

Cambridge Technicals

Health and Social Care

Unit 2: Equality, diversity and rights in health and social care

Level 3 Cambridge Technical in Health and Social Care 05830 - 05833

Mark Scheme for June 2018

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This mark scheme is published as an aid to teachers and students, to indicate the requirements of the examination. It shows the basis on which marks were awarded by examiners. It does not indicate the details of the discussions which took place at an examiners' meeting before marking commenced.

All examiners are instructed that alternative correct answers and unexpected approaches in candidates' scripts must be given marks that fairly reflect the relevant knowledge and skills demonstrated.

Mark schemes should be read in conjunction with the published question papers and the report on the examination.

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Annotations

These are the annotations to be used when marking Unit 2.

Annotation	Meaning
	Tick – correct answer
×	Cross – incorrect answer
>	Development of point (use only on questions where stated in the mark scheme)
L1	Level 1
L2	Level 2
L3	Level 3
BOD	Benefit of doubt (This does count as a mark – so do not 'tick' as well)
<	Omission mark
TV	Too vague
REP	Repeat
SEEN or	Noted but no credit given

Que	stion	Answer		Marks	Guidance
1	(a)	One mark for identification of direct discrimination.		1 (1x1)	Annotation: The number of ticks must match the number of marks awarded.
		Not providing care to an individual because they are too old.	~		For an incorrect answer use the cross . No other answers are acceptable.
					If more than one box is ticked: Mark the first one only.

Questic	on	Answer	Marks	Guidance
1 ((b)	 Two ways required. One mark each. Examples must be clearly linked to physical disabilities: no adaptions to improve access – steps/stairs, no lift, narrow doorway, no wheelchair access, no disabled parking / toilet / transport 	2 (2x1)	Annotation: The number of ticks must match the number of marks awarded. For incorrect answers use the cross or appropriate annotation from the following:
		 information not provided in different formats, e.g. braille, large print, BSL, Makaton no hearing loop provided 		TV REP SEEN Do not credit: Ways not linked to physical disabilities
		 staff not trained for manual handling staff attitudes – patronising, seen as worthless, a nuisance, too much trouble to accommodate needs / not provided with care because they cannot speak/communicate/move / told they can't take part due to physical disability 		 Repeats e.g. two access examples e.g. no ramps/no lifts two examples of staff attitudes
		Accept other appropriate ways		

Question	Answer	Marks	Guidance
1 (c)	 Three effects required. Two marks each. Explanation of effects of discriminatory practice: May avoid using the service – due to poor treatment may not want to repeat the experience and so does not use the service/ not trust staff Illness / health deteriorates – not attending due to previous bad experience and so does not get the required health care. 	6 (3x2)	Annotation: The number of ticks must match the number of marks awarded. For incorrect answers use the cross. or appropriate annotation from the following: TY REP SEEN
	• Depression / suicidal – effects of the experience makes them feel very low, lacking motivation to continue with treatment.		
	 Stressed – anxiety and upset caused by the way they have been treated, become ill. 		 For each effect: One mark: statement/identification of an appropriate effect
	• Frightened / scared – feel threatened by the discrimination so may not attend future appointments or seek health care they need.		Iimited or no additional detail
	• Embarrassed / upset – therefore avoid health services / do not confide in practitioners.		Two marks:statement/identification of an appropriate effect
	Resentful / helpless – may not seek help / self-harm.		 additional detail or development of the effect / related to health care services
	 Angry – may become aggressive towards practitioners. Feel worthless/low self-esteem– unimportant due to discrimination, confidence erodes, does not ask for help. 		Each effect should be linked to a brief explanation. Do not credit 2 effects.
	• Disempowered – feel they lack of control over their life / decisions /feel as though they are in the way / a burden		Do not accept: 'feel different'
	Accept other appropriate effects, explanations may be interchangeable		

