



Oxford Cambridge and RSA

A Level English Language

H470/01 Exploring language

Resource Booklet

Practice paper – Set 2

Time allowed: 2 hours 30 minutes

You must have:

- the Question Paper
- the OCR 12-page Answer Booklet
(OCR12 sent with general stationery)

INSTRUCTIONS

- The materials in this Resource Booklet are for use with the questions in **Section A** and **Section C** of the Question Paper.

INFORMATION

- This document consists of **8** pages. Any blank pages are indicated.

The material in this Resource Booklet relates to the questions in the Question Paper.

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Section A – Language under the microscope

Text A

Text A is an extract from a new Terms and Conditions booklet sent out to First Direct bank account holders in 2016. First Direct is a major national online and telephone bank.

first direct

Say hello to...

Our Account Terms and Conditions (aka our Terms)

Which take effect on **16 September 2016**

It might not be a page-turner but consider this some (very important) gentle bedtime reading

It's not got that many twists and turns but it's full of useful information so you should look through it carefully, take extra care with bits that are important to you and keep it to hand in case you need to refer to it.

We know T&Cs can be heavy going but we've worked really hard to make sure ours are in as plain English as humanly possible, making it easy to find the information you need when you need it.

First things first (no pun intended), our 'current account' is called **1st Account**.

And **First Directory** is a package of benefits available to 1st Account holders for a monthly fee. Benefits include Worldwide Travel Insurance, Motor Breakdown Assistance, Mobile Phone Insurance, reduced fee non-Sterling ATM withdrawals, leisure benefits and offers. For more information, call us on the number on the back of these Terms or visit firstdirect.com/banking/first-directory

Sterling means Great British (GB) pounds.

UK means England, Scotland, Wales and Northern Ireland.

[Text omitted]

Overdrafts

If you're not reading this with a hot beverage, you're doing it wrong.

Overdrafts are a short-term way to borrow money on your account although we can't offer them to everyone. They can be a useful way to buy what you need, but we don't recommend you rely on them. Ours are only available on 1st Accounts, not savings accounts.

Overdraft interest i.e. what you pay for using an overdraft

You'll be charged overdraft interest if you're overdrawn by more than £250. Our current rate is **15.9% EAR (Effective Annual Rate) variable**. In case you don't already know, overdrawn is where you borrow money from us to cover a transaction that's for more money than was in your account at the time.

If your 1st Account is linked to an Offset Mortgage, you'll be charged overdraft interest at your mortgage rate on your whole overdrawn balance – even the first £250.

[Text omitted]

Text alerts to avoid charges

Don't worry we won't use text speak – and definitely no emojis.

If we hold a mobile telephone number for you, we may send you text messages to help you avoid charges eg on a day where we've agreed an informal overdraft (an overdraft we haven't agreed in advance) on your account or there's not enough Available Balance in your account to meet your payments.

If you'd like to opt out of these messages, please give us a call.

It may not always be possible for us to send you text messages eg if we have system problems or after 10.45pm so it's important you check your account regularly to avoid unnecessary charges.

We'll send text messages to the mobile telephone number we hold for you so it's important you keep your contact details up to date.

When you're outside the UK, some mobile operators may charge you for receiving texts. If you tell us when you go, we can temporarily suspend text alerts so you can avoid these charges.

Your **Available Balance** includes all cleared funds (including any cleared cheques) and any formal overdraft you have.

One day in the future, terms and conditions will be beamed directly into your mind.

Today is not that day. Sorry.

Section C – Comparing and contrasting texts

Text B

Text B is a transcript of a doctor-patient interview broadcast on *Behind Closed Doors*, a fly-on-the-wall documentary about the work of general practitioners in a GP surgery in Slough, west of London. N is the GP and R is a male patient, aged 65 plus.

