OCR

Oxford Cambridge and RSA

Monday 05 October 2020 – Morning

A Level English Language

H470/01 Exploring language

Resource Booklet

Time allowed: 2 hours 30 minutes

INSTRUCTIONS
- Use this Resource Booklet to answer the questions in Section A and Section C.
- Do **not** send this Resource Booklet for marking. Keep it in the centre or recycle it.
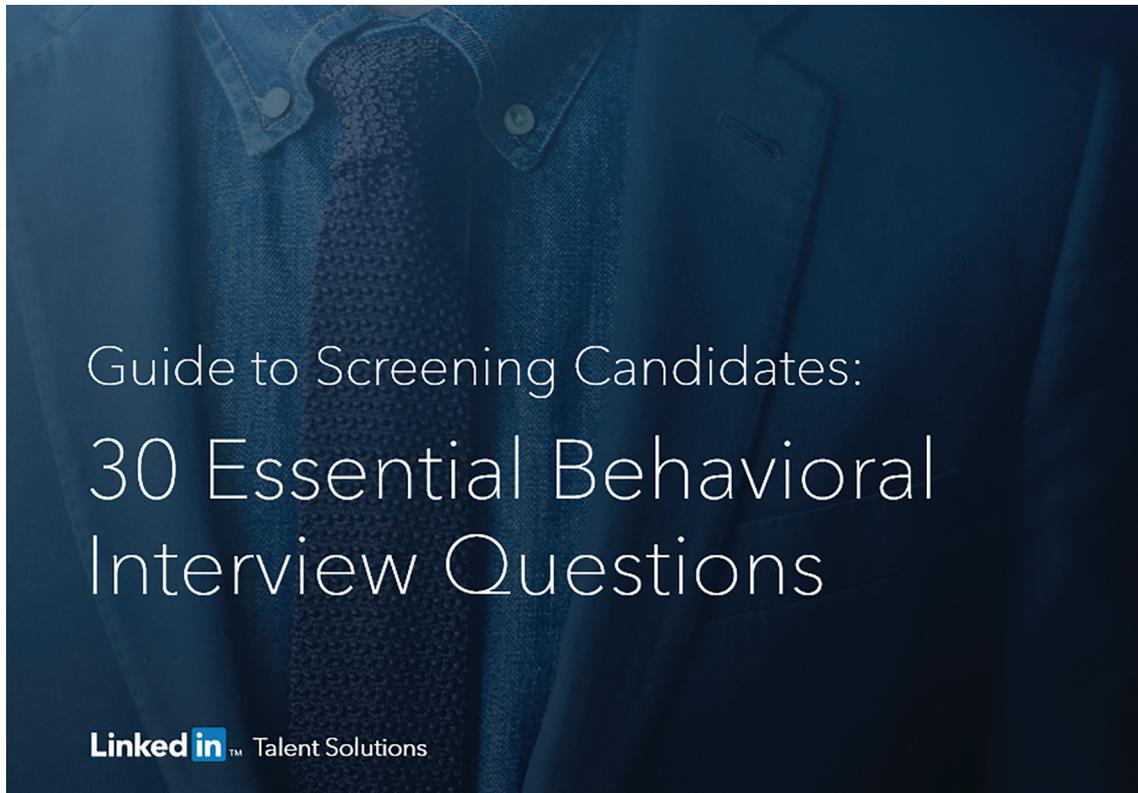
INFORMATION
- This document has **12** pages.

Turn over

The material in this Resource Booklet relates to the questions in the Question Paper.

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SECTION A – Language under the microscope

Text A

Text A is an extract from a *LinkedIn* e-Book advising interviewers on what questions to ask candidates who have applied for a position within their company. *LinkedIn* is a social media platform specifically designed for business professionals.

Guide to Screening Candidates:

30 Essential Behavioral Interview Questions

Linked in ™ Talent Solutions

Why behavioral interview questions matter

Screening candidates for soft skills is often the toughest part of an interview. You have less than an hour to figure out if the person has the qualities you are looking for in your next hire.

The good news is that behavioral interview questions are a proven way to reveal a person's ability to collaborate, adapt, and more. By looking at their past behavior, you can more easily determine what someone will be like to work with.

To find out what are the best behavioral interview questions, we surveyed nearly 1,300 hiring managers. This eBook will walk you through their answers and give you tips on how to ask these questions.

