

Mark Scheme (Results)

January 2019 (1901)

BTEC Level 3 National in Health and
Social Care

Unit 2: Working in Health and Social Care
(31491H)



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Unit 2: Working in Health and Social Care marking grid

General marking guidance

- All learners must receive the same treatment. Examiners must mark the first learner in exactly the same way as they mark the last.
- Marking grids should be applied positively. Learners must be rewarded for what they have shown they can do, rather than be penalised for omissions.
- Examiners should mark according to the marking grid, not according to their perception of where the grade boundaries may lie.
- All marks on the marking grid should be used appropriately.
- All the marks on the marking grid are designed to be awarded. Examiners should always award full marks if deserved. Examiners should also be prepared to award zero marks, if the learner's response is not rewardable according to the marking grid.
- Where judgement is required, a marking grid will provide the principles by which marks will be awarded.
- When examiners are in doubt regarding the application of the marking grid to a learner's response, a senior examiner should be consulted.

Specific marking guidance

The marking grids have been designed to assess learner work holistically.

Rows in the grids identify the assessment focus/outcome being targeted. When using a marking grid, the 'best fit' approach should be used.

- Examiners should first make a holistic judgement on which band most closely matches the learner's response and place it within that band. Learners will be placed in the band that best describes their answer.
- The mark awarded within the band will be decided based on the quality of the answer, in response to the assessment focus/outcome and will be modified according to how securely all bullet points are displayed at that band.
- Marks will be awarded towards the top or bottom of that band, depending on how they have evidenced each of the descriptor bullet points.

BTEC Mark Scheme

Health

Question Number	Answer	Mark
1a	<p>Award one mark for any of the following up to a maximum of two marks.</p> <p>Psychiatric ward/hospital/Unit Day care unit GP surgery Substance abuse rehabilitation centre Residential care Community mental health centre</p> <p>Accept any other appropriate health settings. Do not accept just clinic or hospital.</p>	2

Question Number	Answer	Mark
1b	<p>Award one mark for each correct identification to a maximum of two marks and a further mark for each justification to a maximum of four marks.</p> <p>They should ensure equality of care (1). By following policies (1) (or identified specific policy)</p> <p>They should support Marilyn's rights (1). By following anti-discriminatory legislation/ codes of practice (1).</p> <p>They should follow anti-discriminatory procedures (1) and include Marilyn in care reviews/planning (1).</p> <p>They should offer choices (1) that fit with Marilyn's culture/religion (1).</p> <p>Accept specific examples of actions Accept any other valid response.</p>	4

Question Number	Answer	Mark
1c	<p>Indicative content may cover the following points.</p> <p>Psychological/emotional barriers may prevent her from seeking services.</p> <p>Lack of resources/bed blocking may mean the services cannot meet her needs</p> <p>Financial constraints may limit her choices if she needs services not locally available.</p> <p>Geographical/transport issues may make it difficult for her to attend appointments.</p> <p>Social/family concerns may dissuade from attending.</p> <p>Physically accessing services may be difficult.</p> <p>Lack of awareness.</p> <p>Accept any other appropriate content.</p>	6
Level	Mark	Descriptor
Level 0	0	No rewardable material
Level 1	1-2	<p>Demonstrates isolated elements of knowledge and understanding.</p> <p>Generic statements may be presented rather than links being made.</p> <p>Lines of reasoning are unsupported in relation to the scenario.</p>
Level 2	3-4	<p>Demonstrates mostly accurate knowledge and understanding.</p> <p>Evidence of occasional links to the scenario.</p> <p>Lines of reasoning occasionally supported through the application to the scenario.</p>
Level 3	5-6	<p>Demonstrates accurate and thorough knowledge and understanding.</p> <p>Evidence of comprehensive links to the scenario.</p> <p>Lines of reasoning supported by sustained application to the scenario.</p>