Question	Answer/Indicative Content		Guidance				
Question	Answer/indicative Content	Mark	Content	Levels of response			
1 (d)*	 The EHRC: has a website which provides information, advice and guidance about discrimination for SP and SU provides definitions of different types of discrimination 	6	This is a levels of response question – marks are awarded on the quality of the response given. The focus of the question is an outline . Annotation: The number of ticks will not necessarily correspond to the marks awarded.	Level 3 (5–6 marks) Answers provide a detailed outline of relevant ways that the EHRC could help an individual who has been discriminated against. Answers will be coherent, factually accurate and use appropriate terminology. There will be			
	 advice on how you can decide if what happened was against equality law / advises on rights suggests ways to sort out the situation with the person or organisation produces factsheets about discrimination based on the nine protected characteristics advises on how to make a discrimination complaint provides information about how to take a case to court provides contact details for a telephone Equality Advisory and Support Service helpline provides legal assistance to victims of discrimination / helps them seek justice Answers do not have to use the exact wording of the mark scheme, alternative, appropriate wording may be credited. 		 Level 3 – checklist detailed outline 2 or more relevant ways clear understanding shown factually accurate clear and logical structure QWC – high Level 2 – checklist sound outline 2 or more ways just one way, done well, sub-max 3 factually accurate relevant information QWC – mid Level 1 – checklist limited / basic outline may identify one or more points with limited information list like/muddled QWC – low Do not credit: Provide counselling / advocate Will take people to court 	few, if any, errors of grammar, punctuation and spelling. Level 2 (3–4 marks) Answers provide a sound outline of ways that the EHRC could help an individual who has been discriminated against. Answers will be factually accurate, presented with some structure and use appropriate terminology. There may be some errors of grammar, punctuation and spelling. Sub–max of 3 if only one way done well. Level 1 (1–2 marks) Answer provides a limited outline of one or more ways the EHRC could help an individual who has been discriminated against. Answers may be list like, muddled, demonstrating little knowledge or understanding. Errors of grammar and spelling may be noticeable and intrusive. 0 marks =response not worthy of credit			

Que	stion	Answer		Marks	Guidance	
2	(a)	One mark for each correct example, three required.		3 (3x1)	Annotation: The number of ticks must match the number of marks awarded.	
		The welfare of a child is always paramount.	✓		For incorrect answers use the cross. or appropriate annotation from the following:	
		Created the role of a Children's Commissioner to represent children's interests.	~			
		Children have the right to be consulted.	✓		No other answers are acceptable.	
					If more than three boxes are ticked: Mark the first three only. Crossed Out Responses: Where a candidate has crossed out a response and	
					provided a clear alternative then the crossed out response is not marked. Where no alternative response has been provided, examiners may give candidates the benefit of the doubt and mark the crossed out response where legible.	

