

Mark Scheme (Results)

November 2011

Functional Skills English

Reading Level 1
E102

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Section A

Question Number	Answer	Mark
1	D – warn the reader about scamming	(1)

Question Number	Answer	Mark
2	C – phone call	(1)

Question Number	Answer	Mark
3	B – make money from people phoning to claim their prize	(1)

Question Number	Answer	Mark
4	<ul style="list-style-type: none"> • admin@scamhelp4u.co.uk (1) • (email) scamhelp(4u) (1) <p>One mark for the correct answer.</p>	(1)

Question Number	Answer	Mark
5	<p>Accept any reasonable answer based on the text up to a maximum of two marks.</p> <p>Answers may include:</p> <ul style="list-style-type: none"> • (short) sections • real (life) stories/case studies • headings/subheadings • different fonts • direct address of the reader • question and answer • fact based on statistic (...3 million people...) <p>Do not accept: rhetorical question</p>	(2)

Question Number	Answer	Mark
6	<p>Accept any reasonable answer about recognising that an offer might be a scam, based on the text, up to a maximum of two marks.</p> <p>Answers may include:</p> <ul style="list-style-type: none"> • offer looks too good to be true • have to call 090/premium number • contact from someone you don't know 	(2)

Question Number	Answer	Mark
7	<p>Accept any reasonable answer about what advice you would give a friend to avoid being scammed based on the text up to a maximum of two marks.</p> <p>Answers may include:</p> <ul style="list-style-type: none"> • don't call 090 numbers/premium numbers • ignore text if you don't know who sent it • delete emails if you don't know who they're from • ignore offers too good to be true • be careful who you give your personal details to 	(2)

Section B

Question Number	Answer	Mark
8	C – to inform you how to keep your identity safe	(1)

Question Number	Answer	Mark
9	B – shred old bank statements and old receipts. D – store your personal information securely. One mark for each correct answer.	(2)

Question Number	Answer	Mark
10	<ul style="list-style-type: none"> • taking personal details from your rubbish/recycling bin (1) • contacting you pretending to be someone from a real organisation (1) One mark for each correct answers.	(2)

Question Number	Answer	Mark
11	Accept any reasonable answer about keeping personal details secure on a computer based on the text up to a maximum of two marks. Answers include: <ul style="list-style-type: none"> • make sure you have up-to-date antivirus software • make sure you have firewall installed • don't download information from websites you are unsure of • don't open attachments from people/source you don't know • don't use the same password for more than one account/use different passwords 	(2)

Question Number	Answer	Mark
12	<ul style="list-style-type: none"> • Contact Action Double Identity (1) • Phone 0500 121 121 (1) • Go to www.actiondoubleidentity.org.uk (1) One mark for a correct answer.	(1)

Question Number	Answer	Mark
13	<p>Accept any reasonable answer about how you can keep her personal details secure, based on the text, up to a maximum of two marks.</p> <p>Answers may include:</p> <ul style="list-style-type: none">• keep your bank details secure• don't give out personal details• keep documents and credit cards in a safe place• don't write the password/pin numbers down• don't use the same password/pin number• cut up credit cards/use a shredder	(2)

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