

# Functional Skills

## English

### Level 2 Reading R5

Analyse Texts in Relation to Audience Needs and  
Consider Suitable Responses v1.0

**Functional Skills English:**

Level 2

**Skill Standard:**

Reading R5

**Coverage and Range:**

'Having read texts, learners may actively respond in a variety of ways (for example by following instructions to build a wardrobe; giving an oral presentation on the opposing views on a contemporary issue; starting a fundraising campaign in their school, college or workplace having read an article about poverty or famine in a particular location; or... by replying to each point in a letter of complaint). It is important to note that in order to 'actively respond' the learner must do something more than read; they must respond appropriately to read materials. This might involve taking notes to inform a future task or altering a proposal or strategy.'<sup>1</sup>

---

<sup>1</sup> QCA Functional Skills guidance: amplification of the standards June 2008 QCA/08/3700

Flag image by The Westmorland Association and Hogweard (Own work) [Public domain]

Contains public sector information licensed under the Open Government Licence v3.0. Source: [www.gov.uk/register-birth](http://www.gov.uk/register-birth), <http://www.nhs.uk/Livewell/Goodfood/Pages/eight-tips-healthy-eating.aspx>, <http://www.freeimages.com/browse.phtml?f=download&id=1314902>, <http://www.freeimages.com/photo/1219484>

## Audience Needs and Responses

Many texts seek to prompt a response from their audience, and this reaction can be performed in a number of ways depending on the type of text. This can be as simple as answering a series of related questions, but it can also take on a number of different forms, e.g.

- Following written instructions to complete a task (such as a recipe)
- Replying to emails, texts, notes, etc.
- Completing forms (such as an application form or petition)
- Composing a summary of a text

In your exams, the analysis of texts in this way is taken a stage further, and you may therefore be asked to:

- Assess what kinds of responses particular texts require;
- Determine whether a text meets the intended audience's needs;
- Consider certain texts and other people's responses to them;
- Read a variety of texts in order to respond to them yourself.

Many of these question types require related skills, including careful reading, note taking and writing in detail.

## Needs

When assessing whether an audience's needs have been met, you are simply being asked to judge whether the writer has provided sufficient accurate and trustworthy information and used the appropriate formatting options and vocabulary for the type of text in question.

For example, if you received a formal letter that asked you to reply but did not itself include a return address, constantly used slang and colloquialisms, and did not state who it was from, it would clearly fail to meet your needs on these grounds.

## Responding

In order to respond to a text appropriately, you first need to work out its purpose. This will be obvious from the format and content and likely be one, or a combination, of writing to argue, persuade, entertain, instruct, advise, inform or describe. Once you have identified the purpose, of course, you will then be able to judge whether to take the advice, agree with the argument, pass on the information, follow the instructions, etc.

## Exercise 1

Read the following formal letter and then answer the questions that follow.

Internal Memo

Madoff Ponzi Solicitors  
212 Enron Street  
London  
N91 8QT

Attn: Sir/Madam,

I seize this opportunity to extend my unalloyed compliments to you and your family hoping that this year has brought you more joy, happiness and prosperity.

I am certain that by the time you read this letter I might have already gone back to my country: United States. I visited your fine nation recently and during my stay, I used the opportunity to send you this letter believing that it will reach you in good state.

My name is Mr. Justin Perez-Hazzan, I am the auditor of a large land surveyor in United States. I wish to inform you of large parcels of land that has been available since before my inception into office in 2010, and according to our record, it was evident that no private interest has any claim over these parcels. I therefore took the courage to look for reliable and honest persons who will be capable for this important transaction.

I have discovered the owner of this land is You; there is a government public law in United States 411 which decrees that all citizens own these lands in common.

Having sold many acres, I am therefore seeking reliable persons that will play the human role as stewards of the money generated namely \$19,500,000 acres (Nineteen million, five hundred thousand dollars US). I have also discovered that if I do not find stewards of this money who will use it wisely, it will be forfeited to federal government coffers.

You will henceforth stand to share 100% of this sum with the collective citizens, for your part in the effort. I will also share 100% of this with you for my efforts. I believe this is a mutually beneficial and joyous outcome.

To receive your share you must forward to me by post details of your bank, including transaction authorisation, sort code, address and account number. Small transactions in the manner of US dollar 1 will need to be authorised to ensure all details have been received correctly.

I will fill you in with further details upon your swift donation. Please be informed that confidentiality of this transaction is unnecessary.