0	estion	Answer/indicative content	Mar	Guidance				
QUE			ks	Content	Levels of response			
2	(b)	 Positives (P) Use of positive statement – 'we are an equal opportunities employer' shows they are equal opportunities employers and welcome applications from all. Non-discriminatory language in the advertisement – gender neutral language, 'person'. No words that indicate a preference for male or female applicants. 'Applications welcome from all suitably qualified persons' – wide variety of groups welcome are listed on the advert. Phone number available for other information Follows legislation – to some extent i.e. Equality Act, no direct discrimination against protected characteristics. Support for newly qualified staff – encourages younger/less experienced staff to apply Negatives (N) Discriminatory language – 'dynamic' 'energetic', as these may indicate an intention to discriminate on the grounds of age or disability. Support – 'for newly qualified teachers', continuing CPD for more experienced / older staff not mentioned. Requirement for a 'good health record' – could discriminate on the grounds of disability or put off applicants with health problems. Requirement for a recent graduate – could imply age discrimination as most new graduates are younger. Other positives/negatives (relevant to the advert) may be credited. 	7	 This is a levels of response question – marks are awarded on the quality of the response given. The focus of the question is assessment. Level 3 – checklist detailed assessment positive and negative (may be 1+1 or 2+1) explicitly relevant to the advert clear links to promoting equal opportunities clear links to basis of discrimination (age, disability etc) accurate use of terminology QWC – high Level 2 – checklist sound assessment just pos or neg, done well, max 5 relevant to the advert mostly linked to promoting equal opportunities QWC – mid Level 1 – checklist Likely to be identification with little or no assessment basic information list like/muddled QWC – low Annotation: The number of ticks will not necessarily correspond to the marks awarded. 	Level 3 (6–7 marks) Answers provide a detailed assessment of how well the advertisement promotes equal opportunities and includes positive and negative points. Answers will be coherent, factually accurate and use appropriate terminology. There will be few, if any, errors of grammar, punctuation and spelling. Level 2 (4–5 marks) Answers provide a sound assessment of how well the advertisement promotes equal opportunities and may include just positive or negative or both. Answers will be factually accurate, presented with some structure and use appropriate terminology. There may be some errors of grammar, punctuation and spelling. Level 1 (1–3 marks) Answer is likely to be identification with little or no assessment of the advertisement and may not link with promoting equal opportunities. Answers may be list like, muddled, demonstrating little knowledge or understanding. Errors of grammar and spelling may be noticeable and intrusive.			
					0 marks =response not worthy of credit			

Question	Answer	Marks	Guidance
3 (a)	 Two values of care required. One mark each. Two examples required. One mark each. Values of care: Promoting equality and diversity Promoting (individual) rights and beliefs Examples: providing choices, e.g. activities, social events 	4 (2x1) + (2x1)	Annotation: The number of ticks must match the number of marks awarded. For incorrect answers use the cross. or appropriate annotation from the following: TY REP SEEN
	 residents are free to make their own decisions independence is encouraged one to one or group activities providing a wide range of activities, e.g. music, singing, crafts, photography, art, gardening support provided, if needed, to enable individuals to take part provision of a quiet / prayer room providing person-centred care 		 Only accept examples from the case study. Accept: one of: equality or diversity one of: rights or beliefs omission of 'individual' for rights/beliefs a correct example if VoC incorrect/not given Must have the prefix – 'promoting' Do not credit: early year's values of care confidentiality
	Some examples are interchangeable, but do not credit repeats.		confidentiality

Que	stion	Answer	Marks	Guidance
3	(b)	One mark for identification of legislation.	1 (1x1)	Annotation: The number of ticks must match the number of marks awarded.
		Any one from:		
		Care Act		For incorrect answers use the cross. or appropriate annotation from the following:
		Equality Act		REP SEEN
		Human Rights Act		Exact name of the act is required.
		Mental Capacity Act		Date not required Must state 'Act'
		Mental Health Act		

Question	Answer/Indicative Content	Marks	Guidance				
Question	Answer/indicative Content	Warks	Content	Levels of response			
3 (c)*	 Ways the management promote good practice: Approachable managers – staff know concerns will be listened to and taken seriously. Open, transparent and effective management structure. Managers work alongside staff – develops a team ethos, all working together to achieve high standards of care, share good practice. Role models – provides mentoring to help staff and give them advice and support. Observe staff practice – aware of what is happening, ensures policies implemented, identifies if further training required. Monitor attitudes and behaviour – enables managers to identify areas for improvement, give praise for good practice. Feedback enables staff to reflect and improve. Encourage staff training – ensures staff are up-to-date in knowledge and skills. Enables staff to follow the correct procedures. Ensures consistency in care and good standards. Support and value staff – leads to effective staff providing a consistently good standard of care. Good staffing levels – ensures a full range of activities and a high standard of care can be provided. Person-centred care – needs met / choice Good relationships – staff / management / residents / trust / feel safe Range of activities provided – good practice examples, stimulating environment Accept other appropriate ways. 	10	 This is a levels of response question – marks are awarded on the quality of the response given. The focus of the question is analysis. The number of ticks will not necessarily correspond to the marks awarded. Level 3 checklist detailed analysis at least two ways explicit reference to role of management well-developed line of reasoning clear and logical structure QWC – high Level 2 checklist sound analysis of how some aspects of good practice are promoted a line of reasoning in the most part relevant logical structure QWC – mid Level 1 checklist one or more aspects of good practice identified with little or no analysis presented in an unstructured way limited information list like / muddled QWC – low 	 Level 3 (8–10 marks) Answers will provide a detailed analysis of at least two ways that the management promote good practice. Answers are coherent, clear and logically structured. There will be few errors, if any, of grammar, punctuation and spelling. Level 2 (5–7 marks) Answers will provide a sound analysis of how the management promote good practice. Answers are presented with some structure and are relevant to the situation. There may be some errors of grammar, punctuation and spelling. Level 1 (1–4 marks) Answer covers one or more aspects of good practice but with little analysis of how the management promote good practice. Answers may be list like, muddled, demonstrating little knowledge or understanding. Errors of grammar and spelling may be noticeable and intrusive. 0 marks – response not worthy of credit 			

