I purchased a train ticket to Oxford, which was £18.75 and the scheduled time for the train to arrive was 10:00am. I began waiting for the train at around 9:30am and about 9:53am an announcement was made through the tannoy stating that "the 10:00am train to Oxford has been delayed for 1 hour. I got very disappointed with the fact no apology was made or any excuse what so ever towards why the train has been delayed.

Secondly, the train to Oxford arrived at 11:06am, which was a little later than it was supposed to arrive. I got on board the train and sat down on the first ~~one~~<sup>seat</sup> I looked at. The seat seemed to have small brown crumbs in the red fabric and the table had a slightly sticky texture. I looked under the table and I could see a parade of chewing gum stuck to the surface and chocolate bar wrappers on the floor. Considering I paid a rather expensive £18.75 for the train ticket, I would have expected a cleaner environment for my journey.

Thirdly, it was about 15 minutes into the train journey and all of a sudden, the train made an emergency stop and everybody was told to evacuate from the train. Everybody quickly shuffled along with their miserable looking faces and went outside. We were stood outside in the cold, waiting for a response towards what<sup>s</sup> happening.

Fourth, we all got back on the train and staff made<sup>no</sup> communication with the passengers telling what had happened. The time was now 12:02pm so I ~~were~~ was now <sup>very</sup> late for my interview which I was not<sup>^</sup> happy about.

I hope you take into consideration how disastrous my train journey was, how it ruined my day and will therefore provide me with a full refund.

Question  
number

Leave  
Blank

~~Sincerely~~  
Yours faithfully, Yours faithfully,





I.

Tuesday, 3<sup>rd</sup> June 2014

Dear Sir,

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Question  
number

Leave  
Blank

	<del>Sincerely</del>
	<del>Yours faithfully</del> Yours faithfully,
	
	SSPS Band 2 <u>3</u> <sup>14</sup>
	10. Sense of purpose:
	Clear sense of audience
	Coherent arguments 7

10



1.

Dear trainline

I am writing to you to complain about the horrible train journey I had with your company the past weekend.

The train was disgraceful, even booked tickets didn't secure a seat, there was too many people in each part of the train, women with small children ~~at~~ in prams were getting squashed up and knocked about even the babies in the prams were in dangerous places each time the train stopped we were all asked to move down further but there was no room to even move so people still crammed on the train making it hard to breathe and horribly humid, people were shouting and complaining, arguing with each other swearing and even hitting one another over the children in the prams.

the train journey ruined mine and my family's whole day as the children we brought along were crying the whole way home. Scared if they got lost and to be perfectly honest so was I, it's a dangerous environment for anyone to be in and it needs to be addressed immediately. there was no organisation and even the first class carriages were jam packed.

1.

Dear trainline.

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The train journey ruined mine and my family's whole day out. The children we brought along were crying the whole way home. Scared if they got lost and to be perfectly honest so was I. It's a dangerous environment for anyone to be in and it needs to be addressed immediately. There was no organisation and even the first class carriages were jam packed. A sense of purpose.

Lacks fluency and clarity. Thin

65%

4

2

5/6

6



*Answer Question 1 and Question 2.*

*In this unit you will be assessed for your writing skills, including the presentation of your work.  
Take special care with handwriting, spelling and punctuation.*

***Think about the purpose, audience and, where appropriate, the format for your writing.***

*A guide to the amount you should write is given at the end of each question.*

2. 'Teen View', a magazine for teenagers, wants to publish lively reviews from its readers. Write a review of a film or TV programme you have watched, or a book you have read.

**Write your review.**

[20]

*The quality of your writing is more important than its length. You should write about one to two pages in your answer book.*

## 2. Something Borrowed!

Something Borrowed is a film I recently watched on TV. The film is about an intelligent girl who let the love of her life slip into the sight of her ~~bestfriend~~ bestfriend.

~~Then~~

The two were quickly an item and got engaged however things change throughout the film and hearts are broken!

The main character Rachel who still loves her bestfriends fiancé let it slip to her old crush on him which causes confusion as he felt the same. Rachel and the man she loved, Dex, began a secret affair behind her bestfriends back.

