



Oxford Cambridge and RSA

GCSE (9–1) English Language

J351/01 Communicating information and ideas

Monday 5 November 2018 – Morning

Time allowed: 2 hours



You must have:

- the Reading Insert (inserted)



First name										
Last name										
Centre number						Candidate number				

INSTRUCTIONS

- Use black ink.
- Complete the boxes above with your name, centre number and candidate number.
- There are two sections: **Section A** (Reading) and **Section B** (Writing).
- **Section A:** Answer **all** questions in this section.
- **Section B:** Answer **one** question in this section.
- Write your answer to each question in the space provided. If additional space is required, use the lined page(s) at the end of this booklet. The question number(s) must be clearly shown.
- Do **not** write in the barcodes.

INFORMATION

- The Reading Insert is inside this document.
- The total mark for this paper is **80**.
- The marks for each question are shown in brackets [].
- Quality of extended responses will be assessed in questions marked with an asterisk (*).
- Before you attempt to write any responses to Section A, give yourself enough time to read the two texts in the Reading Insert carefully.
- This document consists of **16** pages.

Section A

Reading Information and Ideas

Answer **all** the questions in Section A.

You are advised to spend **one** hour on this section.

Question 1 is about **Text 1**, *A Living Wage for Factory Girls at Crewe*.

Look again at lines 6–10.

1 (a) Give **two** words which show what the factory girls do not like about their jobs.

.....
..... [2]

(b) Explain **one** reason why no one knows that they are unhappy.

.....
..... [1]

(c) Why is the word 'enjoyment' in quotation marks?

.....
..... [1]

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Section B

Writing for audience, impact and purpose

Choose **one** of the following writing tasks.

You are advised to spend **one** hour on this section.

In this section you will be assessed on the quality of your extended response; these questions are marked with an asterisk (*). You are advised to plan and check your work carefully.

EITHER

5 Write a letter to a friend to describe a challenging and unpleasant task you once had to do.

In your letter you should:

- explain what the unpleasant task was
- describe what made the task so challenging and unpleasant
- explain your thoughts and feelings about the task.

[40*]

OR

6 Write a short guide for new workers about how to deal successfully with difficult customers.

In your guide you should:

- explain what job the workers will be doing
- describe how customers can be difficult
- advise the workers on how to deal with difficult customers.

[40*]

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ADDITIONAL ANSWER SPACE

If additional space is required, you should use the following lined page(s). The question number(s) must be clearly shown in the margin(s).

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