Questio	n	Answer		Marks	Guidance
4 (a	a)	One mark for identification, three required.		3 (3x1)	Annotation: The number of ticks must match the number of
		Possible actions:	Tick three only	(0.1.)	marks awarded. For an incorrect answer use the cross .
		Tell him that it the nursing home's policy is not to give out any information over the phone regardless who he is.	✓		No other answers are acceptable.
		Ask him to call back in 30 minutes when a member of staff will be available to deal with his request.	~		If more than three boxes are ticked: Mark the first three only.
		Tell him she is only on a placement and isn't authorised to give out information about residents over the 'phone.	✓		Crossed Out Responses: Where a candidate has crossed out a response as provided a clear alternative then the crossed out response is not marked. Where no alternative response has been provided, examiners may give candidates the benefit of the doubt and mark the crossed out response where legible.

Question	Answer/Indicative Content	Marks	Guidance				
Question			Content	Levels of response			
4 (b)	 Examples of justification: Always good practice to refer to the setting's policies to ensure that the correct action is taken. This ensures that no regulations / law is broken. Sensible to ask him to call back so a member of staff can deal with this. They will know the correct procedure about information sharing for this particular resident. Arrangements may be in place that Sally is unaware of for him to be given information in this way. Pointing out she isn't authorised to give any information is the correct procedure in this case as Sally is only on a placement. There could be serious consequences if Sally gave out confidential information in this situation. Other acceptable justifications which must be linked to Sally's actions: could be anyone on the 'phone resident has right to confidentiality information only shared on a need to know basis against the residents rights to share without consent 	6	Content This is a levels of response question – marks are awarded on the quality of the response given. The focus of the question is justification. The number of ticks will not necessarily correspond to the marks awarded. Level 3 checklist • detailed justification of at least two of the chosen answers • related to Sally • clear understanding of the situation will be evident • well-developed line of reasoning • logically structured • QWC – high Level 2 checklist • sound justification of one or two of the chosen answers • related to Sally • understanding of the situation will be evident • a line of reasoning • understanding of the situation will be evident • a line of reasoning in the most part relevant • QWC – mid Level 1 – checklist • descriptive (upper end) list like (low end) • lacking an understanding of the situation • basic information presented in an unstructured way • may not be specifically linked to Sally • QWC – low Credit valid justification points if 4(a) is	Levels of response Level 3 (5-6 marks) Answer provides a detailed justification which clearly addresses the situation. Answers will be coherent, factually accurate and use appropriate terminology. There will be few, if any, errors of grammar, punctuation and spelling. Level 2 (3-4 marks) Answer provides a sound justification which addresses the situation. Answers will be coherent, factually accurate and use appropriate terminology. There may be some errors of grammar, punctuation and spelling. Sub-max of 3 – for one justification done well. Level 1 (1–2 marks) Answer provides a limited or basic justification. Answers may be descriptive or at the bottom end list like. Answers may be muddled, demonstrating little knowledge or understanding. Errors of grammar and spelling may be noticeable and intrusive. 0 marks = response not worthy of credit			
	This list is not exhaustive, accept other appropriate justification.		incorrect	Do not credit re-iteration of the situation.			

