

# Mark Scheme (Final)

## Summer 2008

GCE

### GCE Applied Health & Social Care (6944/01)

## General Marking Guidance

- All candidates must receive the same treatment. Examiners must mark the first candidate in exactly the same way as they mark the last.
- Mark schemes should be applied positively. Candidates must be rewarded for what they have shown they can do rather than penalised for omissions.
- Examiners should mark according to the mark scheme not according to their perception of where the grade boundaries may lie.
- There is no ceiling on achievement. All marks on the mark scheme should be used appropriately.
- All the marks on the mark scheme are designed to be awarded. Examiners should always award full marks if deserved, i.e. if the answer matches the mark scheme. Examiners should also be prepared to award zero marks if the candidate's response is not worthy of credit according to the mark scheme.
- Where some judgement is required, mark schemes will provide the principles by which marks will be awarded and exemplification may be limited.
- When examiners are in doubt regarding the application of the mark scheme to a candidate's response, the team leader must be consulted.
- Crossed out work should be marked UNLESS the candidate has replaced it with an alternative response.

STRICTLY CONFIDENTIAL

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- (1) You must have provisionally marked 15 of every item **ONLINE** before the Standardisation Meeting on **17/06/2008** in order to familiarise yourself with the Pre-standardisation mark scheme.
- (2) At the meeting the mark scheme will be discussed and amplified. It will be amended in the light of the discussion and of marking experience. Assistant Examiners will then be asked to take part in an Agreement Trial. The marks will be compared and discussed. Scripts used in Agreement Trials may be taken away from the meeting for reference purposes; these must be **destroyed** at the conclusion of marking.
- (3) Within **48 hours** of the Standardisation meeting, Assistant Examiners must mark fully, **ONLINE**, a sample of **10** of every item in the light of the amended **FINAL** mark scheme which you will be able to access **ONLINE**. Please note that you will not be able to mark any more responses until after you have received clearance from your Team Leader, and any differences are resolved.
- (4) Once clearance has been received from the Team Leader, you **MUST** start marking and all your marking **MUST** be done by the **completion dates as stated on your contract**.
- (5) Further checks on your marking will be made by your Team Leader at any point throughout the marking period to ensure that your marking is accurate.

Please contact the ePEN helpdesk for technical queries:

**Online Associates Helpdesk**

Telephone 0800 169 9202

Email [UKservicedesk@pearson.com](mailto:UKservicedesk@pearson.com)

**Crossed out work**

If a candidate has crossed out an answer and written new text, the crossed out work can be ignored. If the candidate has crossed out work but written no new text, the crossed out work for that question or part question should be marked, as far as it is possible to do so.

## Assessment Contact Details

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Question Number	Answer	Mark
1(a)	<p>1 mark for each the following: Maximum 1 mark</p> <ul style="list-style-type: none"> <li>• Disability Discrimination Act 1995</li> <li>• Human Rights Act 1998</li> <li>• NHS and Community Care Act 1990</li> </ul>	1 mark

Question Number	Answer	Mark
1(b)	<p>Do NOT accept negative answers. 1X 3 marks for each the following:</p> <ul style="list-style-type: none"> <li>• He will be treated the same</li> <li>• Promote interpersonal skill as he is mixing with other children</li> <li>• Empowering</li> <li>• Self concept will develop positively / self esteem / self image</li> <li>• Greater independence</li> <li>• Meet new people / social skills develop</li> <li>• Able body people will develop new attitudes about disabled people</li> <li>• He will feel valued</li> <li>• Respected.</li> </ul>	3 marks

Question Number	Answer	Mark
1(c)	<p>1-2 marks for points identified or one point described - content of responses is limited . 3 marks for 1 or 2 points identified with one point developed. Knowledge demonstrated. 4 marks 2 points identified and explained or one point identified and well explained - accurate knowledge and understanding present.</p> <p>For example:</p> <ul style="list-style-type: none"> <li>• Make changes as necessary</li> <li>• See how effective the original objectives of the plan are working</li> <li>• Identify unmet need or gaps</li> <li>• Gives service user opportunity to state how effective they feel services are</li> <li>• Identify how improvements could be made</li> <li>• To monitor his plan.</li> </ul>	4 marks

