

Functional Skills English | Level 2 Reading | Group Reading Activity | Text Two

Case studies

Dave's story

I received a text from my bank requesting verification of a suspicious looking transaction. The message appeared completely genuine so I wasn't concerned and rang the number in the text. The person I spoke to sounded professional and said I should transfer my money into a new 'safe' account immediately. This seemed sensible and I authorised payment through my online banking system. I was informed I'd receive a letter confirming the transfer and providing a new bank card. A week later I discovered my account was overdrawn and I was flabbergasted when I realised I'd been conned. I should have monitored my account more closely, according to the bank adviser I spoke to, and used the number on my bank card to telephone the bank.

Zena's story

My grandma was nearly scammed by a criminal pretending to be an electricity meter reader: he came to the door in uniform and had ID on him – he even knew her name. At first she trusted him completely, but then she became suspicious as she couldn't see a company van – and she remembered that the meter had been read recently. So she said she wanted to phone the company before allowing him in. He disappeared like greased lightning then. My grandma was extremely upset and couldn't believe it had happened to her – she phoned the local police to report him, so he couldn't target anyone else. She realised afterwards she should be more vigilant about shredding bills with her address on as this was probably how he accessed her details.

Marie's story

Recently I got a call saying I'd won first prize in a competition – a luxury holiday for two in the Caribbean. Initially I thought – wow, that's absolutely brilliant – and couldn't wait to tell my partner. Then I got an email with more information, asking for an 'administration fee' for the prize to be 'unlocked'. The penny dropped then – I hadn't entered a competition, there was no prize – this was all a big fat con. I was gobsmacked! My partner thought it was funny, but I was annoyed I'd been so gullible. I contacted Fraud Action to report it and the helpline person who was reassuring said fraudsters get a lot of info from social media – so you need to be really careful what you post. She said more people are falling for scams every day.

Functional Skills English | Level 2 Reading | Group Reading Activity | Text Two Questions

1. Using Text Two, give **two** quotations that show people are shocked to discover someone has tried to cheat them.

1.

2.

2. Using Text Two, identify **two** language features the writers use to describe their experience of scams.

Give an example to support each answer.

Language Feature

Example

Language Feature

Example

3. Which **one** of these quotations from Text Two conveys a positive view of people who help victims of fraud?

- A 'the helpline person was reassuring'
- B 'according to the bank adviser I spoke to'
- C 'she phoned the local police to report him'
- D 'he came to the door in uniform and had ID'

4. You may use a dictionary to answer this question.

'been so gullible'

Give **one** word or phrase to replace the word 'gullible' that keeps the meaning of this quotation from Text Two the same.

Functional Skills English | Level 2 Reading | Group Reading Activity | Text Two Answers

1.

Award **1** mark for each quotation that suggests that people can be really surprised to find someone has tried to cheat them, up to a maximum of **2** marks.

- 'I was flabbergasted' (1)
- 'couldn't believe it had happened to her' (1)
- 'I was gobsmacked!' (1)

Accept minor copying errors and quotations without quotation marks.

2.

Award **1** mark for each valid language feature identified, up to a maximum of **2** marks.

Award **1** mark for each valid and linked example, up to a maximum of **2** marks.

- use of first person / 'I' (1), e.g. 'I received', 'to tell my partner' (1)
- hyperbole / exaggeration (1), e.g. 'couldn't wait' 'absolutely brilliant' (1)
- abbreviation (1) e.g. 'ID', 'info' (1)
- interjection (1) 'wow' (1)
- informal / colloquial / idiomatic language (1) 'gobsmacked', 'a big fat con', 'The penny dropped' (1)
- technical language (1) e.g. 'account', 'authorised payment', 'online banking' (1)
- emotive / negative / positive language (1) e.g. 'I was annoyed', 'luxury holiday', 'extremely upset' (1)
- simile (1) e.g. 'like greased lightning' (1)
- metaphor (1) e.g. 'The penny dropped', (1)
- modal verbs (1) e.g. 'I should have' (1)

Accept other valid language features.

Do not accept layout features e.g. heading, paragraphs.

3.

A - 'the helpline person who was reassuring'

4.

Award **1** mark for any reasonable word or phrase to replace 'gullible' that does not change the meaning of the sentence, e.g.:

- naive / innocent (1)
- trusting / accepting (1)
- easy to fool (1)
- readily tricked (1)

Accept any other appropriate word or phrase that fits into the target quotation.