

**Cambridge National**  
**Health and Social Care**

Cambridge National Level 1/2 Award/Certificate

Unit **R021/01**: Essential Values of Care for Use with Individuals in Care Settings

**Mark Scheme for June 2017**

OCR (Oxford Cambridge and RSA) is a leading UK awarding body, providing a wide range of qualifications to meet the needs of candidates of all ages and abilities. OCR qualifications include AS/A Levels, Diplomas, GCSEs, Cambridge Nationals, Cambridge Technicals, Functional Skills, Key Skills, Entry Level qualifications, NVQs and vocational qualifications in areas such as IT, business, languages, teaching/training, administration and secretarial skills.

It is also responsible for developing new specifications to meet national requirements and the needs of students and teachers. OCR is a not-for-profit organisation; any surplus made is invested back into the establishment to help towards the development of qualifications and support, which keep pace with the changing needs of today's society.

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.

OCR will not enter into any discussion or correspondence in connection with this mark scheme.

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These are the annotations which are to be used when marking

Annotation	Meaning of annotation
	Blank Page – this annotation <b>must</b> be used on all <b>blank</b> pages within an answer booklet (structured or unstructured) and on each page of an additional object where there is no candidate response.
	Tick – correct answer
	Cross – incorrect answer
	Development of point (use only on questions where stated in the mark scheme)
	Level 1
	Level 2
	Level 3
	Benefit of doubt (This <b>does</b> count as a mark – so do not ‘tick’ as well)
	Omission mark
	Too vague
	Repeat
	Noted but no credit given
No Response (NR)	Award NR if the question has not been attempted

**ADDITIONAL OBJECTS:** You **must** annotate responses on any additional objects, using the above annotations. If no credit is to be awarded for the answer on the additional object, please use the annotation ‘seen’. If the page is blank use ‘BP’

Question	Answer	Marks	Guidance
1	<p>(a) <b>Two</b> marks for each way explained. <b>Three</b> required.</p> <p><b>Ways:</b></p> <ul style="list-style-type: none"> <li>• use simple vocabulary / no medical jargon</li> <li>• use of facial expression</li> <li>• use of body language / gestures</li> <li>• using appropriate tone of voice</li> <li>• slowing the pace / talking slowly</li> <li>• clarity / speak clearly</li> <li>• being patient and calm / repeat as necessary</li> <li>• active listening</li> <li>• seating arrangements</li> <li>• using pictures</li> <li>• provide leaflets / printed information in polish</li> <li>• provide an interpreter / translator</li> <li>• find another member of staff or relative / friend who can speak Polish</li> <li>• use 'Language Line'</li> </ul> <p><b>Explanations:</b></p> <ul style="list-style-type: none"> <li>• no complicated words which could confuse</li> <li>• so Tomasz can understand what is being said</li> <li>• to make it clear what he is saying</li> <li>• helps Tomasz to show where the pain is etc.</li> <li>• aids Tomasz's knowledge of the illness/treatment</li> <li>• helps to convey the meaning of what is being said</li> <li>• Tomasz will be able to make informed choices</li> <li>• information translated into own language so Tomasz will: <ul style="list-style-type: none"> <li>- have the information he needs</li> <li>- be able to ask questions</li> <li>- be able to say exactly how he feels</li> <li>- be able to say exactly what is wrong</li> <li>- be able to tell the doctor he has all the information he needs about his illness/treatment</li> </ul> </li> </ul> <p>This list is not exhaustive accept other relevant ways/explanations.</p>	<p><b>6</b> (3x2)</p>	<p>The number of ticks must match the number of marks awarded. For <b>incorrect</b> answers use the <b>cross</b> or appropriate annotation from the following:</p> <div style="border: 1px solid black; padding: 5px; width: fit-content; margin: 10px auto;"> <span style="border: 1px solid black; padding: 2px 5px;">A</span> <span style="border: 1px solid black; padding: 2px 5px;">TV</span> <span style="border: 1px solid black; padding: 2px 5px;">REP</span> <span style="border: 1px solid black; padding: 2px 5px;">SEEN</span> </div> <p>For <b>two</b> marks:</p> <ul style="list-style-type: none"> <li>• a way appropriate for an adult who speaks little English</li> </ul> <p><b>AND</b></p> <ul style="list-style-type: none"> <li>• explanation shows understanding of how it helps the doctor to communicate effectively.</li> </ul> <p>For <b>one</b> mark:</p> <ul style="list-style-type: none"> <li>• a basic explanation that lacks clarity</li> </ul> <p><b>OR</b></p> <ul style="list-style-type: none"> <li>• just identification of a 'way'</li> </ul> <p><b>Do not accept:</b></p> <ul style="list-style-type: none"> <li>• <b>'to understand' on its own – this is not an explanation, it must be clarified</b></li> <li>• description of what the doctor should <b>not</b> do</li> <li>• Sign language, Braille, PECs etc.</li> <li>• use of aids, e.g. hearing loop system</li> <li>• speaking louder</li> <li>• providing an advocate</li> </ul> <p><b>Example 2 mark answer:</b> Doctor can use simple, everyday vocabulary (1) so that Tomasz has the information he needs.(1)</p>

