



Mark Scheme (Results)

January 2020

BTEC Level 3 Nationals 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 Next Generation Mark Scheme

Health and Social Care Unit 2 2001

Question Number	Answer	Mark
1a	<p>Award one mark for any of the following up to a maximum of two marks.</p> <p>GP/doctor/consultant Nurse/district nurse/palliative care nurse Nurse practitioner Healthcare assistant</p> <p>Accept any other appropriate wording.</p>	2

Question Number	Answer	Mark
1b	<p>Award one mark for each identification and one additional mark for each appropriate expansion up to a maximum of four marks.</p> <p>Care and support planning (1) so the family are involved (1).</p> <p>Referring to charities/support groups/counselling (1) to support the family with their emotional needs (1).</p> <p>Professionals act as advocates (1) to put the family's point of view forward (1).</p> <p>Providing information (1) so the family are fully aware of the progress (1).</p> <p>Respite care offered (1) to give the family a break (1).</p> <p>Do not accept health roles. Responses must apply to Angela's family. Accept any other appropriate response.</p>	4

Question Number	Answer	Mark
1c	<p>This is not an exhaustive list and any other plausible content should be considered. Marks should be awarded following the specific marking guidance on page 3.</p> <ul style="list-style-type: none"> • Involve Angela in planning care. • Provide person-centred care. • Promote her rights. • Make sure Angela understands information about her condition and care, so that she can make informed decisions/give consent. • Promote Angela's dignity and independence. • Provide care that meets her needs and preferences. • Provide support and treatment that meets the requirements of Angela's beliefs, culture and preferences. 	6

Level	Mark	Descriptor
Level 0	0	No rewardable material.
Level 1	1-2	<ul style="list-style-type: none"> • Demonstrates isolated elements of knowledge and understanding. • Generic statements may be presented rather than linkages being made. • Lines of reasoning are unsupported in relation to the scenario.
Level 2	3-4	<ul style="list-style-type: none"> • Demonstrates mostly accurate knowledge and understanding. • Answer evidences occasional linkages among the elements in the context of the question. • Lines of reasoning occasionally supported through the application to the scenario.
Level 3	5-6	<ul style="list-style-type: none"> • Demonstrates accurate and thorough knowledge and understanding. • Answer evidences comprehensive linkages among the elements in the context of the question. • Lines of reasoning supported throughout by sustained application to the scenario.

Question Number	Answer	Mark
1d	<p>This is not an exhaustive list and any other plausible content should be considered. Marks should be awarded following the specific marking guidance on page 3.</p> <ul style="list-style-type: none"> • Qualified professionals available 24 hours a day. • Decisions about medication can be put in place quickly so she is not in pain. • Respects Angela's wishes. • Provides family support. • Offers respite for the family. • Offers personalised care. • Additional support from volunteers for Angela and the family. • 24-hour access for the family. 	8

Level	Mark	Descriptor
Level 0	0	No rewardable material.
Level 1	1-3	<ul style="list-style-type: none"> • Demonstrates isolated elements of knowledge and understanding, there will be major gaps or omissions. • Few of the points made will be relevant to the context in the question. • Limited discussion which contains generic assertions rather than considering different aspects and the relationship between them.
Level 2	4-6	<ul style="list-style-type: none"> • Demonstrates some accurate knowledge and understanding, with only minor gaps or omissions. • Some of the points made will be relevant to the context in the question, but the link will not always be clear. • Displays a partially developed discussion which considers some different aspects and some consideration of how they interrelate, but not always in a sustained way.
Level 3	7-8	<ul style="list-style-type: none"> • Demonstrates mostly accurate and detailed knowledge and understanding. • Most of the points made will be relevant to the context in the question, and there will be clear links. • Displays a well-developed and logical discussion which clearly considers a range of different aspects and considers how they interrelate, in a sustained way.

Question Number	Answer	Mark
2a	<p>Award one mark for any of the following up to a maximum of two marks.</p> <p>GP practice/surgery Health centre Hospital Clinics – e.g. antenatal or community (do not accept clinic by itself if another specific clinic is identified)</p> <p>Do not accept professionals. Accept any other appropriate response.</p>	2

Question Number	Answer	Mark
2b	<p>Award one mark for each identification and one additional mark for each appropriate expansion up to a maximum of four marks.</p> <p>Evidence of CPD requirements (1) maintain up-to-date knowledge/deliver high standard of practice (1).</p> <p>Ensure revalidation procedures are followed (1) to maintain registration (1).</p> <p>Complaints followed up/investigated (1) standards of professional conduct are maintained (1).</p> <p>Qualifications checked (1) to ensure people are qualified to carry out their work role (1).</p> <p>Set codes of practice (1) so staff are aware of expectations (1)</p> <p>Accept any other appropriate response.</p>	4

