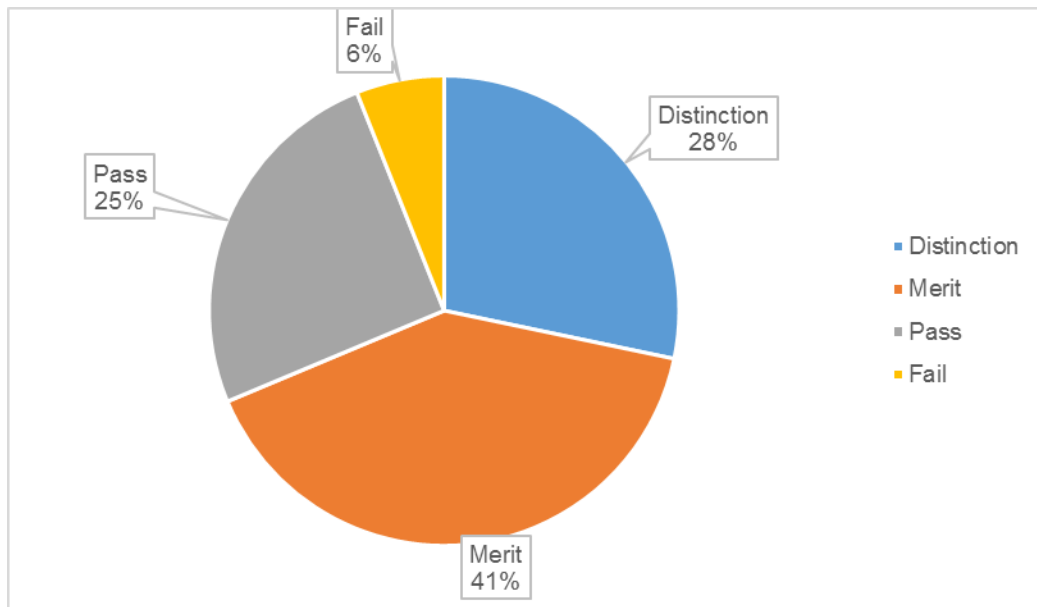




## 5528-268 – Level 2 Working in the NHS

### Examiner's report – December 2017





AMSPAR



A City & Guilds Group Business

## Areas of good performance

There were a large number of entries for this qualification and on the whole they were well answered.

The questions that were well answered were:

Q3 Staff correctly identified.

Q6 Good examples of community care were given and candidates correctly identified other vulnerable groups.

Q8 Candidates have a good understanding of the contract of employment.

Q10 The workplace grievance procedure was well known, the odd one got slightly mixed up with the NHS complaints procedure.

Q14 The responsibilities under health and safety were well explained, it was clear candidates understood this area.

Q16 The area of consent is understood and the majority of candidates gave good examples.

## Areas for improvement

(Q1 Although the majority of candidates gave good answers, quite a few are just writing initials for the organisations, these need to be written in full please.

Q4 Now this surprised me, this is the role all candidates are hoping to gain employment in and some actually struggled to describe four duties an NHS Administrator would carry out.

Q5 There were some good descriptions of the secondary care departments. Where candidates are going wrong here is they are describing the department not the actual services they provide. They explain who works there, who the department deals with not the actual services that are provided by the department.

Q9 Candidates are still providing out of date legislation.

Q12a CPD is still not explained properly with most candidates just repeating the information given regarding the personal development review (PDR)



AMSPAR



A City & Guilds Group Business

Q18 Confidentiality while using the telephone is an absolute mainstay of the NHS administrators' role so this question should be excellent. Unfortunately this is not the case and the answers given were very brief with no explanation. This really needs to be worked on.

Q20 Complaints were very poor. Candidates need to be aware of the processes within the NHS to enable the patient to make a complaint and how they can help the patient through the process.

## Recommendations and Tips

Candidates should read the questions fully before attempting the answer ensure they know what the question is asking them to answer.

Answers should be written in a logical order according to the question.

Do not write abbreviations for organisations these need to be identified in full.

Please understand the difference between state and describe. Candidates should be aware that if a question asks them to describe something it needs more than a one or two word answer.

If asked to explain this requires the candidate to state a reason and then back that up with the required information, again you cannot write one or two words for an explanation.

Please read the questions over and over until you are sure what you need to write.

If a question asks for three examples, candidates should give three examples not four or six, writing extra information is just wasting time and it will not be marked.

As the question is directly above the written answer it is not necessary to write out the question again in the answer.