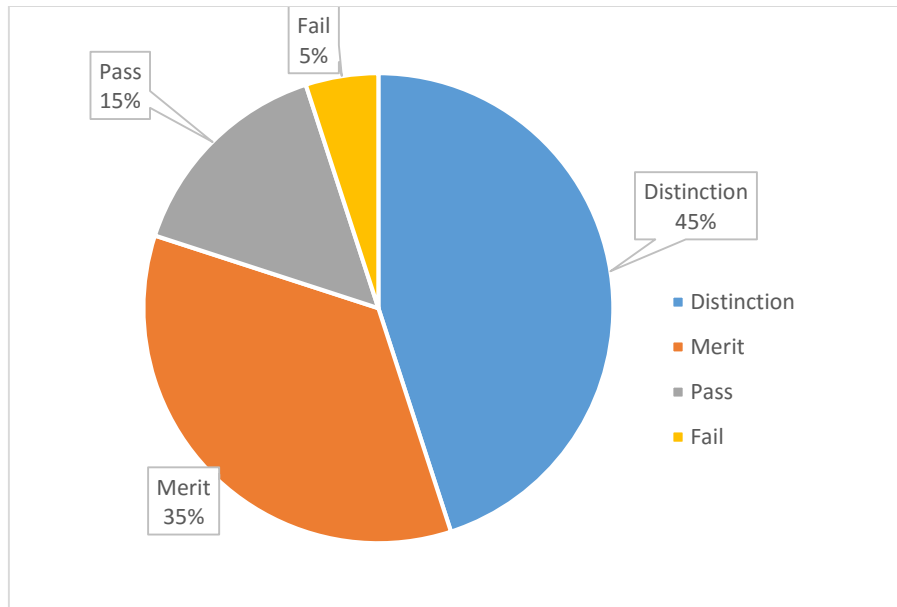


5519-223 - Level 3 Working in the NHS

Examiner's report – December 2017 series



As each examination paper is unique there can be slight variations of difficulty from series to series – which means that candidates are required to gain either more or fewer raw marks to compensate and to gain a pass.

General Comments

This paper covered the whole of the syllabus and gave candidates the chance to show their knowledge. Candidates showed good performance across the paper.

Areas of good performance

The majority of questions were well answered and candidates gave really good examples when asked. It was clear that the candidates had revised well for this examination.

Q1. Well answered with good examples of NHS organisations.

Q10. Workplace grievance was very well answered.

Q11. PDR was understood and explained well.



Areas for improvement

Q7. As this question was relating to the Social Worker and their responsibilities regarding young children; some candidates rather mixed up the social worker role and the role of the Health Visitor, giving examples that only the Health Visitor would be responsible for.

Q9. Candidates are still giving out of date legislation for this question.

Q13. This was quite poor with candidates either not identifying in full or giving completely incorrect legislation.

Q20. A small group of candidates did really well and understood the complaints procedure but a large proportion of them were unsure and did not know about time limits or when complaints should be resolved by etc.

Recommendations and Tips

Candidates are advised to read the questions fully before attempting the answer to ensure they know what the question is asking for. When revising candidates should check out legislation to ensure you have the most up to date information.

Where a question asks for three examples give three examples not four or six, writing extra information is a waste of exam time and it will not be marked. Questions do not need to be re-written in the answer as they will be directly above the answer.

Where candidates are asked to identify services they should ensure they describe the actual services not the personnel employed in the relevant department or what types of patients or service users who would attend use the service or attend department.