



AMSPAR

**June 2015 series - Examiner's Report
5528-268 Level 2 Working in the NHS**

Question	Syllabus ref	Examiner comments
1	1.1	On the whole well answered, a few candidates gave out of date organisations.
2	2.1	This was very well known and candidates gave excellent answers.
3	2.2	This was well answered.
4	2.3	Very well answered, all candidates have a good understanding of the role of the Practice Manager.
5a 5b	2.4	The majority gave good examples of departments which enabled them to gain good marks on the description of services in part b.
6a 6b	3.1, 3.2	Community services are not well known and various incorrect answers were given ranging from identifying charities to identifying staff who provide community care rather than the actual services.
7	3.3	The role of the Community Psychiatric Nurse was very well described.
8a 8b	4.1, 4.2	The terms and purpose of a Written contract of employment was well known.
9	4.3	Very mixed answers, some out of date legislation given and some gave the correct answer. This area of knowledge is quite patchy.
10	4.4, 4.5	The workplace grievance procedure is well known.
11	5.1	PDR is well understood.
12a 12b	5.2, 5.3	CPD is not as well understood and PDR and CPD are being mixed up. This needs to be addressed by the centres.
13	6.1	Health and safety legislation was well known.
14	6.2	Some excellent answers were given and candidates have a good understanding of their responsibilities regarding health and safety in the workplace.
15	7.1	Patient rights were well answered.

16	7.2	Consent was well known and some excellent answers were given.
17	7.3	Very well answered.
18	7.4	All candidates gave very good examples of how to protect patient confidentiality whilst using the telephone. Well done to everyone, this is a major part of the job so it is good to know these candidates will go into the workplace and set an excellent example of good practice.
19	7.5	All candidates are aware of the consequences of breaching patient information.
20a 20b	7.6, 7.7	Some good answers on the complaints procedure and the majority gave excellent answers regarding the administrators' role.

Overall comments on candidates' responses

I would ask the candidates to spend time reading the questions before starting, some are giving far too many answers which is wasting their time. When a question asks for four, give four, only the first four would be marked even if they are incorrect and the correct answers are given further down the list.

A few candidates used extra sheets of paper - very rarely was this indicated on the actual script and the markers were left guessing that there may be more information somewhere else in the paper. This needs to be cascaded to the centres as a major problem for marking. Can the centres please discourage candidates from using extra sheets but if they really need extra paper it should be clearly indicated to the marker by the candidate writing "continued on extra sheet".

Overall comments on the question paper

This paper covered the whole of the syllabus and gave candidates the chance to show their knowledge. Well done to all who sat this examination.