



MODEL ANSWERS – LEVEL 2 ESSENTIAL SKILLS ENGLISH

SECTION A – READING (MODEL ANSWERS)

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

78%

2. Who can join the digital training programme?

Adults aged 19 and over.

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

Any two of:

- Online safety
- Using spreadsheets
- Creating presentations
- Typing skills

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

Over **1,200 learners** completed it last year, and many progressed into employment or further training.

5. What is the purpose of Text B?

To **inform** the applicant about the digital skills required for the Customer Support Assistant role.

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

Any two of:

- Updating customer records
- Responding to emails
- Using the online booking system

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

Any two of:

- Both explain why digital skills are important.
- Both describe tasks that require digital skills.
- Both give examples of digital tools used in work or training.

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

Text A is **informative and promotional**, while Text B is **formal and professional**.

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

Model answer: Text B is more reliable because it comes directly from an employer and explains the real digital skills needed for a specific job. It is written by a named person (Sarah McKenna) and has a clear purpose. Text A is informative, but it is promotional and aims to encourage people to join the programme, so it may be less objective.

(Any well-reasoned comparison earns full marks.)

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

Any two of:

- Headings
- Bullet points
- Statistics (e.g., 78%)
- Website link
- Clear paragraphs

SECTION B – WRITING (MODEL ANSWERS)

Below are strong Level 2 examples. Learners' answers will vary.

Task 1: Formal Email (Model Answer)

Subject: Application for Digital Skills Programme

Dear Course Coordinator,

I am writing to apply for a place on the Digital Skills Programme advertised on your website. I am interested in joining because I want to improve my ICT skills for work and gain more confidence using online systems.

I already have some experience using email and creating simple documents, but I would like to develop my skills in spreadsheets and presentations. These are areas I need for future employment, and I believe the course would help me progress.

I am available to attend evening classes during the week or weekend sessions if required. Please let me know if there are spaces available and how I can complete the registration process.

Thank you for your time. I look forward to hearing from you.

Kind regards, [Name]

Task 2: Report Writing (Model Answer)

Report: Improving Digital Communication in the Workplace

Introduction This report explains how digital skills can improve communication within our organisation.

Digital Tools Staff can use email, instant messaging, shared documents, and online booking systems to communicate more effectively. These tools allow information to be shared quickly and accurately.

Benefits for Staff Digital communication reduces mistakes, saves time, and allows staff to work more efficiently. It also supports remote working and makes it easier to collaborate on tasks.

Benefits for Customers Customers receive faster responses, clearer information, and more reliable service. Digital systems also allow customers to book appointments or request support online.

Recommendations

- Provide digital skills training for all staff
- Introduce standard templates for emails and documents
- Encourage staff to use shared online folders

Conclusion Improving digital skills will strengthen communication and benefit both staff and customers.

Task 3: Article for a Community Newsletter (Model Answer)

Why Adults Should Improve Their Digital Skills

Digital skills are now essential in everyday life. Whether you are applying for a job, managing your finances, or staying in touch with family, technology plays a major role. Many adults feel nervous about using computers, but improving your digital skills can make life easier and open new opportunities.

Everyday tasks such as sending emails, filling in online forms, or using banking apps require confidence with technology. Without these skills, people can feel left behind or dependent on others.

However, there are barriers. Some adults worry about making mistakes, while others have never had the chance to learn. The good news is that support is available. Local training centres offer free courses, friendly tutors, and flexible learning options.

If you want to build your confidence, improve your job prospects, or simply feel more independent, now is the perfect time to start learning. Visit your local training centre or community hub to find out more.

SECTION C – SPEAKING & LISTENING

(Model guidance)

Learners should demonstrate:

- Clear communication
- Relevant ideas
- Examples to support points
- Active listening
- Turn-taking
- Asking and answering questions

No fixed answers — assessed on performance.