Question Number	Answer	Mark
1(d)	<p>1-2 marks for points identified or one point described in a limited context  3 marks for 1 or 2 points identified with one point developed. Knowledge demonstrated.  4 marks for 2 points identified and explained or one point identified and well explained - accurate knowledge and understanding present.</p> <p>For example:</p> <ul style="list-style-type: none"> <li>• Child's welfare paramount / protection</li> <li>• Care workers must always work in the best interests of the child</li> <li>• Importance of working in partnership with the family</li> <li>• Child views must always be taken into account</li> <li>• Keeping families together where possible</li> <li>• Role of guardian ad Litem</li> <li>• Implications for other agencies - child protection policies.</li> </ul>	4 marks

Question Number	Answer	Mark
1(e)	<p>Read each explanation and then apply marks. 4 marks can be awarded for each explanation of care value  2 x 1 for each correctly cited care value e.g. confidentiality  1 mark for development of identified care value but is limited in its explanation  2-3 marks for development of identified care value which is accurate in content.</p> <p>For example:</p> <p>Rights</p> <ul style="list-style-type: none"> <li>• Freedom from discrimination / anti discrimination practice</li> <li>• Confidentiality of information given</li> <li>• Independence promoted as far as possible</li> <li>• Power of choice over services</li> <li>• Privacy/Dignity in the care received</li> <li>• Being treated as a unique individual e.g. identity as a disabled person and his beliefs</li> <li>• Sense of fulfilment</li> <li>• Empowerment</li> <li>• Effective communication.</li> </ul>	8 marks

Question Number	Answer	Mark
1(f)	<p>Read response and apply levels</p> <p><b>Level 1</b> 1-3 marks - answers provided will be brief and vague. May identified points only or identify 1 point and describe it. Response may not be relevant to the stem of the question.</p> <p><b>Level 2</b> 4-6 marks - answers provided will describe and/or explain points raised. No linkage or balance between pros and cons evident between points.</p> <p><b>Level 3</b> 7-10 marks - well developed answer with points full explained. Good linkage/coherence between points. Good use of vocational vocabulary. Good balance pros and cons.</p> <p>For example:</p> <p><b>Pros</b></p> <ul style="list-style-type: none"> <li>• Individual can intellectually develop</li> <li>• Develop of communication skills</li> <li>• Learn new skills</li> <li>• Develop greater independence</li> <li>• Develop greater self-confidence</li> <li>• Develop self-concept.</li> </ul> <p><b>Cons</b></p> <ul style="list-style-type: none"> <li>• Individual intellectually stagnate</li> <li>• Individual will feel undervalued</li> <li>• Disempowered</li> <li>• Poorer self-concept</li> <li>• Indirectly discriminated</li> <li>• Lack of recourses can act as barrier to development.</li> </ul>	10 marks
<b>Total 30 marks</b>		

Question Number	Answer	Mark
2(a)	<p><b>1 mark for a brief definition such as run by volunteers</b>  <b>2 marks awarded for a full explanation. Definition and provide example</b></p> <p>Voluntary Organisation  Is one which has been set up for the betterment of the community and not for financial gain. Its employees are primarily volunteers / or give of their time freely and this is what gives it its status. Some employees will be salaried.</p> <ul style="list-style-type: none"> <li>• Not statutory organisation</li> <li>• Non profit making organisation</li> <li>• Grant aided / contracts</li> </ul> <p>Do not award marks if an example only such as Age Concern has been given.</p>	2 marks

Question Number	Answer	Mark
2(b)	<p><b>1 mark for a brief explanation such as state organisation</b>  <b>2 marks awarded for a full explanation. Definition and provide example</b></p> <p>Statutory Organisation  Organisation developed by law. Otherwise known as a public organisation.  Statutory coming from word statute meaning law.  Statutory organisations are funded and organised by central government through taxation.</p>	2 marks

Question Number	Answer	Mark
2(c)	<p>1-2 marks for points identified or one point identified and described.  3 marks for 1 or 2 points identified with one point developed. Some knowledge demonstrated  4 marks for 2 points identified and explained or one point identified and well explained - accurate knowledge present.</p> <p>For example:</p> <ul style="list-style-type: none"> <li>• Consent must be given</li> <li>• Only shared on a needs to know basis</li> <li>• Information should only be used for the purposes for which it is given</li> <li>• Users should be advised why and with whom information is being shared</li> <li>• Confidential information should be rigorously safeguarded</li> <li>• Information only divulged when individual is at risk or others are at risk</li> <li>• Respecting the privacy of information</li> <li>• Enable service users to talk openly</li> <li>• Develop trust.</li> </ul>	4 marks