Question	Answer	Marks	Guidance
1	<p>(b) <b>Two</b> required. <b>Two</b> marks each.</p> <p><b>Ways:</b></p> <ul style="list-style-type: none"> <li>• asking Tomasz for his opinion</li> <li>• listening to his views</li> <li>• asking Tomasz what type of care he would like if it were possible</li> <li>• give information about options available</li> <li>• explaining information / benefits and disadvantages of different treatments</li> <li>• explaining what different treatment options will involve</li> <li>• shared decision making based on opinions given by Tomasz</li> </ul> <p><b>Supporting Tomasz's rights:</b></p> <ul style="list-style-type: none"> <li>• so that his views can be taken into account</li> <li>• so he feels valued / listened to</li> <li>• so he feels in control / empowered</li> <li>• to inform his choice of care provided</li> <li>• so that the care meets his needs</li> <li>• so he can make an informed choice</li> </ul> <p>This list is not exhaustive accept other relevant ways.</p>	<p><b>4</b> (2x2)</p>	<p><b>Annotation:</b> The number of ticks must match the number of marks awarded.</p> <p>For <b>incorrect</b> answers use the <b>cross</b> or appropriate annotation from the following:</p> <div style="border: 1px solid black; padding: 5px; width: fit-content; margin: 10px auto;"> <span style="border: 1px solid black; padding: 2px 5px;">^</span> <span style="border: 1px solid black; padding: 2px 5px;">TV</span> <span style="border: 1px solid black; padding: 2px 5px;">REP</span> <span style="border: 1px solid black; padding: 2px 5px;">SEEN</span> </div> <p>For <b>two</b> marks:</p> <ul style="list-style-type: none"> <li>• way appropriate to consultation</li> <li>• shows understanding of a realistic way of consultation</li> </ul> <p>For <b>one</b> mark:</p> <ul style="list-style-type: none"> <li>• just identification of a way.</li> </ul> <p>Not just 'choice', answers must be related to consultation.</p>