As the film goes on ~~the~~ Rachel and Dex are clearly in love. Unfortunately in a few days time Dex is to be married to Rachels bestfriend. Could a happy ending be in store? Dex leaves his fiancé heartbroken when she discovers him at her bestfriends house after he called off the wedding.



Sympathy for Rachel's best friend is quickly taken away as she reveals she has also been cheating on Dex. Rachel and her best friend lost contact but slowly began to mend their friendship. Rachel and Dex are still madly in love and are now in a relationship!

Something Borrowed is a cute love film with sappy scenes and teary eyed moments. Emotions are all over the place but the ending is a good one and is sure to put a smile on everyone's ~~faces~~ face!

I ~~recommend~~ recommend Something Borrowed to anyone with a big heart <sup>and a</sup> love for romantic comedies!

Written by



Q. Something Borrowed!

Something Borrowed is a film I recently watched on TV. The film is about an intelligent girl who let the love of her life slip into the sight of her ~~bestfriend~~ bestfriend. ✓

~~The two~~  
The two were quickly an item and got engaged, however things change throughout the film and hearts are broken! ✓

Not always who is who  
The main character Rachel who still loves her bestfriend's fiancé let it slip to her old crush on him which causes confusion as he felt the same. Rachel and the man she loved, Dex, began a secret affair behind her bestfriend's back.

As the film goes on ~~the~~ Rachel and Dex are clearly in love. Unfortunately in a few days time Dex is to be married to Rachel's bestfriend. Could a happy ending be in store? Dex leaves his fiancé heartbroken when she discovers him at her bestfriend's house after he called off the wedding.

Narrative focus.

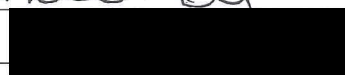


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Written by



81

40. Sequence provides some coherence. Attempt to adapt style to coherence.

Some range of vocab but thin overall. 5

SSPS Band 2 3.

8

2

The TV programme that I have chosen to review is Scrubs.

Scrubs is a comedy series following the mishaps of a group of fictional doctors in a hospital, all told from the narrative of Dr John 'J.D.' Dorian. The programme uses flashbacks and cutaways to progress the story.

### Characters:

The show consists of seven major characters, all of whom have significance.

The main character is Dr John 'J.D.' Dorian. It is from his perceptions and thoughts that the stories in each episode are told. He is a very quirky character, prone to daydreaming and performing various childish acts with his best friend and surgeon Dr Chris Turk. Like J.D., Turk is childish, and, despite his challenging job as a surgeon, still manages to be slightly dim-witted. Turk and Dorian are accompanied by their female friend Dr Elliot Reid. Reid and Dorian's relationship very often becomes ~~sexual~~ intimate, which is a major part of the series' plot lines.

The three doctors are mentored by the surly and cynical Dr Perry Cox. Dr Cox, despite his constant cynical and sarcastic comments towards the doctors, and his insistence on referring to Dorian as various female names, such as Nancy, he is often the moral centre of the series, providing ~~clear~~ moral advice to



many of the doctors. As a result, Cox has gained the respect of most of the staff of the hospital, and his frequent rants about seemingly minor things provide one of the show's funniest elements. ~~Some of the~~  
~~more~~

Plot lines;

Scrubs has many plot lines. One of the major plot lines is the on/off relationship between Elliot and JD. Their ~~as~~ <sup>regular</sup> bickering ups and adds conflict into the dynamic of the hospital.

Another plot line is the marriage between Turk and his wife Carla, who is a hispanic nurse at the hospital. Their marriage consistently goes through troubles, such as when Turk is asked to buy a new car, but instead buys three scooters, or when Carla accidentally loses their taxidermied dog 'Rowdy', ~~showing~~ and is forced to find it to prevent a serious conflict. As you can see, the arguments usually revolve around minor things and often sort themselves out.

Finally, the relationships between Dr Cox and both his student JD and his boss Dr Bob Kelso provide a plot. Cox is often cold to JD, and seems to consistently put him down, by calling him girls names etc. Despite this, he often provides support to JD in dark times, even if at first he looks like he doesn't care.

