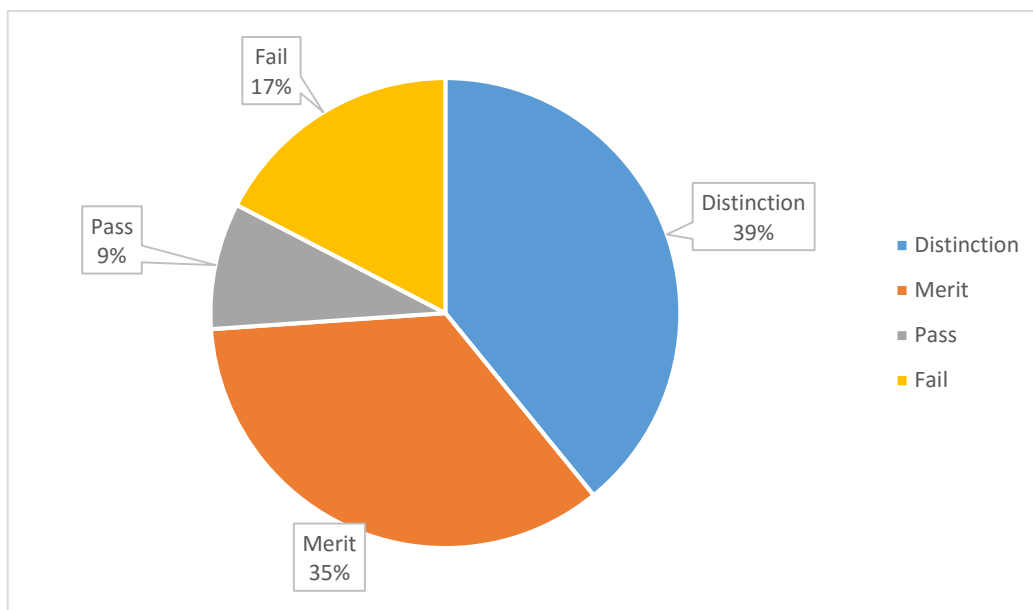


## 5519-223 - Level 2 Working in the National Health Service

### Examiner's report – June 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.

#### Areas of good performance

On the whole these papers were well answered and gave lots of good information. Candidates were aware of the organisations within the NHS and gave good explanations (Question 1). The Caldicott Principles (Question 17) were very well answered, this is usually mixed up the Data Protection Act but in this series the candidates had clearly done their revision and performed well.

Consent (Question 16) was well understood and candidates gave excellent descriptions.

Questions 2, 3, 4, 5, 8a, 11, 17 were well answered by the majority of candidates.

Question 20 regarding complaints was much better in this series with good descriptions and time limits explained.



### **Areas for improvement**

Questions 5a & 5b. Candidates did not answer the question correctly, writing descriptions of the departments and who worked there rather than focussing on what services they actually provide.

The question of the written contract of employment was not answered well; candidates seem not to read the question in fully or properly, very few candidates actually gave terms relating to procedures.

Question 10a. The grievance procedure was well known but the answers ranged from the basic steps to full page descriptions of the process.

Question 14. The answers were patchy with some duplication of the steps in the process.

### **Recommendations and Tips**

Candidates are advised to read the questions fully before attempting to answer the question, this is to ensure they know what the question is asking for. 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 and use up exam time.

Planning of answers in a logical order according to the question, will help candidates make better use of their time and provide higher quality answers.

Candidates should note that if they write some of their answers on extra sheets they should clearly indicate that they have done so at the end of the paper to avoid confusion.