Question	Answer	Marks	Guidance												
1	<p>(c) <b>Three</b> required. <b>One</b> mark each.</p> <table border="1" data-bbox="333 268 1164 823"> <thead> <tr> <th data-bbox="333 268 1012 331">Statements</th> <th data-bbox="1012 268 1164 331">Tick <b>three</b> only (✓)</th> </tr> </thead> <tbody> <tr> <td data-bbox="333 331 1012 432">A written health and safety policy is provided.</td> <td data-bbox="1012 331 1164 432">✓</td> </tr> <tr> <td data-bbox="333 432 1012 533">Staff must provide their own protective equipment, e.g. disposable gloves.</td> <td data-bbox="1012 432 1164 533"></td> </tr> <tr> <td data-bbox="333 533 1012 633">Health centre staff are told that they are responsible for their own safety.</td> <td data-bbox="1012 533 1164 633"></td> </tr> <tr> <td data-bbox="333 633 1012 734">All electrical equipment is regularly checked to make sure it is in good working order.</td> <td data-bbox="1012 633 1164 734">✓</td> </tr> <tr> <td data-bbox="333 734 1012 823">The health and safety law poster is displayed in the reception area.</td> <td data-bbox="1012 734 1164 823">✓</td> </tr> </tbody> </table>	Statements	Tick <b>three</b> only (✓)	A written health and safety policy is provided.	✓	Staff must provide their own protective equipment, e.g. disposable gloves.		Health centre staff are told that they are responsible for their own safety.		All electrical equipment is regularly checked to make sure it is in good working order.	✓	The health and safety law poster is displayed in the reception area.	✓	<p><b>3</b> (3x1)</p>	<p><b>Annotation:</b> The number of ticks must match the number of marks awarded.</p> <p>For <b>incorrect</b> answers use the <b>cross</b>.</p> <p>No other answers are acceptable.</p> <p><b>If more than three boxes are ticked:</b> Mark the first three only.</p> <p><b>Crossed Out Responses</b> 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.</p>
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2	(a) Two required. One mark each.  <b>Rights:</b> <ul style="list-style-type: none"><li>• confidentiality</li><li>• protection from abuse and harm</li><li>• equal and fair treatment</li></ul>	2 (2x1)	<b>Annotation:</b> The number of ticks must match the number of marks awarded.  For <b>incorrect</b> answers use the <b>cross</b> or appropriate annotation from the following:  <table border="1" data-bbox="1429 419 1794 499"><tr><td data-bbox="1451 443 1518 475">^</td><td data-bbox="1541 443 1608 475">TV</td><td data-bbox="1630 443 1697 475">REP</td><td data-bbox="1720 443 1787 475">SEEN</td></tr></table> Do not credit: <ul style="list-style-type: none"><li>• consultation</li><li>• choice</li></ul>	^	TV	REP	SEEN
^	TV	REP	SEEN				

Question	Answer	Marks	Guidance
2	<p><b>(b)</b></p> <p><b>One</b> mark for each security measure. <b>Two</b> required.  <b>Two</b> marks for each explanation. <b>Two</b> required.</p> <p><b>Security measures:</b></p> <ul style="list-style-type: none"> <li>• member of staff responsible for checking/monitoring external entrances</li> <li>• monitoring of keys</li> <li>• security pads on doors / key cards / swipe cards / key (pin) code entry</li> <li>• manned reception desk / buzzer at front door</li> <li>• signing in/out book for visitors</li> <li>• visitor badges issued</li> <li>• staff wearing ID / lanyards</li> <li>• CCTV monitoring of exit/entrance / security cameras</li> <li>• locks on doors / windows</li> </ul> <p><b>How it protects:</b></p> <ul style="list-style-type: none"> <li>• controls access</li> <li>• only authorised people can enter</li> <li>• to control who is allowed in / out</li> <li>• to prevent residents wandering out unaccompanied</li> <li>• easy to identify staff / authorised visitors</li> <li>• easy to spot unauthorised people</li> <li>• know who is in the building</li> </ul> <p>This list is not exhaustive, accept other appropriate responses.</p> <p>Example answer:  Security pads on doors [1]  Only staff and other authorised people who know the code [1] would be able to access the building [1]</p>	<p><b>6</b> (2x1+ 2x2)</p>	<p>The number of ticks must match the number of marks awarded.</p> <p>For <b>incorrect</b> answers use the <b>cross</b> or appropriate annotation from the following:</p> <div style="border: 1px solid black; padding: 5px; width: fit-content; margin: 10px auto;"> <span style="border: 1px solid black; padding: 2px 5px;">^</span> <span style="border: 1px solid black; padding: 2px 5px;">TV</span> <span style="border: 1px solid black; padding: 2px 5px;">REP</span> <span style="border: 1px solid black; padding: 2px 5px;">SEEN</span> </div> <p>Answers <u>must</u> be relevant to the situation in the scenario.</p> <p><b>1 mark for identifying a security measure</b>  <b>Up to 2 marks for the explanation of how it protects</b></p> <p>Repetition of how it protects is acceptable only if relevant to the measure.</p> <p>Do not accept:</p> <ul style="list-style-type: none"> <li>• all doors locked / locked doors</li> <li>• key fobs</li> <li>• ‘cameras’ on its own</li> <li>• ‘ID badges’ on its own</li> <li>• DBS check – not security</li> <li>• references to fire safety</li> <li>• references to data security/protection</li> <li>• references to gates and fences</li> </ul> <p>Can credit relevant ‘how it protects’ if measure is incorrect. eg:  Measure: ‘locked doors’ <b>X</b>  How protects: ‘to keep unauthorised people out’ ✓</p>



