

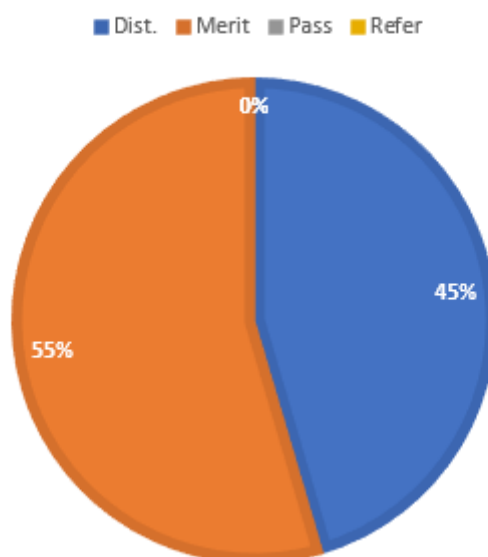
**Examination Report - December 2020 and June 2021
5528-268 Working in the National Health Service Level 2**

General comments

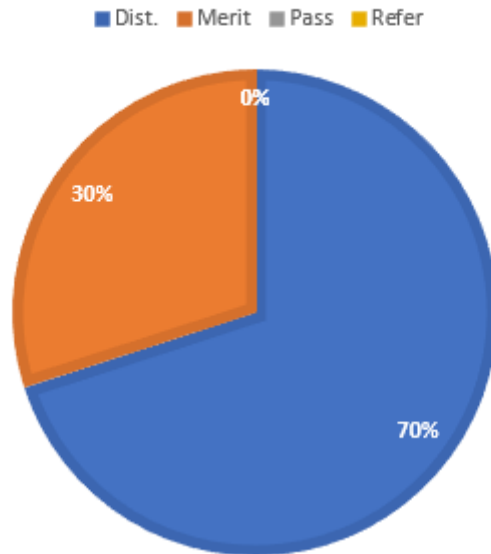
Grade Distribution

	December 2020	June 2021
Number of Candidates	11	20
Distinction	5	14
Merit	6	6
Pass	0	0
Refer	0	0

GRADE DISTRIBUTION DECEMBER 2020



GRADE DISTRIBUTION JUNE 2021



Candidates performed well in both papers, this was reflected in the 100% pass rate with the majority of candidates achieving high or very high marks.

Many questions were answered fully, giving excellent responses and appropriate examples when asked.

The candidates demonstrated an excellent knowledge of primary and secondary care services, community services, health and safety, and consent and confidentiality, all of which are vital to the role of administrative staff in the NHS. This means they are well-prepared to take on this role.

Areas of good practice & areas for development

Question 1 (1.1)

In the December series, candidates had a good knowledge of the organisations that make up the structure of the NHS and gave good examples. They were aware of the responsibilities of the identified organisations.

In the June paper, 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 this organisation.

Question 4 (2.3)

In the June paper, although all candidates gave examples of the role, some lost marks by simply identifying duties and not describing in detail, as stated in the question. It would benefit candidates to read the question carefully and focus on the command verb and its specifier 'describe in detail'.

Question 7 (3.3)

In the December paper, candidates demonstrated a clear understanding of the Community Support Worker role covered by the task and gave appropriate examples.

Question 9 (4.3)

This question was challenging for the majority of candidates in June, as only a small number were able to identify the necessary protected characteristics.

Questions 11 and 12 (5.1)

In December, it was noted that candidates' awareness of the work role is improving, as they were able to give good explanations regarding PDR and CPD.

Question 14 (6.2)

In December, some relevant examples were given, while some candidates provided examples of office safety regulations more generally, rather than focusing on working on a computer specifically. It would be beneficial to read the question fully.

Question 16 (7.2)

This was noted as an area of strength in December, with excellent examples given.

Question 18 (7.1 and 7.4)

Candidates found this question challenging in the December sitting, providing information that needed to display further depth and be more in line with the rights stated in the NHS Constitution. It is worth noting that this question covers a task which Administrators will be required to carry out on a daily basis. It would therefore benefit candidates to become thoroughly familiar with it.

Recommendations

Candidates performed very well in these papers, but some exam techniques could be used more consistently. It would be helpful to stress the importance of fully reading questions before attempting tasks in order to ensure a clear understanding of what is required in the response. Other strategies, such as using the number of allocated marks as a guideline on how much information to include in each answer and encouraging candidates to think about how they would respond in the workplace when dealing with task-based questions, would also benefit candidates. Lastly, given the high level of performance in these papers, candidates should be encouraged to take their time and write neatly/legibly as well as review their spelling.