Que	stion	Answer		Guidance	
4	(C)	c) One mark for identification of legislation.		Annotation:	
		Data Protection Act.	(1x1)	The number of ticks must match the number of marks awarded.	
		Also accept: GDPR (General Data Protection Regulation 2018)		For incorrect answers use the cross. or appropriate annotation from the following: Exact name of the act/regulation is required. Date not required Must state 'Act' Must have correct initials/wording for GDPR	

Question	Answer		Guidance	
5 (a)	 Four ways required. One mark each. Safe: DBS screening of staff policies - safeguarding / bullying adequate staff to pupil ratio / supervision risk assessments follow health and safety guidelines / legislation staff ID badges / lanyards sign visitors in and out first aid procedures / first aid available staff trained in fire safety procedures / first aid / manual handling / safeguarding fire safety measures/procedures in place, e.g. fire exits, registers available to check all present, fire blankets, fire extinguishers etc. equipment considerations – cleaning, sharp, choking hazards, toy safety ensuring safe collection of children, e.g. ID, password, nominated person etc. security – locks on gates, external doors; CCTV at external doors/reception Healthy: give them opportunities for plenty of exercise provide healthy food / meals / snacks awareness of children's allergies infection control / following food hygiene regulations regular cleaning – equipment, floors etc teach correct hand washing procedure 	4 (4x1)	Annotation: The number of ticks must match the number of marks awarded. For incorrect answers use the cross or appropriate annotation from the following: ITY REP SEEN Any four points from the list. Do not credit: • CCTV on its own • all doors locked • 'premises secure' on its own	

Overtien	Answer/Indicative Content	Mark	Guidance			
Question		Mark	Content	Levels of response		
5 (b)*	 Promoting gender equality in an early years setting: Resources: have male and female staff staff trained in equality books / dvds that show both men and women in leading roles – not stereotypical roles have mixed sports teams curriculum – boys and girls have access to the same subjects / sports / play activities colours of resources / toys not stereotypically matched to gender do not have 'boys toys' and 'girls toys' do not have 'girls' and 'boys' dressing up clothes gender neutral toys e.g. Lego Environment: displays should reflect equal opportunities for men and women female pilot, male nurse etc non-sexist language used by staff in the setting encourage girls and boys to play together colours of displays not stereotypically matched to gender 	6	This is a levels of response question – marks are awarded on the quality of the response given. The focus of the question is description. Annotation: The number of ticks will not necessarily correspond to the marks awarded. Level 3 – checklist detailed description at least two ways ways explicitly relevant to promoting gender equality reference to resources <u>and</u> environment clear and logical structure QWC – high Level 2 – checklist sound description one or two ways resources and/or environment just one way, done well, sub-max 3 ways are mostly linked to promoting gender equality presented with some structure QWC – mid Level 1 – checklist Likely to identify ways with little or no description basic information list like/muddled QWC – low	 Level 3 (5–6 marks) Answers provide a detailed description of ways an early year's setting could ensure its resources and environment promote gender equality. Answers will be coherent and use appropriate terminology. There will be few, if any, errors of grammar, punctuation and spelling. Level 2 (3–4 marks) Answers provide a sound description of ways an early year's setting could ensure its resources and/or environment promote gender equality. Answers will be presented with some structure and use appropriate terminology. There may be some errors of grammar, punctuation and spelling. Sub–max of 3 if only one way done well. Level 1 (1–2 marks) Answer provides a limited description of one or more ways an early year's setting could ensure its resources and/or environment promote gender equality. Answers may be list like, muddled, demonstrating little knowledge or understanding. Errors of grammar and spelling may be noticeable and intrusive. 0 marks =response not worthy of credit 		

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