

General Certificate of Education  
January 2004  
Advanced Subsidiary Examination



**ENGLISH LANGUAGE (SPECIFICATION A)  
Unit 3 Interacting through Language**

**ENA3**

Friday 9 January 2004 Afternoon Session

**In addition to this paper you will require:**  
a 12-page answer book.

Time allowed: 1 hour 30 minutes

**Instructions**

- Use blue or black ink or ball-point pen.
- Write the information required on the front of your answer book. The *Examining Body* for this paper is AQA. The *Paper Reference* is ENA3.
- There are **two** sections:
  - Section A:** Spoken Language Analysis
  - Section B:** Essay Topics
- You must answer the **compulsory** question in Section A and choose **one** question from Section B.

**Information**

- The maximum mark for this paper is 70.
- Mark allocations are shown in brackets.
- You will be assessed on your ability to use an appropriate form and style of writing, to organise relevant information clearly and coherently, and to use specialist vocabulary, where appropriate. The degree of legibility of your handwriting and the level of accuracy of your spelling, punctuation and grammar will also be taken into account.

**Advice**

- It is recommended that you spend 20 minutes on the reading and preparation of the data to be analysed in answering Section A.

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**SECTION A – Spoken Language Analysis**Answer Question 1.

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**1** **Text A** is a transcript of part of a spontaneous negotiation between Andy and Don who work in a University admissions office. They are discussing how often student applications should be checked and entered into the office's computer system. Andy is Don's superior.

- Comment linguistically on the significant features of this interaction.
- Explain how each speaker uses language to convey meanings and feelings.

In your answer you should consider:

the main features of linguistic interaction  
vocabulary and grammar  
the speakers' purposes and roles  
the structure of the interaction.

(45 marks)

**Transcription Key:**

- (.) pause of less than a second  
(2) longer pause (number of seconds indicated)  
**bold** emphatic stress  
[ ] simultaneous speech  
[italics] selected non-verbal features  
(inaudible) inaudible speech

**Text A**

Text A from *The Language of Work* (Routledge), 2004, not reproduced here, due to third-party copyright constraints.

**Turn over ►**

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**SECTION B – Essay Topics**

Answer **either** Question 2 **or** Question 3.

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**EITHER**

- 2 To what extent is it possible to generalise about the way women and men interact using spoken language?

*(25 marks)*

**OR**

- 3 Discuss how particular interactive linguistic skills have enabled you to communicate effectively with others in a variety of circumstances.

*(25 marks)*

**END OF QUESTIONS**

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