Question	Answer	Mark	Guidance
3	<p>(a) <b>Three</b> required. <b>One</b> mark each.</p> <p>Protected characteristics:</p> <ul style="list-style-type: none"> <li>• Age</li> <li>• Disability</li> <li>• Gender reassignment</li> <li>• Marriage and civil partnership</li> <li>• Pregnancy and maternity</li> <li>• Race</li> <li>• Religion or belief</li> <li>• Sex</li> <li>• Sexual orientation</li> </ul>	<p><b>3</b> (3x1)</p>	<p>The number of ticks must match the number of marks awarded. For <b>incorrect</b> answers use the <b>cross</b> or appropriate annotation from the following:</p> <div style="border: 1px solid black; padding: 5px; width: fit-content; margin: 10px auto;"> <span style="border: 1px solid black; padding: 2px 5px;">^</span> <span style="border: 1px solid black; padding: 2px 5px;">TV</span> <span style="border: 1px solid black; padding: 2px 5px;">REP</span> <span style="border: 1px solid black; padding: 2px 5px;">SEEN</span> </div> <p>No other answers are acceptable.</p> <p><b>Wording of answers must be exactly as shown on the mark scheme.</b></p> <p>Do not accept ‘gender’ ‘pregnancy’, ‘maternity’ ‘marriage’ ‘religion etc on their own.</p> <p>Do not accept ‘culture’.</p> <p><b>If more than one is given:</b> Mark the first response</p> <p><b>Crossed Out Responses:</b> 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.</p> <p>Equality Act protected characteristics: <a href="http://www.legislation.gov.uk/ukpga/2010/15/part/2/chapter/1?view=plain">http://www.legislation.gov.uk/ukpga/2010/15/part/2/chapter/1?view=plain</a></p> <p>Information can be found in the ‘OCR Guide to Legislation’ which is available on the OCR website.</p>

