



## ESSENTIAL SKILLS ENGLISH – LEVEL 2 PRACTICE PAPER

**Time:** 1 hour 45 minutes **Sections:**

- **Section A: Reading** (30 marks)
- **Section B: Writing** (30 marks)
- **Section C: Speaking & Listening** (assessed in class)

### SECTION A – READING (30 MARKS)

Read **Text A** and **Text B**, then answer all questions.

#### **Text A – Online Article**

##### **Why Digital Skills Matter in Today’s Workplace**

Across Northern Ireland, employers are increasingly looking for workers who can use digital tools confidently. Many jobs now require basic ICT skills such as sending professional emails, creating documents, and using online systems. According to a recent survey, **78% of employers** said digital skills were “essential” for new staff.

The Mid Ulster Skills Partnership has launched a new programme offering free digital training for adults aged 19 and over. The programme includes online safety, using spreadsheets, creating presentations, and improving typing skills. Courses are flexible and can be completed in the evening or at weekends.

Participants receive a certificate and support with job applications. Last year, over **1,200 learners** completed the programme, with many progressing into employment or further training.

For more information, visit [www.midulsterskills.org](http://www.midulsterskills.org).

#### **Text B – Email from an Employer**

**Subject: Digital Skills Required for New Role**

Hello,

Thank you for your interest in the Customer Support Assistant position. I wanted to let you know that this role involves using several digital tools on a daily basis. You will need to update customer records, respond to emails, and use our online booking system.

We provide full training on our internal software, but applicants must already have basic ICT skills. This includes being able to type accurately, use email confidently, and create simple documents.

If you have any questions about the role or the skills required, please feel free to contact me.

Kind regards, **Sarah McKenna** Team Leader, Northshore Services

### Questions

**1. What percentage of employers said digital skills were essential?**

*(2 marks)*

**2. Who can join the digital training programme?**

*(2 marks)*

**3. Give two examples of skills taught on the programme.**

*(2 marks)*

**4. What evidence does Text A give to show the programme is successful?**

*(2 marks)*

**5. What is the purpose of Text B?**

*(2 marks)*

**6. Identify two digital tasks required in the Customer Support Assistant role.**

*(2 marks)*

**7. Compare how both texts present information about digital skills. Give two similarities.**

*(4 marks)*

**8. Identify one difference in the *tone* of the two texts.**

*(2 marks)*

**9. Which text do you find more reliable? Explain your answer using evidence.**

*(6 marks)*

**10. Identify two language or layout features in Text A that help the reader understand the information.**

*(4 marks)*

## SECTION B – WRITING (30 MARKS)

Choose **ONE** task. Write **200–250 words**.

### Task 1: Formal Email

You want to apply for a place on the digital skills programme mentioned in Text A. Write an email to the course coordinator explaining:

- why you want to join
- what skills you already have
- what you hope to improve
- when you are available

Use a formal tone.

### Task 2: Report Writing

Your manager has asked you to write a short report about how digital skills could improve communication in your workplace. Include:

- examples of digital tools
- benefits for staff
- benefits for customers
- recommendations

Use headings and clear structure.

### Task 3: Article for a Community Newsletter

Write an article encouraging adults in your area to improve their digital skills. Include:

- why digital skills are important
- examples of everyday digital tasks
- barriers people face
- how to overcome them
- where to get support

Use an engaging, informative style.

## SECTION C – SPEAKING & LISTENING

*(Assessed in class)*

Choose **one** topic to discuss in a small group:

1. “Digital skills are now as important as reading and writing.”
2. “What challenges do adults face when learning new technology?”
3. “How can workplaces support staff who lack digital confidence?”
4. You should:
  - ✓ share ideas clearly
  - ✓ listen and respond to others
  - ✓ give examples
  - ✓ ask and answer questions
  - ✓ stay on topic