Question Number	Answer	Mark
1d	<p>Indicative content may cover the following points.</p> <p>Assessment, care and support planning. Partnership working with multi-disciplinary specialist input such as psychiatric services.</p> <p>Holistic in relation to mental and physical health.</p> <p>Empowering her; confidence boosting; new skills training.</p> <p>Supporting routines for family life, education, employment and leisure.</p> <p>Providing links to support groups and mentors.</p> <p>Accept any other appropriate content.</p>	8
Level	Mark	Descriptor
Level 0	0	No rewardable material.
Level 1	1-3	<ul style="list-style-type: none"> • Demonstrates limited and superficial knowledge and understanding of the relevant factors/issues. • Makes few relevant links between the issues/factors in the scenario and their knowledge and understanding. • Provides a consideration of only health or social care support.
Level 2	4-6	<ul style="list-style-type: none"> • Demonstrates accurate knowledge and understanding of the relevant factors/issues • Makes relevant links between the issues/factors in the scenario and their knowledge and understanding • Provides a consideration of only health and/or social care support. • Discussion leads to conclusions, but some may be lacking support.
Level 3	7-8	<ul style="list-style-type: none"> • Demonstrates accurate and thorough knowledge and understanding of the relevant factors/issues. • Makes effective links between the issues/factors in the scenario and their knowledge and understanding. • Provides a full consideration of both health and social care support. • Conclusions are justified and supported.

Question Number	Answer	Mark
2a	<p>Award one mark for any of the following up to a maximum of two marks.</p> <p>Questionnaire Focus group One-to-one interview Survey Suggestion box Observation Feedback from advocate/relatives/other staff Informal conversation</p> <p>Accept any other appropriate answers.</p>	2

Question Number	Answer	Mark
2b	<p>Award one mark for each descriptive point to a maximum of four. Award no more than three marks for one responsibility.</p> <p>Conducting interviews (1) To assess and review their situation (1) Undertaking and writing up assessments (1) Providing information and support (1) Participating in multi-disciplinary teams (1) Holistic care (1) Act as an advocate (1) Promoting individual rights (1) Offer counselling (1)</p> <p>Accept appropriate specific examples Accept any other valid response.</p>	4

Question Number	Indicative content	Mark
2c	<p>Indicative content may cover the following points.</p> <ul style="list-style-type: none"> Risk assessment Mentor at work. Disclosure and Barring Service Appropriate staff training Policy update Following procedures Mandatory updates First aid facilities. Prevention of abuse. Confidentiality. <p>Answers could refer to the workplace and/or the supported living.</p> <p>Accept any other appropriate content. Accept any other valid response.</p>	6
Level	Mark	Descriptor
Level 0	0	No rewardable material
Level 1	1-2	<p>Demonstrates isolated elements of knowledge and understanding.</p> <p>Generic statements may be presented rather than links being made.</p> <p>Lines of reasoning are unsupported in relation to the scenario.</p>
Level 2	3-4	<p>Demonstrates mostly accurate knowledge and understanding.</p> <p>Evidence of occasional links to the scenario.</p> <p>Lines of reasoning occasionally supported through the application to the scenario.</p>
Level 3	5-6	<p>Demonstrates accurate and thorough knowledge and understanding.</p> <p>Evidence of comprehensive links to the scenario.</p> <p>Lines of reasoning supported by sustained application to the scenario.</p>

Question Number		Answer	Mark
2d		<p>Indicative content may cover the following points.</p> <p>Assertiveness training Transport support Money management Life skills training SMART targets Time management skills Creating a daily timetable Empowering Shirley to take the lead Assistance with producing a plan Meal planning</p> <p>Accept any other appropriate content.</p>	8
Level	Mark	Descriptor	
Level 0	0	No rewardable material.	
Level 1	1-3	<ul style="list-style-type: none"> • Demonstrates limited and superficial knowledge and understanding of the relevant factors/issues. • Makes few relevant links between the issues/factors in the scenario and their knowledge and understanding. • Provides a consideration of either support or independence. 	
Level 2	4-6	<ul style="list-style-type: none"> • Demonstrates accurate knowledge and understanding of the relevant factors/issues • Makes relevant links between the issues/factors in the scenario and their knowledge and understanding • Provides a consideration of support and/or independence. • Discussion leads to conclusions, but some may be lacking evidence. 	
Level 3	7-8	<ul style="list-style-type: none"> • Demonstrates accurate and thorough knowledge and understanding of the relevant factors/issues. • Makes effective links between the issues/factors in the scenario and their knowledge and understanding. • Provides a full consideration of both support and independence. • Conclusions are justified and evidenced. 	

