

Literacy task

Aims

This is a progress task sheet. You need to work through the task sheet using your literacy skills. There are two parts to the task on this sheet. Try both, and see how far you get.

Progress table

Here is a progress table for the task. Once you have finished the task, look through the table and tick the boxes you think you have done correctly.

Progress stage	I have . . .	
Developing (Level 3)	<ul style="list-style-type: none"> ■ identified key words. 	
Developing (Level 4)	<ul style="list-style-type: none"> ■ written in sentences about rock salt and the keywords identified. 	
Secure (Level 5)	<ul style="list-style-type: none"> ■ written in paragraphs ■ correctly described the keywords. 	
Secure (Level 6)	<ul style="list-style-type: none"> ■ organised my paragraphs into a logical order. 	
Extending (Level 7)	<ul style="list-style-type: none"> ■ used punctuation in the correct places in my writing. 	

The task: Rock salt

You work for a chemical company that makes rock salt. Rock salt can help melt ice on pavements. You have received a letter of complaint from a customer. The customer said that she could not understand the instructions on the packet. She said they were 'scientific' and she didn't know why rock salt was helpful.

You have been asked to write a letter to the customer. You will need to explain in a simple way how to use the rock salt. You will also need to explain the background information about why rock salt is used.

Part 1

Read the instruction label shown on the information sheet. Identify the key words included in the instructions. Write a simple explanation for what each keyword means.

Make sure you avoid using words that are too scientific.

Part 2

Write a letter to the customer to explain how to use the rock salt. Include in your letter an explanation of the background information. You should write in the style of a letter, not in a list of instructions.

Try to organise your letter into paragraphs. Avoid using words that are too scientific. Assume that the customer does not know anything about science, so you must explain everything fully.

After writing your letter, write some feedback to the department that wrote the instructions. Describe why the instructions were so hard to understand. Suggest how the instructions could be made easier to understand in the future.

Information

Rock salt instructions

- Collect one handful of rock salt solid.
- Place the solid salt crystals onto the solid water on the surfaces to be treated.
- Wait for several minutes while the salt helps to make the water change from the solid state to the liquid state.
- When all the water has changed into the liquid state you may wish to brush some of it away or you can let the energy in the surroundings cause it to evaporate and turn it into water in the gas state.
- If the temperature decreases again, any liquid water may change state again to a solid, so you will need to add more solid salt to the solid water.

Background information

Water will turn from a liquid into a solid at 0 °C or turn from a solid to a liquid at 0 °C. In liquid water, particles are randomly arranged but still able to move around past one another. The particles will become regularly arranged when water turns from a liquid to a solid. If the temperature increases, any solid water on pavements may turn from a solid to a liquid. Adding rock salt can speed up the process of changing water from a solid to a liquid, as it means water can turn from solid to liquid at lower temperatures. This means by using rock salt there is less solid water on the pavements. This is good because solid water can be a hazard as it is very smooth due to the regular arrangement of particles. This means it gets slippery. Particles in liquid water can move around each other. This means that liquid water can move around under your feet so you don't slip on it.