

3625-20 Level 2 Technical Certificate in Healthcare, Care and Childcare
 3625-520 Level 2 Healthcare, Care and Childcare - Theory exam

March 2022 Mark Scheme

Q no.	Acceptable answer(s)	Guidance	Max mks	Ref
Q1	<p>1 mark each for any of the following examples, up to a maximum of 4 marks:</p> <ul style="list-style-type: none"> • GP (1) • Hospitals (1) • Community services, i.e. daycentres and clinic (1) • Domiciliary care (1) • Nursing/residential homes (1) • Respite services (1) • Hospices (1) • Charitable clubs/services (1) • Any other suitable answer accepted 	<p>If examples are given of a service ie bathing or administration of medication etc, only a maximum of one mark can be awarded.</p>	4	<p>201 1.4/1.6 AO1</p>
Q2	<p>1 mark each for any of the following principles, up to a maximum of 2 marks:</p> <ul style="list-style-type: none"> • Follow training when using any equipment provided by the employer (1) • Take reasonable care of own and others' health and safety (1) • Co-operate with employer on health and safety (1) • Raise concerns about inadequate precautions (1) 		2	<p>201 3.3 AO1</p>
Q3	<p>1 mark awarded for each feature, up to a maximum of 4 marks:</p> <ul style="list-style-type: none"> • Used on a formal and regular basis (1) • Providing childcare for groups of children under the age of 5 (1) • Paid for by parent but could be subsidised by charitable organisations or funding provided by government or local authority (1) • Children attend the setting without parents and carers (1) • Available to be used during daytime hours on weekdays and may offer flexible opening hours to support working parents. (1) • Any other suitable answer accepted 	<p>Marks should only be awarded for relevant descriptions.</p> <p>Marks can be awarded for relevant examples.</p>	4	<p>202 2.1 AO2</p>

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Q4	<p>1 mark awarded for each of the following, up to a maximum of 4 marks:</p> <ul style="list-style-type: none"> • Use of technology can improve communication within teams and the wider multi-disciplinary team (1) • Use of technology can improve communication between the individual and the service (1) • Use of technology can enhance or speed up diagnosis or treatment (1). • Technology can enable individuals to be self-managing (1) • Technology can be challenging if it does not meet its intended purpose (1). • Individuals/staff may not be able to access information or use technology effectively (1) • Individuals may not have the right equipment to access online services (1). • Technologies or systems are incompatible which could mean they are missing out on information or services (1). • New technology can be costly (1) and may require specialist training (1) • Any other suitable answer accepted 		4	201 3.5 AO2
Q5	<p>1 mark each for any of the following realistic hazards, up to a maximum of 3 marks:</p> <ul style="list-style-type: none"> • Weather/rain could cause Ben to get wet and cold. The sun could cause sunburn, these may make Ben unwell. (1) • Delays in service or public transport not turning up at all may make Ben late for college, which would then make him feel demotivated. (1) • Uneven surfaces could cause slips and trips and cause injury. (1) • Bullying or abuse on public transport from other passengers, which may cause distress to Ben and affect his well-being (1) • Any other suitable answer accepted 		3	205 1.3 AO2
Q6	<p>1 mark for any of the following tasks, up to a maximum of 4 marks:</p> <ul style="list-style-type: none"> • Provide support with personal care (1) • Dealing with any bodily fluids (1) • Administer medication (1) • Provide support during mealtimes (1) • Prepare food (1) 		4	205 3.2 AO1

	<ul style="list-style-type: none"> Dealing with any other COSHH substance (1) 			
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Q7	<p>1 mark each for any of the following, up to a maximum of 3 marks:</p> <ul style="list-style-type: none"> CQC (1) Ofsted (1) Skills for Care (1) Skill for Health (1) Local Authorities (1) NHS (1) Charities that provide funding (1) PTA (1) Boards of Governors (1) Government (1) Health and Safety Executive (1) 	Marks can be awarded for relevant examples of charities that provide funding.	3	203 2.1 AO1
Q8	<p>1 mark each for any of the following, up to a maximum of 3 marks:</p> <ul style="list-style-type: none"> Share information only with people who need to know (1) Only keep information for as long as it is needed (1) Ensure confidential information is locked away (1) Ensure confidential conversations cannot be overheard (1) Wherever possible obtain people's consent prior to sharing/storing information (1) Confirm people's identity before sharing confidential information with them (1) Ensure IT systems are password protected (1) Ensure screens are not visible to others when accessing confidential information (1) Any other suitable answer accepted 		3	206 1.1 AO1