Question Number	Answer	Mark
2(d)	<p>Accept NO negative answers.  4 marks maximum for each explanation given.  1x2 mark for identification e.g. individual empowered  1 mark for development of identified benefit but is limited in its explanation  2-3 marks for development of identified benefit which is accurate in content.</p> <ul style="list-style-type: none"> <li>• Holistic needs of clients are met in an effective way</li> <li>• Service user and family are at the centre of the process / client focused</li> <li>• Part of team working</li> <li>• Partnership and flexibility</li> <li>• Beneficial where service user has complex needs</li> <li>• Everyone is working towards common objectives</li> <li>• Avoids duplication of services</li> <li>• Empowered</li> <li>• Range of professions to meet need.</li> </ul>	8 marks

Question Number	Answer	Mark
2(e)	<p>Because respected and value is in stem do NOT accept in answer.</p> <p>1-2 marks for max of 2 points identified or 1 point described vaguely and in a limited way.</p> <p>3 marks for 2 points identified and 1 of those points explained.</p> <p>4 marks for 2 points identified and explained or 1 point identified fully expanded and linked relevantly to other points.</p> <p>Response may also be negative e.g. if people centred approach was not adopted the service users may feel discriminated against.</p> <p>For example:</p> <ul style="list-style-type: none"> <li>• Accepted / confidence</li> <li>• Empowered</li> <li>• Supported / needs met</li> <li>• Self concept increases</li> <li>• Promotes greater independence</li> <li>• Greater openness</li> <li>• Not discriminated against</li> <li>• Individual feels unique / sense of belonging</li> <li>• Individual is listened to</li> <li>• Self worth increases.</li> </ul>	4 marks

Question Number	Answer	Mark
2(f)	<p>Read response then apply levels. Response may not relate to case study but may refer to special projects or organisation.</p> <p>L1- 1-3 marks - answers provided will be brief and vague. May identified points only or identify 1 point and describe it.</p> <p>L2 - 4-6 marks - answers provided will describe and/or explain points raised. No linkage or balance between pros and cons evident between points.</p> <p>L3 - 7-10 marks - well developed answer with points full explained. Good linkage/coherence between points. Good use of vocational vocabulary. Good balance pros and cons of caring.</p> <p>For example:</p> <p><b>Pros</b></p> <ul style="list-style-type: none"> <li>• Government policy has promoted the voluntary sector e.g. mixed economy of care</li> <li>• Provide after care through volunteer e.g. suppliers</li> <li>• Contribution has been substantial</li> <li>• Influential in developing policy change and legislation</li> <li>• Developed to respond to community needs</li> <li>• Volunteers give of their time freely</li> <li>• Flexible in setting up particularly in rural communities</li> <li>• Provide a range of services or specialises</li> </ul> <p><b>Cons</b></p> <ul style="list-style-type: none"> <li>• Reliant on public for funding - decline in recent years</li> <li>• Smaller one have come under greater pressure with introduction of community care</li> <li>• Difficulty in competing with some private organisations</li> <li>• Specialises in certain service provision rather than being more enterprising</li> <li>• Lack of flair in comparison to private organisations</li> <li>• Some voluntary organisation compete with each other</li> <li>• Some voluntary organisation don't organise in all areas.</li> </ul>	10 marks
		Total 30 marks

Question Number	Answer	Mark
3(a)	<p>1-2 marks for points identified or one point identified and described.  3 marks for 1 or 2 points identified with one point developed. Some knowledge demonstrated.  4 marks for 2 points identified and explained or one point identified and well explained - accurate knowledge present.</p> <p>For example:</p> <ul style="list-style-type: none"> <li>• Independent organisation - impartiality</li> <li>• Under the control of Director Social Services</li> <li>• Set and raise standards</li> <li>• Improve the quality of services</li> <li>• Listen to needs of service users</li> <li>• Use their work to feedback to contracting systems</li> <li>• Register homes</li> <li>• Check on care provided</li> <li>• Targets set</li> <li>• Monitor provision</li> <li>• Ensure care organisation works within policy framework or legislation/policy</li> <li>• Respond to complaints and produce reports on complaints</li> <li>• Inspect the quality of provision.</li> </ul>	4 marks