Question Number	Answer	Mark
3a	<p>Award one mark for identification up to a maximum of two marks.</p> <p>Only does activities he is trained/competent in (1) Accept examples of the application of codes of practice (1) Updating training (1) Accept examples of the application of policies and procedures (1)</p> <p>Accept any other valid response.</p>	2

Question Number	Answer	Mark
3b	<p>Award one mark for each descriptive point to a maximum of four. Award no more than three marks for one responsibility.</p> <p>Provide training/CPD (1)</p> <p>Ensure he can apply organisational policies (1)</p> <p>Meet NOS (National Occupational Standards) (1)</p> <p>Staff safeguarding (1)</p> <p>Whistleblowing policy (1)</p> <p>Complaints procedures (1)</p> <p>Accept any other valid response.</p>	4

Question Number	Answer	Mark
3c	<p>Indicative content may cover the following points.</p> <p>Promoting choices.</p> <p>Empowering Ritesh to express his needs and preferences.</p> <p>Encouraging Ritesh to attend physiotherapy.</p> <p>Supporting the use of equipment and adaptations.</p> <p>Facilitating social interaction with classmates.</p> <p>Allowing Ritesh to make mistakes and risks.</p> <p>Communicating and advocating Ritesh's wishes and needs.</p> <p>Do not award responses specific to education.</p> <p>Accept any other appropriate content.</p> <p>Accept any other valid response.</p>	6
Level	Mark	Descriptor
Level 0	0	No rewardable material
Level 1	1-2	<p>Demonstrates isolated elements of knowledge and understanding.</p> <p>Generic statements may be presented rather than links being made.</p> <p>Lines of reasoning are unsupported in relation to the scenario.</p>
Level 2	3-4	<p>Demonstrates mostly accurate knowledge and understanding.</p> <p>Evidence of occasional links to the scenario.</p> <p>Lines of reasoning occasionally supported through the application to the scenario.</p>
Level 3	5-6	<p>Demonstrates accurate and thorough knowledge and understanding.</p> <p>Evidence of comprehensive links to the scenario.</p> <p>Lines of reasoning supported by sustained application to the scenario.</p>

Question Number	Answer	Mark
3d	<p>Indicative content may cover the following points.</p> <p>By talking and listening to him and being positive/encouraging/motivating him in dealing with his issues.</p> <p>Identifying a support group that could help with the life skills needed to deal with conflict.</p> <p>He could act as an advocate for him</p> <p>Some involvement in the assessment, care and support planning to promote the skills Ritesh needs to deal with conflict.</p> <p>Do not award responses referencing how schools deal with conflict.</p> <p>Accept any other valid response.</p>	8

Level	Mark	Descriptor
Level 0	0	No rewardable material.
Level 1	1-3	<ul style="list-style-type: none"> • Demonstrates limited and superficial knowledge and understanding of the relevant factors/issues. • Makes few relevant links between the issues/factors in the scenario and their knowledge and understanding.
Level 2	4-6	<ul style="list-style-type: none"> • Demonstrates accurate knowledge and understanding of the relevant factors/issues • Makes relevant links between the issues/factors in the scenario and their knowledge and understanding. • Discussion leads to conclusions, but some may be lacking support.