The 6 essential soft skills to screen for

Over 60% of hiring managers said that screening for soft skills is difficult. When asked to prioritize some of the most important soft skills they look for during interviews, here's how they ranked the following six in order of importance:

1 Adaptability

2 Culture fit

3 Collaboration

4 Leadership

5 Growth potential

6 Prioritization

How to screen for adaptability

69%

of hiring managers say adaptability is the most important soft skill they screen for. And it makes sense - to stay competitive today, your company needs to be able to adapt to a changing economy and business needs. And that means you need employees who can adapt as well.

Here are some of the most popular questions to ask:

1 **MOST POPULAR** Tell me about a time when you were asked to do something you had never done before. How did you react? What did you learn?

2 Describe a situation in which you embraced a new system, process, technology, or idea at work that was a major departure from the old way of doing things.

3 Recall a time when you were assigned a task outside of your job description. How did you handle the situation? What was the outcome?

4 Tell me about the biggest change that you have had to deal with. How did you adapt to that change?

5 Tell me about a time when you had to adjust to a colleague's working style in order to complete a project or achieve your objectives.

SECTION C – Comparing and contrasting texts

Text B

Text B is a transcription of an extract from the Radio 4 programme, *Word of Mouth*. The programme's title *The Online Me* is presented by Radio 1 presenter, Gemma Cairney. She interviews Nick Grimshaw, then presenter of the *Breakfast Show*, about how individuals use language differently online compared to face-to-face interaction.

© BBC, https://www.bbc.co.uk/programmes/b04d4jy3. Item removed due to third party copyright restrictions.

TRANSCRIPTION KEY:

(.)   micropause

//   overlapping speech

=   latching on

CAPITALS   volume

SECTION C – Comparing and contrasting texts

Text C

Text C is an extract from a *Guardian Online* article about perceptions of teenagers' obsession with social media. It was published in 2013.

Teenagers and social networking – it might actually be good for them

Is too much online socialising among teenagers really creating a generation who can't relate face to face? Not according to the evidence, says Clive Thompson.

Sat 5 Oct 2013 06.59 BST

Research shows that avid texters tend to spend more time socialising in the real world. Photograph: Alamy

I ask a teenage girl, how often do you text? "250 times a day, or something," she tells me. Shocking! The digital lives of teenagers have become the target of weekly attacks. In a recent essay for *The Guardian*, the novelist Jonathan Franzen bemoaned online socialising, arguing that it was creating a uniquely shallow and trivial culture, making kids unable to socialise face to face. Then the American comedian Louis CK proclaimed on TV that he wouldn't give his daughters cellphones for fear they wouldn't develop empathy.

[Text omitted]

Is it, as Franzen and the others fear, turning kids into emoticon-addled zombies, unable to connect, unable to think, form a coherent thought or even make eye contact? Could this be true?

I don't think so. Let's go back to that girl who texts 250 times a day. The truth is, she was an extreme case I cherry-picked to startle you – because when I interviewed her, she was in a group of friends with a much wider range of experiences. Two others said they text only 10 times a day. One was a Facebook refusenik ("I'm all Instagram, pictures of what I'm doing in the city, with my friends. We're visual people"). A few were devotees of Snapchat, the app that lets you send a picture or text that, like a cold-war communiqué, is destroyed after one viewing. One had a phone filled with charmingly goofy emoticons, another disapproved: "I'm a skilled writer," she told me. "People sometimes misunderstand tone, so you have to be precise."

[Text omitted]

Research by Amanda Lenhart of the Pew Research Centre, a US thinktank, found that the most avid texters are also the kids most likely to spend time with friends in person. One form of socialising doesn't replace the other. It augments it.

[Text omitted]

Distraction is also a serious issue. When kids flip from chat to music to homework, they are indeed likely to have trouble doing each task well. And studies show that pupils don't check the veracity of information online – "smart searching" is a skill schools need to teach urgently. It's also true, Lenhart points out, that too much social networking and game playing can cut into schoolwork and sleep. This is precisely why parents still need to set firm boundaries around it, as with any other distraction.

But many teenagers recognise this. "Maybe it's a natural part of maturing," one girl says about her reduced use of social networking. "I try not to check Facebook until I've done my homework."

"You do not," laughs her friend. "I've seen you!"

"Well, it's discipline! I'm trying!"

So what's the best way to cope? The same boring old advice that applies to everything in parenting. "Moderation," Lenhart says.

10

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