Question Number	Answer	Mark
2c	<p>This is not an exhaustive list and any other plausible content should be considered. Marks should be awarded following the specific marking guidance on page 3.</p> <ul style="list-style-type: none"> • Specific needs – support available for individual needs. • Individual preferences. • Financial – personal finances. • Geographical – location of services. • Social – support of partner/family. • Cultural – beliefs of self and others. • Lack of understanding – own understanding and that of professionals. • Communication – affecting understanding/not taking on board the preferences. • Psychological and emotional. 	6

Level	Mark	Descriptor
Level 0	0	No rewardable material.
Level 1	1–2	<ul style="list-style-type: none"> • Demonstrates isolated elements of knowledge and understanding. • Generic statements may be presented rather than linkages being made. • Lines of reasoning are unsupported in relation to the scenario.
Level 2	3–4	<ul style="list-style-type: none"> • Demonstrates mostly accurate knowledge and understanding. • Answer evidences occasional linkages among the elements in the context of the question. • Lines of reasoning occasionally supported through the application to the scenario.
Level 3	5–6	<ul style="list-style-type: none"> • Demonstrates accurate and thorough knowledge and understanding. • Answer evidences comprehensive linkages among the elements in the context of the question. • Lines of reasoning supported throughout by sustained application to the scenario.

Question Number	Answer	Mark
2d	<p>This is not an exhaustive list and any other plausible content should be considered. Marks should be awarded following the specific marking guidance on page 3.</p> <ul style="list-style-type: none"> • Provide advice to support Jessica with her health during the pregnancy. • Provide information to Jessica about the development of the foetus/baby. • Provide advice and carry out monitoring of Jessica during the pregnancy. • Support Jessica and her partner to put a birthing plan in place. • Provide parenting sessions. • Provide information on labour to Jessica and her partner. • Support Jessica during labour. • Provide advice and support on how to care for the baby. • Observe Jessica and partner feeding, bathing and changing the baby. • Liaise with other professionals 	8

Level	Mark	Descriptor
Level 0	0	No rewardable material.
Level 1	1-3	<ul style="list-style-type: none"> • Demonstrates isolated elements of knowledge and understanding, there will be major gaps or omissions. • Few of the points made will be relevant to the context in the question. • Limited discussion which contains generic assertions rather than considering different aspects and the relationship between them.
Level 2	4-6	<ul style="list-style-type: none"> • Demonstrates some accurate knowledge and understanding, with only minor gaps or omissions. • Some of the points made will be relevant to the context in the question, but the link will not always be clear. • Displays a partially developed discussion which considers some different aspects and some consideration of how they interrelate, but not always in a sustained way.
Level 3	7-8	<ul style="list-style-type: none"> • Demonstrates mostly accurate and detailed knowledge and understanding. • Most of the points made will be relevant to the context in the question, and there will be clear links.

	<ul style="list-style-type: none"> • Displays a well-developed and logical discussion which clearly considers a range of different aspects and considers how they interrelate, in a sustained way.
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Question Number	Answer	Mark
3a	<p>Award one mark for any of the following up to a maximum of two marks.</p> <p>Provide an advocate. Provide information and advice. Provide equipment/resources. Provide access to support groups. Support access to health and social care services. Provide emotional support/befriending service</p> <p>Accept any other valid response. Accept specific examples.</p>	2

Question Number	Answer	Mark
3b	<p>Award one mark for each identification and one additional mark for each appropriate expansion to a maximum of four marks.</p> <ul style="list-style-type: none"> • Prescribe treatment (1) to treat Laidan's condition (1). • Talk to and examine Laidan (1) to diagnose his condition (1). • Carry out specific procedures (1) e.g. specialist investigations or operations (1). • Make notes and prepare paperwork (1) as a legal record of treatment (1). • Liaise with medical and non-medical staff (1) to provide general care (1). • Promote health education (1) to maintain Laidan's health (1). • Teach and supervise junior doctors and medical students (1) to ensure that procedures are carried out correctly (1). • Follow policies and procedures (1) to promote his rights (1). <p>Accept any other valid response. Accept specific examples, do not credit repetition.</p>	4

Question Number	Answer	Mark
3c	<p>This is not an exhaustive list and any other plausible content should be considered. Marks should be awarded following the specific marking guidance on page 3.</p> <ul style="list-style-type: none"> • Line management – one-to-ones and appraisal • Observation of practice • CPD records • Service user feedback • Complaints • Feedback from external inspections • Whistleblowing • Criminal investigations 	6

Level	Mark	Descriptor
Level 0	0	No rewardable material.
Level 1	1–2	<ul style="list-style-type: none"> • Demonstrates isolated elements of knowledge and understanding. • Generic statements may be presented rather than linkages being made. • Lines of reasoning are unsupported in relation to the scenario.
Level 2	3–4	<ul style="list-style-type: none"> • Demonstrates mostly accurate knowledge and understanding. • Answer evidences occasional linkages among the elements in the context of the question. • Lines of reasoning occasionally supported through the application to the scenario.
Level 3	5–6	<ul style="list-style-type: none"> • Demonstrates accurate and thorough knowledge and understanding. • Answer evidences comprehensive linkages among the elements in the context of the question. • Lines of reasoning supported throughout by sustained application to the scenario.

