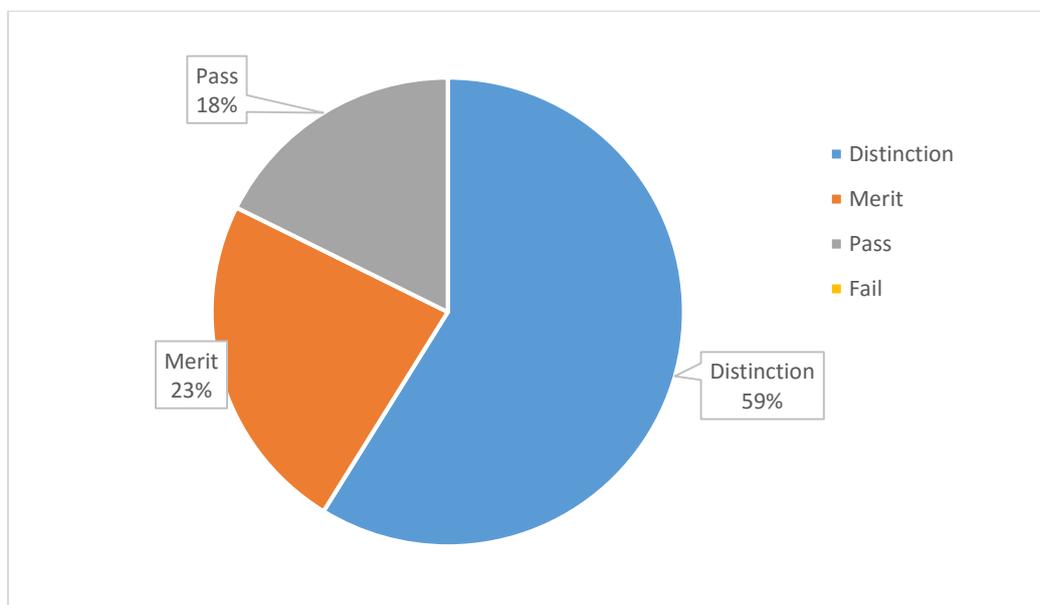


5519-223 - Level 2 Working in the National Health Service Examiner's report – December 2016 series



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.

Areas of good performance

On the whole these papers were well answered and gave lots of good information. Candidates were aware of the structure of the NHS and gave good explanations of the identified organisations. The staff within primary and secondary health care were also well understood and appropriate answers were given for these questions.

Questions 2, 3, 6, 10, 14, & 19 were very well answered by the majority of candidates.

Areas for improvement

The question that seemed to prove difficult for some candidates was regarding sending emails and as this is quite important to protect confidentiality it was quite worrying.



The question regarding complaints was again quite poorly answered. Complaints happen on a regular basis in the NHS and anyone wishing to gain employment in the clerical sector should be aware of the process and how to assist a patient making a complaint.

Recommendations and Tips

Sending emails is a very important part of the administrator's job and confidentiality is vital. Therefore this is something that candidates should be aware of, the sending and protection of electronic information is just as important as paper based information.

Some candidates may find there is not enough room on the paper to write their answers, this is possibly because candidates are repeating the question in their answer so this takes up a lot of room. It is unnecessary to repeat the question as it is directly above the answer.

Candidates should read the questions repeatedly to ensure that they are confident of what they should write in response to the question.

Answers to the questions should be planned and structured in a logical order according to the question. Where a question requires a specific number of examples, candidates who write extra will not be given more marks. Only the specified number of examples provided in the first instance will be accepted.