

## SPECIMEN MARK SCHEME

### UNIT 1 - PRINCIPLES, VALUES AND PERSONAL DEVELOPMENT WITHIN SOCIETY, HEALTH AND DEVELOPMENT



## Mark Scheme



### Level 2 Diploma Principal Learning

#### Society, Health and Development SHD2U1

#### Unit 1 Principles, values and personal development within Society, Health and Development

Mark schemes are prepared by the Principal Examiner and considered, together with the relevant questions, by a panel of subject teachers. This mark scheme includes any amendments made at the standardisation meeting attended by all examiners and is the scheme which was used by them in this examination. The standardisation meeting ensures that the mark scheme covers the candidates' responses to questions and that every examiner understands and applies it in the same correct way. As preparation for the standardisation meeting each examiner analyses a number of candidates' scripts: alternative answers not already covered by the mark scheme are discussed at the meeting and legislated for. If, after this meeting, examiners encounter unusual answers which have not been discussed at the meeting they are required to refer these to the Principal Examiner.

It must be stressed that a mark scheme is a working document, in many cases further developed and expanded on the basis of candidates' reactions to a particular paper. Assumptions about future mark schemes on the basis of one year's document should be avoided; whilst the guiding principles of assessment remain constant, details will change, depending on the content of a particular examination paper.

# Mark Scheme

## Level 2 Diploma Principal Learning

### Society, Health and Development SHD2U1

#### Unit 1 Principles, values and personal development within Society, Health and Development

Question	Marking scheme
<p>1. At the dental surgery the individual patient is placed at the centre of service delivery. All patient information is stored on a password protected computer system. The information includes key aspects of the patient's medical history and what type of anaesthetic the patient prefers when having dental treatment. Dental work is carried out in private treatment rooms and all staff are trained to speak to patients politely.</p> <p>ai) Outline, using an example from the information above, what is meant by treating individuals with dignity. (3 marks) AC1a</p> <p>aii) Outline, using an example from the information above, what is meant by maintaining an individual's confidentiality. (3 marks) AC1a</p> <p>aiii) Outline, using an example from the information above, what is meant by individual choice. (3 marks) AC1a</p> <p>b) Describe one way, <b>not</b> given in the information, in which the dental surgery can promote equality and diversity. (2 marks) AC1b</p>	<p><i>AW = alternative wording accepted</i></p> <p>Example: treatment carried out in private treatment rooms (1) other individuals not able to see or hear what is happening(1) so showing respect for the patient by not embarrassing them <i>AW</i> (1) <b>(3 marks)</b></p> <p>Example: patient information stored on a password protected computer system (1) only those with a need to know can access the information <i>AW</i> (1) so the patient's personal details are secure <i>AW</i> (1) <b>(3 marks)</b></p> <p>Example: what type of anaesthetic, if any, the patient prefers when having dental treatment (1) means the patient chooses/selects the treatment suitable for them (1) so patient wishes are respected by the dental staff <i>AW</i> (1) <b>(3 marks)</b></p> <p>Allow any answer which identifies a core value e.g. diversity, equality, individuality, respecting culture, challenging judgmental attitudes (1); and a second mark for how this is achieved e.g. signs in different languages (1) <b>(2 marks)</b></p>

<p>2. Matt is a seventeen year old male who has been the victim of a violent crime. The offender has been arrested and is being prosecuted.</p> <p>Explain how the community justice sector can help promote Matt's rights as a victim of violent crime.</p> <p style="text-align: right;"><i>(6 marks) AC2a</i></p>	<p>Expected responses may refer to:</p> <p>the victim or witness support service, providing someone for Matt to talk to, giving information, about police procedures, court procedures, compensation, insurance, providing links to other agencies, so supporting Matt before, during and after the procedures.</p> <p><b>0 marks</b> No response worthy of credit</p> <p><b>Band 1:</b> 1-2 marks Vague and or repetitive responses identifying 1 or 2 points with limited detail and reasoning or 3 points with minimal detail and reasoning.</p> <p><b>Band 2:</b> 3-4 marks More detailed responses covering 3 or 4 points in some detail and reasoning or 5 points with limited detail and reasoning.</p> <p><b>Band 3:</b> 5-6 marks Well reasoned responses covering 4 or 5 points in good detail or 6 points in some detail.</p> <p style="text-align: right;"><b>(6 marks)</b></p>
<p>3. Ellis is a thirty year old male who is physically disabled following a road traffic accident.</p> <p>Explain how two of the main principles of the Disability Discrimination Act 2005 support Ellis's rights.</p> <p style="text-align: right;"><i>(4 marks) AC2a</i></p>	<p>Any 2 explanations of:</p> <p>providing equality of opportunity for people with disabilities (1) in transport/rented accommodation (1) <span style="float: right;"><i>2 marks</i></span></p> <p>extending who is protected by the legislation(1) to include individuals with HIV/Aids/some forms of cancer/Multiple Sclerosis (1) <span style="float: right;"><i>2 marks</i></span></p>

giving rights to disabled councillors (1) to enable them to perform their duties/allow example such as Braille versions of papers (1) *2 marks*

protecting the rights of individuals with disabilities by ensuring they have fair treatment when applying for jobs (1) by making it illegal to advertise posts which are discriminatory against individuals with disabilities (1) *2 marks*