Q no.	Acceptable answer(s)	Guidance	Max mks	Ref
Q9 a)	<p>1 mark for stating any of the following examples, up to a maximum of 4 marks:</p> <ul style="list-style-type: none"> • Leaving secondary school (1) • Starting further education or work (1) • Puberty (1) • Family break-up/divorce (1) • Friendships (1) • (Sexual) Relationships (1) • Pregnancy (1) • Bereavement (1) • Illness/injury (1) • New sibling (1) • Moving home (1) • Learning to drive (1) • Maturity (1) • Financial independence (1) 	<p>Marks cannot be given for transitions that typically only affect children younger than 14, e.g. learning to walk or starting school.</p>	4	208 2.2 AO1
Q9 b)	<p>1 mark for listing any of the following influences, up to a maximum of 3 marks:</p> <ul style="list-style-type: none"> • Demographic (1) • Beliefs and values (1) • Environment (1) • Culture (1) • Health (1) • Disability (1) • Gender (1) • Sexuality (1) • Getting older (1) 	<p>Examples of influences can be accepted. e.g. peers, finance.</p>	3	
Q10	<p>1 mark for describing any of the following, up to a maximum of 3 marks:</p> <ul style="list-style-type: none"> • Social skills, i.e. turn taking (1), waiting (1) • Physical skills, i.e. walking (1), running (1), climbing (1), rocking (1) • Cognitive skills, i.e. experiencing changing seasons (1), different textures (1) or materials (1), learning about plant life (1), weather (1), light levels (1) • Behavioural skills, i.e. sharing resources (1) • Language skills i.e. expressing feelings and preferences (1) 	<p>Marks can be awarded for other well-reasoned examples.</p> <p>Maximum of 1 mark for listing skills without a relevant description.</p>	3	208 2.1 AO2
Q11 a)	<p>1 mark for any of the following, up to a maximum of 2 marks:</p> <ul style="list-style-type: none"> • Teamwork promotes good communication to meet people's needs and preferences (1) 		2	201 4.4 AO2

	<ul style="list-style-type: none"> • It ensures skills and knowledge are shared to support people's needs and preferences (1) • Develops individuals' skills values and attitudes (1). • Teamwork enables a professional approach to ensure a high standard of working practices and develop services (1). • Teamwork provides support for individual workers in the sector to deal with difficult situations (1) • Any other suitable answer accepted 			
Q11 b)	<p>1 mark for any of the following, up to a maximum of 2 marks:</p> <ul style="list-style-type: none"> • Carers (1) • Housekeepers (1) • Kitchen staff (1) • Admin staff, i.e. HR or Training (1) • Manager (1) • Senior Carers (1) • Maintenance staff (1) • Laundry staff (1) • Play worker (1) • Any other suitable answer accepted 	Marks can be awarded for relevant examples of duties.	2	202 4.2 AO1
Q12 a)	<p>1 mark for any of the following signs, up to a maximum of 2 marks:</p> <ul style="list-style-type: none"> • Dirty and dishevelled appearance (1) • Being underweight (1) • Smelly clothing or body odour (1) • Recurring infections or chronic illness (1) • Changes in mood or behaviour ie withdrawn/aggressive (1) • Attention seeking/lack of trust in others (1) • Any other suitable answer accepted 		2	206 2.1 AO1
Q12 b)	<p>1 mark for any of the following reasons, up to a maximum of 2 marks:</p> <ul style="list-style-type: none"> • An individual living with dementia may forget they should be receiving care or support/ turn carers away/ display negative or aggressive behaviours towards carers (1). • Care organisations often have a large number of staff, turnover and job roles and accountability of tasks may be missed, care packages may not be able to be fulfilled at busy times (1). • Individuals relying on carers/family members may be reluctant to report neglect for fear of losing support (1). • Families and friends of an individual living with dementia are unable to cope or seek help (1) • Any other suitable answer accepted 		2	206 2.1 AO2

