



Functional Skills English Level 2



Learner Factsheet

What's involved in my Functional Skills English Level 2 course?

Our intent: Functional Skills pathways at Levels 1 and 2 are designed to provide individualised support to equip you with the required English knowledge, skills and abilities you need to take an active and responsible role in your communities, everyday life, workplaces, and educational settings. Our Level 2 English course will build upon and increase your confidence in applying English language and communication principles to everyday tasks and will provide you with the ability to solve complex problems in a range of work and daily life scenarios.

How is gaining confidence in English relevant to my apprenticeship?

- Accurate written records – prescription logs, patient records, stock records
- Communication techniques with patients, colleagues and the wider community
- Dealing with complaints and raising concerns
- Listening skills
- Person-centred caregiving the right advice, in the correct manner suitable to your patient's needs
- Reading and understanding technical words and phrases
- Adapting and adjusting communication methods – emails, phone conversations, face-to-face
- Reading and understanding industry-specific policies and processes, drug information sheets, patient medical information
- Keeping accurate CPD logs
- Creating coursework and evidence banks for your Apprenticeship portfolio
- Referencing and sourcing evidence
- Obtaining accurate information from patients, colleagues and the wider healthcare team

Initial assessments

You will be required to complete maths and English initial assessments before the start of your course. An Initial Assessment for maths and English will assess your current maths and English skill levels. The Initial Assessments are short assessments to help us tailor your personal maths course.

The BKSB initial assessment English section comprises a selection of questions based on basic English reading and writing principles such as spelling grammar and punctuation.

Diagnostic assessment

After your initial assessments, you will be asked to complete a diagnostic assessment.

It is vitally important that you do not ask for any support when answering questions within your diagnostic assessment, this also includes using search engines to find formulas or specific answers, as the diagnostic assessment will identify your strengths and areas for improvement and allow your tutor to place you on the correct, bespoke pathway based on your knowledge, skills and ability. This will ensure you receive the required level of support to enable you to achieve.

Online learning

There are 3 main modules to complete as part of your course. These modules are designed to help you improve your English knowledge and begin to apply this knowledge to real-world scenarios.

Each module has a series of live, group webinars which include interactive videos, slides and practical tasks for you to work through with your course tutor and peers, with exercises for you to practice the skills you are gaining at each stage of your course.

At the end of each module, you will complete a 'Progress Check' which is a short assessment to demonstrate your knowledge of each topic upon completion. Your designated tutor will also assign bespoke resources to support you during your course during any additional one-to-one support sessions required.

Module 1 – Speaking, listening and communicating	
Submodules	
Formal discussions	Informal discussion
Presentations	Listening skills
Body language	Moving conversations forward

Module 2 – Reading skills	
Submodules	
Reading text including formation and structure, writing styles and comparing information, ideas and opinions	Reading text including bias, fact, opinion, formality and points of view
Reference materials	

Module 3 - Writing skills*	
Submodules	
Paragraphs	Communicate information, ideas and opinions
Problem spellings	Specialist words
Spelling strategies	Commas
Apostrophes	Colons and semi-colons
Subject-verb agreement	Tense
Complex sentences	Definite and indefinite articles
Modal verbs	

*Includes writing articles, emails, blogs, explanations, reports, narratives and formal letters.

Exam Preparation

Upon successful completion of your online learning, your designated tutor will create an account for you on the City & Guilds online practice examination platform.

This will enable you to access and complete your online mock exams, this is designed to simulate your final exams.

Upon completion of your mock exams, your tutor will mark this for you and give you feedback, guidance and support with final revision aids to use in readiness for your final exam.

Tutors can also offer additional one-to-one or group sessions to target specific areas that you may feel you would like to further your skills and confidence, as additional support at this stage.

Final online exams

You will need access to a PC or Laptop which has the updated version of Windows installed and exam software must be downloaded onto the Laptop/PC to enable them to access the final assessments. The software is not compatible with MAC/Tablets/iPads or Phones.

Functional Skills exams are secure, encrypted exams written and issued by City & Guilds.

The mandatory IT requirements for the final exams are:

- Laptop/PC – this cannot be a phone, tablet, iPad, Chromebook, or MacBook.
- Internet capability
- Windows Software
- Webcam

- Microphone/Speakers
- Ability to download exam software not hindered by firewalls or security settings.

Your final exam is split into 3 sections.

- 1. Reading exam (online)** – 1 hour
- 2. Writing exam (online)** – 1 hour and 20 minutes

Both exams can be sat on the same day.

These exams can be completed in your place of work under examination conditions, you must provide details of the professional within your organisation, along with their credentials, for example, GPhC registration number, who has agreed to invigilate the exam for you.

3. Speaking and listening exam – this assessment requires you to complete three tasks with a group of peers recorded using Microsoft Teams software:

- A formal discussion
- A presentation on a topic of your choice
- An informal discussion following a peer presentation

Results and certification

Your results will be available within a maximum of 32 days of you sitting your examination and your personal Functional Skills tutor will call you to discuss these.

An overall percentage mark will be made available along with a detailed, personal report showing a breakdown of results, per topic, that were assessed within the exam.

Digital certificates and hard copies of your certificates will be issued by City & Guilds upon confirmation of a pass result.