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3 (b)	<p><b>Two</b> required. <b>Two</b> marks each.</p> <p><b>Anti-discriminatory practice</b></p> <table border="1" data-bbox="309 347 1256 1214"> <thead> <tr> <th data-bbox="309 347 562 384">Ways</th> <th data-bbox="562 347 1256 384">Examples</th> </tr> </thead> <tbody> <tr> <td data-bbox="309 384 562 517"><b>Non-discriminatory language</b></td> <td data-bbox="562 384 1256 517">Not patronising No racist, sexist comments Being a good role model</td> </tr> <tr> <td data-bbox="309 517 562 649"><b>Meeting individual needs</b></td> <td data-bbox="562 517 1256 649">Cultural, religious, mobility, dietary, communication Ensuring all areas/resources are accessible to all Range of activities for all ages / abilities</td> </tr> <tr> <td data-bbox="309 649 562 782"><b>Challenge discrimination</b></td> <td data-bbox="562 649 1256 782">If a pre-school worker witnesses any discriminatory behaviour it would be reported, and challenged with the individual concerned. Follow policy.</td> </tr> <tr> <td data-bbox="309 782 562 946"><b>Valuing diversity</b></td> <td data-bbox="562 782 1256 946">Accepting and respecting individual differences: Displays/toys/resources/food reflect different cultures/beliefs Celebrate range of festivals with all the children Teaching children about diversity / discrimination</td> </tr> <tr> <td data-bbox="309 946 562 1078"><b>Equal and fair treatment</b></td> <td data-bbox="562 946 1256 1078">All children to be treated fairly irrespective of age, race, gender, religion, disability, ethnicity, sexuality etc No-one excluded. Not stereotyping boys / girls.</td> </tr> <tr> <td data-bbox="309 1078 562 1214"><b>Provide for specialist methods of communication</b></td> <td data-bbox="562 1078 1256 1214">Braille, sign language, PECs Advocate Translator</td> </tr> </tbody> </table> <p>This list is not exhaustive accept other relevant ways and examples. May be interchangeable.</p>	Ways	Examples	<b>Non-discriminatory language</b>	Not patronising No racist, sexist comments Being a good role model	<b>Meeting individual needs</b>	Cultural, religious, mobility, dietary, communication Ensuring all areas/resources are accessible to all Range of activities for all ages / abilities	<b>Challenge discrimination</b>	If a pre-school worker witnesses any discriminatory behaviour it would be reported, and challenged with the individual concerned. Follow policy.	<b>Valuing diversity</b>	Accepting and respecting individual differences: Displays/toys/resources/food reflect different cultures/beliefs Celebrate range of festivals with all the children Teaching children about diversity / discrimination	<b>Equal and fair treatment</b>	All children to be treated fairly irrespective of age, race, gender, religion, disability, ethnicity, sexuality etc No-one excluded. Not stereotyping boys / girls.	<b>Provide for specialist methods of communication</b>	Braille, sign language, PECs Advocate Translator	<p><b>4</b> (2x2)</p>	<p>The number of ticks must match the number of marks awarded.</p> <p>For <b>incorrect</b> answers use the <b>cross</b> or appropriate annotation from the following:</p> <div data-bbox="1464 400 1830 480" style="border: 1px solid black; padding: 5px; text-align: center;"> <span style="border: 1px solid black; padding: 2px;">^</span> <span style="border: 1px solid black; padding: 2px;">TV</span> <span style="border: 1px solid black; padding: 2px;">REP</span> <span style="border: 1px solid black; padding: 2px;">SEEN</span> </div> <p>For <b>two</b> marks:</p> <ul style="list-style-type: none"> <li>• a full description of an example that clearly shows understanding of anti-discriminatory practice</li> </ul> <p>Do not give 2 separate marks for two identifications</p> <p>For <b>one</b> mark:</p> <ul style="list-style-type: none"> <li>• a basic description that lacks clarity</li> <li>• just identification of a 'way'</li> </ul> <p><b>Do not accept:</b></p> <ul style="list-style-type: none"> <li>• treat all the children the same</li> <li>• have boys activities/toys and girls activities/toys</li> </ul>
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3 (c)	<p><b>Methods for reducing risk / danger</b></p> <ul style="list-style-type: none"> <li>• risk assessments – activities / outings / equipment etc</li> <li>• DBS checks for staff</li> <li>• checks / Pat testing of electrical equipment</li> <li>• replacement programme for old or worn out play equipment</li> <li>• checking for damaged or worn floor coverings etc</li> <li>• spillages cleaned up immediately – wet floor signs</li> <li>• teaching children about danger / what is or isn't safe</li> </ul> <p><b>Procedures to prevent accidents and promote good practice</b></p> <ul style="list-style-type: none"> <li>• training programmes – manual handling / first aid / safeguarding</li> <li>• emergency procedures – evacuation plans / fire drills</li> <li>• reporting system for damaged or faulty equipment</li> <li>• supervision – staff to pupil ratio</li> <li>• health and safety policies</li> </ul> <p><b>Methods for reducing the spread of infection</b></p> <ul style="list-style-type: none"> <li>• toys and equipment cleaned regularly</li> <li>• general cleanliness – surfaces, bins, floors cleaned/disinfected</li> <li>• wearing disposable gloves – food preparation / first aid</li> <li>• teaching children hand washing routines</li> </ul> <p><b>How it protects:</b></p> <ul style="list-style-type: none"> <li>• prevents accidents</li> <li>• prevents injuries to children</li> <li>• reduces risk – results in a safer environment</li> <li>• improves hygiene - helps prevent the spread of infections / germs / cross infection</li> <li>• a good standard of safe equipment is maintained</li> <li>• no worn out, potentially dangerous equipment / toys in use</li> <li>• staff know how to react in an emergency – fire etc</li> <li>• enables staff to take quick, efficient action to remove children from danger / give first aid</li> <li>• provides guidance for staff so they know what to do to keep children safe at all times</li> </ul>	6	<p>This is a levels of response question – marks are awarded on the quality of the response given. The focus of the question is explanation.</p> <p><b>Annotation:</b> The number of ticks will not necessarily correspond to the marks awarded.</p> <p><b>Level 3 checklist</b></p> <ul style="list-style-type: none"> <li>• detailed explanation</li> <li>• at least 2 examples of ways to maintain safety explained</li> <li>• clearly addresses protecting children</li> <li>• correct use of terminology</li> </ul> <p><b>Level 2 checklist</b></p> <ul style="list-style-type: none"> <li>• sound explanation</li> <li>• 1 or 2 ways to maintain safety</li> <li>• may identify several ways but explanation not fully developed</li> <li>• some relevance to protecting children</li> <li>• some correct terminology</li> </ul> <p><b>Level 1 checklist</b></p> <ul style="list-style-type: none"> <li>• likely to identify several ways with little or no explanation</li> <li>• basic information</li> <li>• may not relate to protecting children</li> <li>• limited terminology</li> </ul> <p><b>Do not credit answers that are about security measures.</b></p> <p><b>Level 3 (5–6 marks)</b> Answers provide a detailed explanation of at least two ways the pre-school staff could maintain a high standard of safety. Answers will be coherent, factually accurate and use appropriate terminology.</p> <p><b>Level 2 (3–4 marks)</b> Answers provide a sound explanation of one or two ways the pre-school staff could maintain a high standard of safety. Response may focus on one way with only minimal mention of a second. Answers will be factually correct but still need developing. Some correct terminology will be used. <b>Sub-max of 3</b> for only one way done well.</p> <p><b>Level 1 (1–2 marks)</b> Answers will identify way(s) the pre-school staff could maintain a high standard of safety, with minimal or no explanation. List like answers should be placed in this level. Limited use of terminology.</p> <p><b>0 marks =</b> response not worthy of credit</p> <p><b>SEEN</b> for a zero mark response</p> <p><b>Answers must refer to protecting children – not staff</b></p>

