

WEB / ONLINE FORM WRITING

Past-paper questions and model answers

This teaching handout compiles the Pearson Level 1 writing tasks supplied by the user. Model answers are original teaching examples, not official Pearson responses. Where fewer than five genuine questions were available, clearly labelled Pearson-style practice tasks have been added.

How to use this handout

Read each exam-style task first and plan your own answer. Then compare your work with the model response. Notice the format, paragraphing, tone, detail and how every bullet point is covered.

Exam reminder: Pearson Level 1 Writing assesses spelling, punctuation and grammar as well as how clearly and appropriately you communicate for purpose and audience.

Practice 1 - Pearson past paper

Source: Past Paper 2 - Task 2

Information

You and a friend went to the cinema. Tickets and refreshments were expensive, the film was disappointing and some audience members were noisy.

Writing Task

Write a complaint about what happened on the cinema web form.

In your writing, you should:

- describe what happened at the cinema
- explain what you would like to happen next

You should aim to write about 150 to 200 words.

(15 marks)

MODEL ANSWER

Name: Lina Ahmed

Email: lina.ahmed@example.com

I am writing to complain about my visit to your cinema last Saturday evening. My friend and I paid a high price for our tickets, and the refreshments were also much more expensive than we expected. Unfortunately, the experience did not match the cost.

The film itself was disappointing, but the main problem was the behaviour of several audience members. They talked loudly throughout the film and repeatedly used their phones. We asked them politely to be quiet, but nothing changed. There did not appear to be any member of staff checking the screen.

I would like the cinema to consider a partial refund or vouchers for a future visit. I also suggest that staff check screens more regularly and remind customers that phones should be switched off during films.

I usually enjoy visiting your cinema, so I hope you will take this complaint seriously and improve the experience for other customers.

Model answer word count: 158 words | **Target:** 150 to 200 words

Practice 2 - Pearson past paper

Source: Past Paper 10 - Task 1

Information

The Council plans an out-of-town entertainment complex with a cinema, live music venue and restaurants. Supporters mention jobs and parking; critics mention public transport, cost and the existing cinema.

Writing Task

Write your views about the Council's plan to build an entertainment complex, using the online form.

In your writing, you should:

- discuss the advantages of the plan
- explain the disadvantages of the plan
- give your own views about the plan

You should aim to write about 200 to 250 words.

(21 marks)

MODEL ANSWER

Name: Hassan Malik

Email: hassan.malik@example.com

The proposed entertainment complex could bring several benefits to the area. A cinema, live music venue and restaurants would give residents more choices for evenings and weekends. The development could also create new jobs for local people, and the large car park would make it convenient for visitors who drive.

However, there are important disadvantages. The site is outside the town, so people without cars may find it difficult to reach. If public transport is poor, young people and older residents could be excluded. We already have a cinema in the town centre, and a new one might cause existing businesses to lose customers. I also understand the concern that council money could be spent on more urgent services.

Overall, I support the idea only if the developer improves public transport and protects the town centre. There should be frequent buses in the evening, safe walking routes and clear information about how the project will be funded.

A new entertainment complex could be positive, but it should benefit the whole community rather than only people who can drive there.

I hope this feedback is considered carefully because the decision will affect many different people in the community.

Model answer word count: 203 words | **Target:** 200 to 250 words

Practice 3 - Pearson-style practice created for teaching

Source: Pearson-style practice - council web form

Information

The council is considering closing a small local library and replacing it with a larger library two miles away.

Writing Task

Write your views about the library proposal on the council web form.

In your writing, you should:

- describe advantages and disadvantages of the proposal
- explain your own view

You should aim to write about 150 to 200 words.

(15 marks)

MODEL ANSWER

Name: Joanne Reed

Email: joanne.reed@example.com

The proposal to replace our small library with a larger one has some advantages. A new building could have more books, better computers, study rooms and a wider range of activities. It may also be cheaper to run one modern library than several small buildings.

However, moving the service two miles away would create problems for many local residents. Older people, parents with young children and anyone without a car may find the new location difficult to reach. The current library is within walking distance and is an important meeting place for the neighbourhood.

In my view, the council should not close the local library completely. A better option would be to keep a smaller service here while opening the larger centre as well. The existing building could offer book collection, computer access and a few weekly activities.

This would give residents access to improved facilities without removing a useful local service.

Model answer word count: 158 words | **Target:** 150 to 200 words

Practice 4 - Pearson-style practice created for teaching

Source: Pearson-style practice - complaint web form

Information

You ordered groceries online. Several items were missing, frozen food arrived partly defrosted and the delivery was two hours late.

Writing Task

Write a complaint on the supermarket customer-service web form.

In your writing, you should:

- describe what went wrong with the order
- explain how the problems affected you
- say what you would like the company to do

You should aim to write about 150 to 200 words.

(15 marks)

MODEL ANSWER

Name: Bilal Hussain

Email: bilal.hussain@example.com

I am writing to complain about grocery order 45821, delivered yesterday evening. The delivery was scheduled for 5:00-6:00 p.m., but it did not arrive until after 8:00 p.m. I had stayed at home specifically to receive it.

When I unpacked the shopping, three paid-for items were missing. More seriously, the frozen vegetables and ice cream were partly defrosted, so I did not feel it was safe to put them back in the freezer. I had planned to use some of the missing items for dinner and had to go to another shop.

I would like a refund for the missing and damaged goods, together with the delivery charge. Please also explain how the cold food was stored during the delay.

I have used your delivery service many times without problems, so I hope this matter can be resolved quickly.

Model answer word count: 150 words | **Target:** 150 to 200 words

Practice 5 - Pearson-style practice created for teaching

Source: Pearson-style practice - consultation web form

Information

Your college is considering replacing most printed textbooks with digital textbooks and asks learners for their views.

Writing Task

Write your views about digital textbooks on the college online form.

In your writing, you should:

- discuss advantages of digital textbooks
- explain possible disadvantages
- give your own view and suggestions

You should aim to write about 200 to 250 words.

(21 marks)

MODEL ANSWER

Name: Priya Shah

Email: priya.shah@example.com

Digital textbooks could be useful for many learners. They are easy to carry because several books can be stored on one device, and students can search for a word or topic quickly. Online books can also include links, audio and videos, which may help people understand difficult subjects. In addition, the college would need less storage space for printed books.

There are also disadvantages. Not every learner owns a suitable laptop or tablet, and reading from a screen for a long time can be tiring. Devices can run out of battery or develop technical problems, while a printed book works without internet access. Some learners also prefer making handwritten notes beside the text.

I think the college should use both formats rather than replacing printed textbooks completely. Digital copies could be provided for convenience, but a smaller number of printed books should remain available in the library. The college should also lend devices to learners who need them.

This mixed approach would give students more choice and prevent anyone being disadvantaged because of cost, technology or personal learning preferences.

I hope this feedback is considered carefully because the decision will affect many different people in the community.

Model answer word count: 203 words | **Target:** 200 to 250 words