

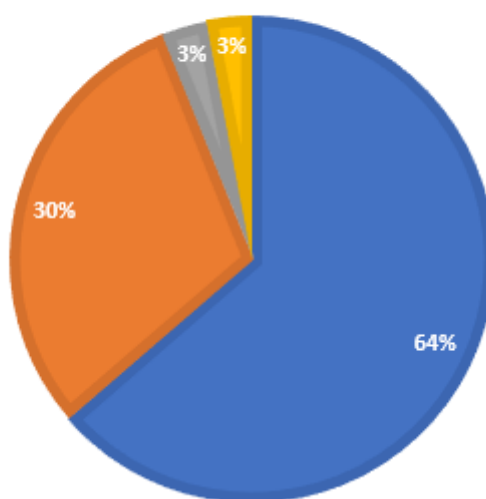
**Examination Report June 2021
5519-223 Working in the National Health Service Level 2**

Grade Distribution

	June 2021
Number of Candidates	33
Distinction	21
Merit	10
Pass	1
Refer	1

GRADE DISTRIBUTION

■ Distinction ■ Merit ■ Pass ■ Refer



Areas of good practice & areas for development

It was clear that the candidates had prepared well; this was reflected in the high pass rate with the majority of candidates achieving very high marks. Most questions were answered fully, with excellent responses and appropriate examples when asked.

The candidates demonstrated an excellent knowledge of primary and secondary care services, community services, health and safety, consent and confidentiality, all of which are vital to the role of administrative staff in the NHS.

The main areas of challenge for candidates were as follows:

Question 1 (1.1)

Some candidates struggled to identify the correct organisation in 1a and instead listed it in their answer for 1b, which indicates that candidates would benefit from further support in developing their understanding of the organisation which advises on and regulates drugs for NHS.

Question 4 (2.3)

All candidates gave examples of the specified role, yet some lost marks by just identifying duties and not describing in detail what these were as stated in the question. Some duties described were not appropriate for the role of Medical Receptionist but for related positions such as Practice Manager or Medical Secretary.

Question 12 (5.2/5.3)

Candidates' awareness of CPD is improving. However, they are still confusing it with the appraisal process.

Recommendations

Overall, candidates performed well and now have a strong foundation of knowledge of confidentiality, health and safety and administrative processes within the NHS.

It would benefit candidates to receive further reinforcement of exam strategies to help avoid some errors. For instance, they should be reminded to read the questions fully before attempting the answer as well as to look at the allocated marks as this will give them guidance on how much information is required in an answer. It would also help if exam preparation emphasised the value of re-reading questions until candidates are sure what they need to write.