Question Number	Answer	Mark
3d	<p>This is not an exhaustive list and any other plausible content should be considered. Marks should be awarded following the specific marking guidance on page 3.</p> <ul style="list-style-type: none"> • Range of specialists involved to meet all needs. • Holistic care ensuring all areas of support are addressed. • Ensures gaps in provision are addressed. • Ensure that Laidan is involved in planning and decision making. • Provide access to an advocate to ensure Laidan can voice his preferences and choices. • Review of care plans to monitor the effectiveness and make appropriate changes. • Promote his rights. 	8

Level	Mark	Descriptor
Level 0	0	No rewardable material.
Level 1	1-3	<ul style="list-style-type: none"> • Demonstrates isolated elements of knowledge and understanding, there will be major gaps or omissions. • Few of the points made will be relevant to the context in the question. • Limited discussion which contains generic assertions rather than considering different aspects and the relationship between them.
Level 2	4-6	<ul style="list-style-type: none"> • Demonstrates some accurate knowledge and understanding, with only minor gaps or omissions. • Some of the points made will be relevant to the context in the question, but the link will not always be clear. • Displays a partially developed discussion which considers some different aspects and some consideration of how they interrelate, but not always in a sustained way.
Level 3	7-8	<ul style="list-style-type: none"> • Demonstrates mostly accurate and detailed knowledge and understanding. • Most of the points made will be relevant to the context in the question, and there will be clear links. • Displays a well-developed and logical discussion which clearly considers a range of different aspects and considers how they interrelate, in a sustained way.

Question Number	Answer	Mark
4a	<p>Award one mark for any of the following up to a maximum of two marks.</p> <p>Problem solving Decision making Communication skills – verbal and interpersonal Communication – written Analytical ability Compassion/caring/empathetic Patience/Ability to remain calm when working under pressure Organisational/time management Monitoring and administering medication – maths skills Assessment Team working/leading Use own initiative</p> <p>Accept any other appropriate wording. Accept specific examples.</p>	2

Question Number	Answer	Mark
4b	<p>Award one mark for each identification and one additional mark for each appropriate expansion up to a maximum of four marks.</p> <ul style="list-style-type: none"> • Provide staff development sessions (1) staff are aware of current accepted practice (1). • Update policies and procedures (1) ensure staff meet legislative requirements (1). • Make sure staff are aware of the codes of practice (1) implement best practice (1). • Provide a performance management system (1) review practice and identify training needs (1). • Have a robust interview and selection process (1) ensure staff have required qualifications and skills (1). • Complaints/whistleblowing procedure (1) meet professional duty (1). <p>Accept any other appropriate response.</p>	4

Question Number	Answer	Mark
4c	<p>This is not an exhaustive list and any other plausible content should be considered. Marks should be awarded following the specific marking guidance on page 3.</p> <ul style="list-style-type: none"> • Risk assessments. • Following policies and procedures. • Safeguarding and protecting from abuse. • Regular training for staff. • Monitoring of staff including regular line management meetings. • Monitoring visitors to the ward. • Effective complaints and whistleblowing procedures. • Monitoring infection control procedures. • Ensure adequate PPE provided. • Confidentiality procedures followed – involve parents. • Accurate records maintained. 	6

Level	Mark	Descriptor
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Level 1	1–2	<ul style="list-style-type: none"> • Demonstrates isolated elements of knowledge and understanding. • Generic statements may be presented rather than linkages being made. • Lines of reasoning are unsupported in relation to the scenario.
Level 2	3–4	<ul style="list-style-type: none"> • Demonstrates mostly accurate knowledge and understanding. • Answer evidences occasional linkages among the elements in the context of the question. • Lines of reasoning occasionally supported through the application to the scenario.
Level 3	5–6	<ul style="list-style-type: none"> • Demonstrates accurate and thorough knowledge and understanding. • Answer evidences comprehensive linkages among the elements in the context of the question. • Lines of reasoning supported throughout by sustained application to the scenario.

Question Number	Answer	Mark
4d	<p>This is not an exhaustive list and any other plausible content should be considered. Marks should be awarded following the specific marking guidance on page 3.</p> <ul style="list-style-type: none"> • Improves information sharing between professionals. • Improves the efficiency ensuring holistic care is given. • Improves the planning and commissioning of care. • Maintains confidentiality. • Promotes Jake's rights. • Safeguarding – ensures any concerns are identified. • Ensures all aspects of Jake's needs are considered – including education. • Involves Jake and his family in care planning. • Accurate records maintained. 	8

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Level 1	1–3	<ul style="list-style-type: none"> • Demonstrates isolated elements of knowledge and understanding, there will be major gaps or omissions. • Few of the points made will be relevant to the context in the question. • Limited discussion which contains generic assertions rather than considering different aspects and the relationship between them.
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