N: how are you today

R: my ankle and my leg believe it or not keep swelling up so bad I'm in pain in my thigh the back of my leg and my back

N: mmm

R: now I know I've got type two diabetes and they keep checkin' me ankles and feet to make sure the blood flowing through but they are constantly swellin' up

N: but this swelling is it something new or –

R: no I've had it for years

N: what was the trigger why you came today

R: it's gettin' to the pain now that I can hardly walk on it

N: ok what about the left leg

R: left leg's fine

N: let's do a little check now today let's check on your legs

Dr N examines R [text omitted]

N: so clearly erm a certain amount of retention of the fluid is allowed especially if you've had a previous surgery do you smoke

R: I do smoke yeah

N: how much do you smoke

R: it all depends to be quite honest with ya

N: hmm

R: some'imes (.) if I'm bored (2) I would say roughly between twen'y and thir'y in a night

N: so you do know that the smoking is injurious to health

R: yes I- I- (1) after all these years I think so yeah

N: how many years have you smoked

R: I've been smokin' since I was about eleven

N: ok (1) (*nods*) smoking **is** injurious to health (.) it can cause cancer // lung cancer

R: //ah well I'm not being disrespectful to anybody (1) I've had a good life (.) I've got two beautiful daugh'ers two beautiful grandaugh'ers and a great grandson (.) if I die tomorra I ain't got no complaints

N: ok (.) so help is available

R: mhm

N: once you're ready to quit

(R shakes his head)

N: but you have mentioned what you have mentioned now so we'll have to (.) just leave it there but also sort of (.) please be aware that (.) there's an // offer there

R: // yeah yeah I understand yeah

N: the first thing (.) I would er recommend or advise would be that we get an x-ray done and look at options to see whether you need be further seen by the orthopaedic doctors (.) so you can walk at any time between 8 o'clock in the morning or 8 o'clock in the evening to Exmouth Park hospital on any of the weekdays

R: oh great stuff that's even better

TRANSCRIPTION KEY

(.) micropause

(1/2/3) pause in seconds

// overlapping speech

bold text emphatic stress

Section C – Comparing and contrasting texts

Text C

Text C is an extract from the *Richard and Judy* show broadcast on Channel 4 in 2007. Allan Kerr is an addiction and anti-smoking expert and the guests have just seen a piece of film where a journalist tried – and failed, perhaps due to personal circumstances – to give up using Kerr’s method.

Judy: well the man behind those classes Allan Kerr joins us now along with Karen Boatman who runs an alternative stop smoking called Quit (.) and that was one of I I **believe** you you say you have a a ninety percent erm success rate (.) he was obviously sadly one of your fail–

Allan: yup

Judy: failures but he he **did** say that he did have some horrendous personal news

Allan: //I heard that //

Richard: //which we know // to be true actually //

Allan: // well I’m not surprised //

[some text omitted]

Judy: now there are many many ways of giving up smoking and we’re going to talk to Karen about some of the ways that Quit recommend but just to talk about your method it relies doesn’t it on being very positive (1) I mean (.) most of the anti-smoking advice that we’re all used to is it kills you [text omitted] the health risks are terrible (.) it’s obviously extremely expensive and all the rest of it but your method isn’t that at all is it

Allan: it’s the complete opposite (.) you see people assume that with smoke for the reasons we shouldn’t smoke for we don’t the real problem is to remove the reasons we do and all these shock tactics do they do work on some people but as Richard said and I said I knew it was going to kill me but whenever I tried to stop I was just utterly miserable and I thought well I’d rather have the shorter sweeter life of the smoker than the long boring life but then certain things happened and it was so easy I put the last cigarette out and I knew before I put it out that I was free

Judy: so // so //

Richard: // we // saw some of the sessions there in essence then what’s your philosophy your // philosophy of persuading people to give it up //

Allan: // well it in fact it’s hard to sum up it takes four // hours for us to do it but basically what happens there are no advantages to smoking at all it’s an addiction to nicotine (.) basically that **prevents** people stopping it’s fear the fear that they’ve got to go through some terrible trauma to do it (.) and that even if they succeed they’ll never enjoy a social (event) again they won’t be able to answer the phone again (.) now we first remove that make them realise that they they’ll not only be **just** as happy but infinitely more so

TRANSCRIPTION KEY

(.) micropause

(1) one second pause

// overlapping speech

bold text emphatic stress

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