Level 3	7-8	<ul style="list-style-type: none"> • Demonstrates accurate and thorough knowledge and understanding of the relevant factors/issues. • Makes effective links between the issues/factors in the scenario and their knowledge and understanding. • Conclusions are justified and supported. • Demonstrates the use of logical reasoning, clarity and the use of appropriate specialist technical language.
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Question Number	Answer	Mark
4a	<p>Award one mark for any of the following up to a maximum of two marks.</p> <p>Dietitian Pharmacist Physiotherapist Nurse (accept specific named nursing roles up to two marks) Health Care assistant Dementia Specialist/psychiatrist/consultant</p> <p>Do not accept GP, doctor, or Occupational Therapist. Do not accept nurse in addition to a named nursing role.</p>	2

Question Number	Answer	Mark
4b	<p>Award one mark for each correct identification to a maximum of two marks and a further mark for each justification to a maximum of four marks.</p> <p>Advise on home/environmental alterations (1) such as adjustments for wheelchair access/handrails etc. (1)</p> <p>Advise on specialist equipment (1) to help with daily activities such as cooking, washing etc. (1)</p> <p>Attend multi-disciplinary case meetings (1) to plan and review holistic ongoing treatment. (1)</p> <p>Accept any other valid response.</p>	4

Question Number		Indicative content	Mark
4c		<p>Indicative content may cover the following points.</p> <p>A registered nurse on duty 24 hours.</p> <p>A number of carers to attend to Donald.</p> <p>Care home specialist equipment such as lifts.</p> <p>Arrange special activities.</p> <p>Respite for Hilary.</p> <p>Increased social interaction.</p> <p>Maintaining safety.</p> <p>Added security.</p> <p>Accept any other valid response.</p>	6
Level	Mark	Descriptor	
Level 0	0	No rewardable material	
Level 1	1-2	<p>Demonstrates isolated elements of knowledge and understanding.</p> <p>Generic statements may be presented rather than links being made.</p> <p>Lines of reasoning are unsupported in relation to the scenario.</p>	
Level 2	3-4	<p>Demonstrates mostly accurate knowledge and understanding.</p> <p>Evidence of occasional links to the scenario.</p> <p>Lines of reasoning occasionally supported through the application to the scenario.</p>	
Level 3	5-6	<p>Demonstrates accurate and thorough knowledge and understanding.</p> <p>Evidence of comprehensive links to the scenario.</p> <p>Lines of reasoning supported by sustained application to the scenario.</p>	

Question Number		Answer	Mark
4d		<p>Indicative content may cover the following points.</p> <p>Donald's refusal to accept family advice to move into the care home.</p> <p>Donald's refusal to accept his illness and agree with his family the present situation is not working.</p> <p>Availability of appropriate places that the family are happy with.</p> <p>Financial constraints, especially if the family want to provide 'extras' for Donald.</p> <p>Geographical constraints, they may live a long way away and struggle to get there to organise a place.</p> <p>Individual preferences. Donald may not like where they propose.</p> <p>Cultural attitude about care, they may want to care for him at home even if it is not the best option for Donald.</p> <p>Hilary's refusal to accept Donald's illness may mean she blocks the family's attempts to place Donald.</p> <p>Lack of information, the family may not know what is available, or what Donald is entitled to</p> <p>Accept any other appropriate content.</p>	8
Level	Mark	Descriptor	
Level 0	0	No rewardable material	
Level 1	1-3	<p>Demonstrates isolated knowledge and understanding of relevant information; there may major gaps omissions.</p> <p>There are few links to the scenario.</p> <p>Meaning may be conveyed but in a non-specialist way; response lacks clarity and fails to provide an adequate answer to the question.</p>	
Level 2	4-6	<p>Demonstrates accurate knowledge and understanding of relevant information with a few gaps or omissions.</p> <p>There are some links to the scenario.</p> <p>Discussion leads to conclusions but some may be lacking evidence.</p>	

Level 3	7-8	Demonstrates accurate and thorough knowledge and understanding of relevant information; any gaps or omissions are minor. There are comprehensive links to the scenario. Conclusions are justified and evident.

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