He also has a complex relationship with his Boss Dr Kelso. The two seem

relatively similar, owing to their shared cynicism and sarcastic humour. Despite this, they are often at odds. Meko seems to have little regard for morals or for people's feelings, and this contrasts highly against Cox who, despite ~~their~~ impressions, does hold people's feelings in high regard.

Why I like it;

There are a number of reasons as to why I enjoy scrubs. One reason is the humour. The hilarity of JD's constant day dreams and fantasies, coupled with COX'S witty remarks and the general mishaps of the dysfunctional hospital serve to create a show that keeps you laughing.

Also, I like the way scrubs identified well with life. Several quotes, such as "anything worth anything in life needs to be worked for and you can't move in a positive direction if you've burned all of the bridges ~~away~~ created many memorable moments.

Scrubs can be watched on E4, and also on netflix anytime.



2

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Scrubs can be watched on E4, and also on netflix anytime.

40. Expression is clear and controlled

Arguments pursued effectively.

Writing is sustained. 10

SSAS Band 4 6

## 2. Is Harry Potter really worth watching?

By [REDACTED]

Harry Potter has a series of 8 films in total and each one is said to be 'spectacular.' ~~It~~

Harry Potter is a story of a young wizard, whose parents died when he was a child, has been taken in for care with his non-wizard relatives. The family raise Harry from a child but treat him similar to a servant, acting like he's not one of their kind.

Each film has a different story to it with different adventures to stop the evil and mysterious things that happen within Hogwarts.

In each film, there is an evil and dark wizard, named 'Voldemort' who seems to lurk within the shadows on <sup>the</sup> search for Harry Potter. The films are within Harry's perspective but he isn't telling the story. All of the films link up with



one another so you have to watch each one in order, ~~in~~ to know and understand the Scenario.

Many teenagers enjoy watching the Harry Potter films as they describe them with being 'excellent' and 'magnificent'. The films are very enjoyable to watch as none of them tend to 'bore you out'.

Within the fourth Harry Potter film, the Goblet of Fire, the actor Robert plays a character named 'Sedrick Diggle'. The actor is very well known as he has starred in the Twilight sagas so many of the teenage girls will be wanting to see as 'good looking vampire' play out as a wizard.

The end of the film series breaks out with Harry trying to destroy 'Lord Voldemort' in his quest to find the horcruxes. A big battle takes place at the Hogwarts school which eventually leads up to a 'happy ending.'

The very end shows Harry and his friends 15 years later taking their children onto the train to Hogwarts. This opens a new door to possibly bring out even more adventures that the Harry Potter fans would love to see.

Overall the Harry Potter films can be for everybody. They involve fantasy adventures, war and even the 'good looking boys' that the teenage girls will

Question  
number

Leave  
Blank

love and admire.

So whether you like the idea of  
wizards or not, you can watch the  
family Harry Potter films and see if  
they're for you.



2. Is Harry Potter really worth watching?

By [REDACTED]

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Harry Potter is a story of a young wizard, who's parents died when he was a child, has been taken in for care with his non-wizard relatives. The family raise Harry from a child but treat him similar to a servant, acting like he's not one of their kind. ✓

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Overall the Harry Potter films can be for everybody. They involve fantasy adventures, war and even the 'good looking boys' that the teenage girls will



love and admire.

So whether you like the idea of wizards or not, you can watch the family Harry Potter films and see if they're for you.

SSR1 Band 3 4/13

10. Some precise details / vocabulary

Clear sense of audience. Expression

clear. Some range in terms of sentenceing  
6/7

10

2.

I went to watch the new Spiderman movie last night and honestly I loved it, it is such ~~an~~ an action packed movie with lots of fun parts and amazing villains, I would recommend this movie to everyone! the graphics are amazing and the story line is put together amazingly. there is only one thing I didn't like about the movie and it was the fact that they didn't use the original actor for Peter Parker from the movie (Spiderman 1) but apart from that the movie is ~~hands~~ hands down 4 stars! a good family and friends get together movie.



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40. Thin, brief and lacks substance. 2

Some relevant ideas but limited.

SSPS Band 2 2

4