Yours truly,

Mr. Justin Perez-Hazzan

1. What is the chief purpose of the above article? Please circle your answer.

- a. To argue that the reader should send their details in
- b. To instruct the reader to send their details in
- c. To persuade the reader to send their details
- d. To advise the reader to send their details in
- e. To describe how the reader can send their details in

2. Who do you think is the intended audience for this letter? What reasons can you provide to support your answer?

---

---

---

---

3. What kind of response do you think the author is seeking from the reader?

---

---

---

4. Do you think the writer meets the audience's needs? Provide evidence from the text to support your answer.

---

---

---

---

5. If you received this letter, what would you do as a result of reading it and why?

---

---

---

## Exercise 2

Read the following article and letter and then answer the question that follows.

# What to do if your vehicle has been stolen

If your vehicle has been stolen tell the police and your insurance company straight away; you can also apply for a vehicle tax refund.

### Call your local police station

Dial '101' and ask to be put through to your local police.  
Make sure you have the following details:

registration number	make	model	colour
---------------------	------	-------	--------

You'll get a crime reference number - you'll need this when you tell your insurance company or to claim a back your vehicle tax. The police will tell DVLA about the theft and if the vehicle is found.

### Apply for a vehicle tax refund

If your vehicle is not found within a week, you can apply for a vehicle tax refund. To get your vehicle tax refund fill in form V33 and send to the DVLA Refund Section. You'll need to include your crime reference number.

Refund Section, DVLA, Swansea, SA99 1AL

Get the V33 form by calling DVLA Customer Enquiries.

### DVLA Customer Enquiries

0300 790 6802 [Find out about call charges](#)

### Personalised registration numbers

If you had a personalised registration number, you can normally reclaim it and retain or transfer it to another vehicle if the original vehicle has still not been found after 12 months.

To do so you must write a signed letter to DVLA Personalised Registrations including your name, address and the vehicle registration number. Your request will also need to meet certain requirements:

- you must have told the police and state where and when the crime occurred
- the theft must have been on DVLA records for at least 12 months (you should include the crime reference number you were given)
- the vehicle must have had a valid MOT certificate when it was stolen
- the vehicle must have had up to date vehicle tax when it was stolen

- you should include a letter from your insurers for DVLA saying they are happy with the number being re-issued

If your vehicle is recovered and you or your insurer decide to sell or destroy it, you'll need to apply to keep or transfer your registration number [using form V317](#) before the vehicle is disposed of.

To apply to keep or transfer your registration number or for further information, write with your registration number to:

DVLA Personalised Registrations, DVLA, Swansea, SA99 1DS

In response to the above article your friend, who unfortunately had her car stolen, has written the following letter.

DVLA Personalised Registrations,  
DVLA,  
Swansea,  
SA99 1SD

Hello

I understand that a year must pass before a claim can be raised.

The car on which my plate was fixed, which was taxed and MOT tested, was stolen on 11.5.13 and has never been found. I would therefore like to reclaim the number plate and transfer it to a new vehicle.

As this is the case here, by way of your reply I would be grateful if the necessary documentation could be sent to me so that I can get new plates legally made and put them on my new car.

Cheers,

*B. E. Parker*

P.S. My personalised number plate was BKSB 001.





### Exercise 3

Read the following leaflet and then answer the question that follows.



## Westmore city & Westmoreland County Proposals for a Combined Authority

The Leaders of Westmore City Council, Westmoreland County Council and five additional parish councils have recommended that a combined authority be established.

Combined authorities (e.g. Greater Manchester), are organisations that take the lead from councils on issues such as transport, regeneration and economic development. A combined authority for Westmore and Westmoreland would help to accelerate progress on major economic issues that are vital to the county's prosperity, e.g. high speed rail.

Although a combined authority would be a new organisation, it would not replace the existing councils totally. There would also be no additional costs to the public to pay for it.

### Background

The seven councils that control public spending across Westmorland have a long history of informal collaboration on economic affairs. Examples of the real benefits this has led to include the Westmorland Enterprise Zone, Westmore's City Deal, and WWX.

### Devolution to Local Areas

The Westminster government recently established Local Enterprise Partnerships (LEPs) across England in order to facilitate private sector growth. The WWX LEP performs this role for Westmore and Westmoreland. Under the Government's rules, LEPs with combined authorities are awarded more public funds and greater freedom in how it is spent.

### Benefits

Councillors from across Westmoreland see a combined authority as an opportunity to strengthen the role of WWX and using it as a means of attracting more public funding.

