



AMSPAR

**June 2010 Series - Examiner's Report**

**4419-224 Level 2 Working in the NHS**

Question No	Syllabus reference	Comments on performance of candidates
1	1.1	Mainly well answered but some candidates mentioned out-of-date agencies such as the Modernisation Agency.
2	1.2	The NHS walk-in centres were very well known. Some candidates wrote that they were 'nurse led by professionals who have had at least 3 years training' which although true is not a service which is what the question had asked for.
3	2.1	Almost every candidate wrote the correct answer to this question.
4	2.2	Candidates did well on this question and wrote excellent information on the services GPs can provide, although a minority identified a series of different clinics and basically wrote repetitive explanations.
5	2.3	A large number of candidates did not read this question properly and either just described what the categories clinical and administration meant or only identified one member of staff thus losing half the allocated marks.
6	2.4	Well answered question with services for the elderly widely known.
7	3.1	This question was rather poorly answered with many candidates not knowing when a contract should be received and many candidates not identifying a procedure. In the main they gave an example of a piece of information eg start date.
8	3.2	The Disability Discrimination Act 2005 was widely known.
9	3.3	The question asked for the first 3 basic steps of a grievance procedure but many candidates wrote about the whole process.
10	4.1	This question was a bit hit and miss with some candidates writing incorrect information and not seeming to understand what the KSF is.
11	4.2	This question was well answered and most had a good understanding of the PDR process.
12	5.1	This question was well answered throughout. Although some gave the EMPLOYERS responsibilities rather than the EMPLOYEES responsibilities.
13	5.2	On the whole this question was well answered, although some candidates gave health and safety advice such as ensuring wires were not trailing etc. The question was specifically asking for safety advice for the user.
14	5.4	RIDDOR was well explained.
15	6.1	Many candidates did not identify the rights as stated in the NHS constitution which is detailed in the syllabus.



**AMSPAR**

16	6.2	Candidates had a very good understanding of consent and gave good explanations with examples.
17	6.3	The Freedom of Information Act 2000 was widely known.
18 & 19	6.4	On the whole questions 18 & 19 were very well answered with candidates writing excellent information about how to keep patient information safe. A few did write about firewalls which although necessary for safety, are not the responsibility of the administrator or clerical staff, this is a Trust issue.
20	6.5	Not widely known, it was obvious that some colleges had not covered this part of the syllabus as whole colleges either missed out the question or gave incorrect information.

Overall view of performance

Some candidates are writing far in excess of what is required for the marks allocated as this is historically what was required for this exam.

Candidates should also take note of how many points or examples they need to give, if the question asks for 4 of something then they should only give four examples not 5 or 6 in the hope of gaining extra marks.

I would ask that candidates take care to read the questions carefully before attempting to answer in order to gain the maximum amount of marks allocated.