Question Number	Answer	Mark
3(b)	<p>1-2 marks for points identified or one point identified and described.  3 marks for 1 or 2 points identified with one point developed. Some knowledge demonstrated.  4 marks 2 points identified and explained or one point identified and well explained - accurate knowledge present.</p> <p>For example:</p> <ul style="list-style-type: none"> <li>• Set objectives</li> <li>• Plan ahead</li> <li>• Listen to staff concerns</li> <li>• Means of communication</li> <li>• Provides a forum for discussion</li> <li>• Review and evaluate work</li> <li>• Motivate staff</li> <li>• Check on progress of service users</li> <li>• Part of quality assurance process / audit trail</li> <li>• Create a team spirit/bring people together/build good relationships</li> <li>• Can work effectively as a unit.</li> </ul>	4 marks

Question Number	Answer	Mark
3(c)	<p><b>READ RESPONSE AND APPLY LEVELS</b></p> <p>L1 - 1-2 marks for points identified or one point identified and described.</p> <p>L2 - 3-4 marks for 1 or 2 points identified with one point developed. Some knowledge demonstrated.</p> <p>L3 - 5-6 marks for 2 or more points identified and explained or one point identified and well explained - accurate knowledge present.</p> <p><b>For example:</b></p> <ul style="list-style-type: none"> <li>• Needs of service users are being met</li> <li>• Can be used to improve services</li> <li>• Can measure aspirations of service users against what is being provided</li> <li>• Deal with issues</li> <li>• Makes the service user feel valued</li> <li>• Used to develop and extend services</li> <li>• Provide new resources.</li> </ul>	<b>6 marks</b>

Question Number	Answer	Mark
3(d)	<p>Please read response and apply marks. Max of 4 marks for each explanation given.</p> <p>1x2 for accurate identification eg audits</p> <p>1 mark for explanation which relates to identification previously stated which is accurately written but does not indicate how services would be improved</p> <p>2-3 marks for explanation which relates to identification previously stated which is accurately written and clearly indicates how services would be improved</p> <p><b>For example:</b></p> <ul style="list-style-type: none"> <li>• Total Quality Management (TQM)</li> <li>• Audits/inspections</li> <li>• Reviews</li> <li>• Use of questionnaires</li> <li>• Interviews</li> <li>• Observations</li> <li>• Training and development</li> <li>• Policy and procedures in place which are followed</li> <li>• Codes of conduct/practice and charters</li> <li>• Consultation with staff and service users</li> <li>• Complaints procedures</li> <li>• Appraisals for staff</li> <li>• Whistle blowing procedures/policy.</li> </ul>	<b>8 marks</b>

Question Number	Answer	Mark
3(e)	<p>L1 - 1-2 marks - answers provided will be brief and vague. May describe/explain one point.  L2 - 3-5 marks - answers provided will describe and explain 2 points raised. No linkage or balance evident between points. Some examination present but limited  L3 - 6-8 marks - well developed answer with points fully explained and examined. Good linkage/coherence between points. Good use of vocational vocabulary.</p> <p>For example:</p> <ul style="list-style-type: none"> <li>• Set and raises standards</li> <li>• Use as a benchmark for the improvement of services</li> <li>• Promotes a safe environment through good care practice</li> <li>• Improve the quality of life for service users</li> <li>• Ensure services are cost effective</li> <li>• Ensures policies and procedures are in place which are effective</li> <li>• Staff and service users are protected from abuse</li> <li>• Good practice is promoted e.g. care values</li> <li>• Quality and quantity of service provision is guaranteed</li> <li>• There is variation in the quality of inspection</li> <li>• Some trusts have insufficient funds to maintain adequate inspection units</li> <li>• Some inspections miss gaps in provision</li> <li>• Change doesn't happen over night as some homes are constrained by resources</li> <li>• Inspection can impact negatively on the organisation particularly if organisational resources are limited</li> <li>• Duties and responsibilities are not ignored.</li> </ul>	<b>8 marks</b>
		<b>Total 30 marks</b>
		<b>Total for paper: 90 marks</b>