**(max 4 marks)**

4. Sunnysides is a residential care home which offers care and support for older people. Individuals may stay at Sunnyside for a short or a long term. Workers at Sunnysides provide personal hygiene, food and dietary advice, counselling and support and simple treatment services. The provision of these services are covered by a code of practice which all Sunnysides workers must follow.

a) Describe how the code of practice will maintain and promote quality of care at Sunnysides. *(9 marks) AC2a*

Expected responses may refer to the code:

setting out policies/procedures for how the residents are to be treated.

how the workers should act

to maintain care principles and values,

to make sure the workers do not break the law,

to aid monitoring of the care provision,

to establish review of care provided at Sunnysides,

to help identify staff development and training needs,

to keep staff up to date with current practice.

**0 marks**

No work worthy of credit

**Band 1:** 1-3 marks

Vague and or repetitive responses describing up to 3 points in limited detail and coherence or 4 points in minimal detail

**Band 2:** 4-6 marks

More detailed, generally coherent responses covering 3 or 4 points in some detail or 5 points in limited detail

- b) A care assistant at Sunnysides is seen by a colleague to use threatening behaviour towards a resident.

Discuss how the colleague can constructively challenge this inappropriate behaviour.

(6 marks) AC2b

5. Michelle is a community nurse who works with a wide range of patients including the older people, those recently discharged from hospital, the terminally ill and people with disabilities. She has been trained to use reflective practice on a regular basis throughout her career.

**Band 3: 7-9 marks**

Well reasoned, coherent responses covering at least 5 points in good detail or more points in some detail  
(9 marks)

Expected responses are likely to include:

that the care assistant should report the incident promptly

to their line manager/residential care home owner but may feel "disloyal" in doing so;

may challenge the colleague directly

if feels this is safe,

but may feel it is not safe to do this;

may intervene to protect the Sunnysides resident

if thought to be at immediate risk AW

if care assistant is confident enough and/or

may record the incident

using procedures in the code of practice

**0 marks**

No response worthy of credit

**Band 1: 1-2 marks**

Vague and or repetitive responses making 1 or 2 points with limited reasoning or 3 points with minimal reasoning.

**Band 2: 3-4 marks**

More detailed responses covering 3 or 4 points in some detail and reasoning or 5 points with limited detail and reasoning.

**Band 3: 5-6 marks**

Well reasoned responses covering 4 or 5 points in good detail or 6 points in some detail.

(6 marks)

<p>a) Explain the purpose of reflective practice. (3 marks) AC3a</p>	<p>Expected responses are likely to include: to develop self awareness when she reviews own professional experiences and practices, challenging herself constructively in terms of values, beliefs and attitudes in order to continuously develop, and maintaining a willingness to adapt and change <b>(max 3 marks)</b></p>
<p>b) Explain how the use of reflective practice by Michelle will benefit both her and users of the service. (3 marks) AC3a</p>	<p>Expected responses are likely to refer to: Her developing her own knowledge, improving her skills and improving her professional practice, which improves the quality of service provision to the users and means the needs of the users of the service are met more effectively. <b>(max 3 marks)</b></p>
<p>6. Professional magazines are one method of providing information to support professional development in the sectors.</p>	
<p>a) Give two different sources of information supporting professional development. (2 marks) AC3b</p>	<p>Any 2 of websites/ national occupational standards/induction programmes/ workshops/ work experience/job shadowing/training/qualifications. <b>(2 marks)</b></p>
<p>b) Explain how the sources of information you named in (a) support professional development (4 marks) AC3b</p>	<p>Expected responses are likely to refer to: sources of information helping set professional standards by providing relevant information on different aspects of professional activities this helps maintain consistency of practice in different contexts by keeping workers updated AW also helps stimulate professional discussion about standards and so assists with the training of staff <b>(max 4 marks)</b></p>

7. Sarah wants to train to become qualified as a social worker. She has excellent interpersonal and good information and communication skills. Sarah respects individual rights and treats others with respect. Sarah needs to gain knowledge and develop other skills through training.

a) Assess how Sarah's skills and values will help her to become an effective social worker.  
(9 marks) AC4a

b) Suggest three different ways in which Sarah can address her knowledge and skills needs.  
(3 marks) AC4b

Expected responses are likely to refer to:

how her interpersonal skills and values will help her form relationships

build trust with the service users,

help her communicate effectively with other professionals,

help develop other professional skills, challenge judgmental attitudes and discrimination,

work in partnerships,

use her ICT skills for record keeping, communicating and seeking relevant information

**0 marks**

No work worthy of credit

**Band 1:** 1-3 marks

Vague and/or repetitive responses identifying 1 or 2 points in limited detail or 3 points in minimal detail

**Band 2:** 4-6 marks

More detailed responses covering 3 or 4 points in some detail or 5 points in limited detail

**Band 3:** 7-9 marks

Well reasoned responses covering 4 or 5 points in good detail or 6 points in some detail.

**(9 marks)**

Ref to Sarah learning through work experiences (1)  
work shadowing an experienced worker (1)  
enrolling on appropriate courses (1)  
researching information (1)  
analysing case studies (1)  
looking at good practice (1)

**(max 3 marks)**