A recent review found that although there are economic distinctions across the county, there are shared strengths and needs that could benefit from centralised control. To realise its full future potential and meet the needs of the 21<sup>st</sup> century, the Westmorland economy requires greater funding and shared planning and decision-making.

### Have Your Say

The decision must be made democratically, so we want to hear what you think. Email us directly with your views: [voterservices@westmoreland.gov.uk](mailto:voterservices@westmoreland.gov.uk)



**Exercise 4**

Read the following advert and then answer the question that follows.

## Earthquake Response Relief (E.R.R.)

### Emergency Appeal

During the night of 12<sup>th</sup> July, a magnitude 8.5 earthquake struck the area in the immediate vicinity of Yakutsk, eastern Russia. Even though the locality is sparsely inhabited, the quake has caused numerous casualties and extensive damage.

According to early local reports received on long wave emergency radio transmitters, the vast majority of the housing stock and municipal buildings have been destabilised, with approximately a quarter of all buildings completely destroyed. The local TV transmitting tower has collapsed, as has the only bridge over the local river and the airport's sole control tower. Gas leaks and fires are widespread, and the power supply from the town's only generating station has failed.

Yakutsk (population 290,000) is the capital of the Sakha Republic, the biggest of all of Russia's internal regions and historically deemed part of Siberia. Despite its size and scale, it has fewer than 1 million people occupying an area just smaller than India (population 1,210 million).

There are also only two nearby cities (Chita and Khabarovsk), but this is a purely relative term as each of them is over 1,200 miles away. To make matters worse, the only motorway is on the eastern side of the river Lena, whilst the city is on the west. With the bridge destroyed and the airport out of action, at present the city is completely cut off.

#### **We Need Your Help**

The ERR has launched an emergency appeal to collect funds in aid of the people of Yakutsk. The situation is described dire and their plight as desperate. Whilst aid convoys will depart immediately for the site, we need to helicopter engineers in to repair the vital infrastructure that will allow the road-borne provisions to make it to the city.

The people's plight is desperate. Please give what you can. Thank you.

1. What's the author's purpose and what techniques does he use to achieve it?

---

---

---

---

## Exercise 5

Read the following leaflet and then answer the questions that follow.

### Overview

All births in England & Wales must be registered within 42 days of the child being born.

You should do this at the local register office for the area where the baby was born or at the hospital before the mother leaves. The hospital will tell you if you can register the birth there.

If you can't register the birth in the area where the baby was born, you can go to another register office and they will send your details to the correct office.

When registering the birth, you should know:

- place and date of the birth
- name, surname and sex of the baby
- parents' names, surnames and address
- places and dates of parents' birth
- date of parents' marriage or civil partnership
- parents' jobs
- mother's maiden surname



You might not need to give all of this information, depending on who is registering the birth.

You should take at least 1 form of identification when you go to the register office. You can take:

- passport
- birth certificate
- deed poll
- driving licence
- proof of address (e.g. utility bill)
- Council Tax bill
- marriage or civil partnership certificate

### Birth certificates

There are 2 types of birth certificate:

- the short version, which contains only the baby's details
- the full version, which also contains the parents' details

Once you have registered the birth, your baby will be issued with a short birth certificate for free.

If you register the birth in the area where it took place, you'll receive a birth certificate straight away. If you register the birth in another area, you'll receive a birth certificate in a few days.

You can buy extra copies of the birth certificate, as well as full versions, from the register office at any time.

## **Parental rights and responsibilities**

What is parental responsibility?

All mothers and most fathers have legal rights and responsibilities as a parent – known as 'parental responsibility'.

If you have parental responsibility, your most important roles are to:

- provide a home for the child
- protect and maintain the child

If you have parental responsibility for a child you don't live with, you don't necessarily have a right to contact with them – but the other parent still needs to keep you updated about their well-being and progress.

You're also responsible for:

- disciplining the child
- choosing and providing for the child's education
- agreeing to the child's medical treatment
- naming the child and agreeing to any change of name
- looking after the child's property

Parents have to ensure that their child is supported financially, whether they have parental responsibility or not.

For more information please visit [www.gov.uk/registeringabirth](http://www.gov.uk/registeringabirth)

---

1. What is the writer's purpose in creating the above article?

---

---

---

---

---

2. Who do you think is the intended audience for this leaflet?

---

---

---

3. Do you think the writer meets the audience's needs? Provide evidence from the text to support your answer.

---

---

---

---

---

---

---