Q13	<p>1 mark each for any of the following, up to a maximum of 3 marks:</p> <ul style="list-style-type: none"> • Babysitting (1) • Au pair/Nanny (1) • Respite (1) • Home-schooling (1) • District nursing (1) • Health visitors (1) • Specialist health/mental health services (1) • Social worker (1) • Community support worker/Domiciliary care (1) • Midwife (1) 	Marks can be awarded for job roles and online/telephone services.	3	202 2.1 AO1

Q no.	Acceptable answer(s)	Guidance	Max mks	Ref
Q14	<p>For no awardable content, award 0 marks.</p> <p>Band 1 (1-4 marks) The response covers a narrow range of considerations with limited reference to the implications of Mrs Bielinski's issues. Basic discussion displaying mostly recall of knowledge and limited understanding on the different aspects of the scenario. Some recommendations to overcome the issues faced by Mrs Bielinski. Limited or no reference to sources of support. Minimal justification for considerations.</p> <p>To access the higher marks in the band, the candidates' response will cover a broader range of considerations and show understanding of the implications of Mrs Bielinski's fall and the causes of it.</p> <p>Band 2 (5-8 marks) The response makes a reasonable attempt to cover a variety of considerations displaying a good level of knowledge and understanding of the implications of Mrs Bielinski's issues. Discussion is mostly relevant and likely to be detailed in some areas more than others. Limited analysis and recommendations to overcome the issues faced by Mrs Bielinski provided with reference to a range of sources of support. Some justification to decisions.</p> <p>To access the higher marks in the band the overall discussion is presented in a clear, logical format, detailed and contains relevant justifications. Specific reference made to support needs Mrs Bielinski may have in the future.</p> <p>Band 3 (9-12 marks) The response is both thorough and detailed covering a variety of considerations displaying excellent breadth of</p>	<p>Indicative content:</p> <p>Immediate action:</p> <ul style="list-style-type: none"> • Reassure Mrs Bielinski • Check for any obvious hazards or causes of the fall, and ensure removal if possible • Check for any obvious injuries, i.e. broken bones • Check for any obvious illnesses, i.e. stroke • Consider abuse and safeguarding issues • Administer first aid if appropriate • Call ambulance if necessary • Assess whether Mrs Bielinski can get up from the floor and use moving and handling equipment and other carers if necessary 	12	AO4

	<p>knowledge and depth of understanding of the implications of Mrs Bielinski's issues and long term impacts. A comprehensive discussion and analysis supported with sound recommendations to overcome the issues faced by Mrs Bielinski and Orla with reference to a range of sources of support.</p> <p>To access the higher marks in the band the response will be well balanced, comprehensive and the recommendations fully justified. Links made to the relevant legislation, individuals' and organisations' roles and wider social context and practice.</p>	<ul style="list-style-type: none"> • Contact manager to arrange cover for next client <p>Short-term action:</p> <ul style="list-style-type: none"> • Contact healthcare services, i.e. GP for further assessment, i.e. head injuries • Record what has happened • Report what has happened to other people, i.e. other carers or family • Consider RIDDOR • Monitor Mrs Bielinski's condition or put measures in place to ensure monitoring • Consider 5 steps of risk assessment • Support needs if Mrs Bielinski needs further medical care, i.e. hospital <p>Long-term action:</p> <ul style="list-style-type: none"> • Ensure levels of support for Mrs Bielinski are appropriate • Evaluate suitability of the setting in meeting her needs and suggest alternatives • Ensure any deterioration of mobility is monitored • Ensure hazards are identified and risks removed, i.e. trip hazards from loose rugs • Consider Manual handling 		
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		<p>legislation, i.e. PUWER, LOLER, MHOR</p> <ul style="list-style-type: none">• Ensure staff have the skills and knowledge to continue to support Mrs Bielinski• Ensure appropriate equipment is in place to promote independence and Mrs Bielinski's needs <p>Answers should include descriptions of action taken and the reason for and potential consequences of these actions.</p>		
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