Question	Answer	Marks	Guidance
4 (a)	<p><b>Two</b> marks for a definition.</p> <p><b>Values of care</b></p> <p><b>One mark for:</b></p> <ul style="list-style-type: none"> <li>• principles / guidelines / ways of working / rules</li> </ul> <p><b>One mark for any point from:</b></p> <ul style="list-style-type: none"> <li>• ensure service users are treated fairly / with equality / respect</li> <li>• ensure good practice / effective care</li> <li>• ensure rights are maintained</li> <li>• ensure service users are protected</li> </ul>	<p><b>2</b> (2x1)</p>	<p><b>Annotation:</b> The number of ticks must match the number of marks awarded. For <b>incorrect</b> answers use the <b>cross</b> or appropriate annotation from the following:</p> <div style="border: 1px solid black; padding: 5px; width: fit-content; margin: 10px auto;"> <span style="border: 1px solid black; padding: 2px 5px;">^</span> <span style="border: 1px solid black; padding: 2px 5px;">TV</span> <span style="border: 1px solid black; padding: 2px 5px;">REP</span> <span style="border: 1px solid black; padding: 2px 5px;">SEEN</span> </div> <p>Wording of answers does not have to exactly match that on the mark scheme.</p> <p>Marks are for a definition, not specific examples of values of care.</p>

Question	Answer	Marks	Guidance
4 (b)	<p><b>Four required. One mark each.</b></p> <p><b>Health settings:</b></p> <ul style="list-style-type: none"> <li>• Clinic</li> <li>• Dentist</li> <li>• Drop in centre / walk-in centre</li> <li>• GP surgery / Doctor's surgery</li> <li>• Health centre</li> <li>• Hospital</li> <li>• Medical centre</li> <li>• Nursing home</li> <li>• Optician</li> <li>• Pharmacy</li> </ul> <p><b>Social care setting:</b></p> <ul style="list-style-type: none"> <li>• Day centre / day care centre</li> <li>• Lunch club / breakfast club</li> <li>• Residential care home</li> <li>• Retirement home</li> <li>• Social services office</li> <li>• Support group</li> </ul>	<p><b>4</b> (4x1)</p>	<p><b>Annotation:</b> The number of ticks must match the number of marks awarded.</p> <p>For <b>incorrect</b> answers use the <b>cross</b> or appropriate annotation from the following:</p> <div style="border: 1px solid black; padding: 5px; width: fit-content; margin: 10px auto;"> <span style="border: 1px solid black; padding: 2px 5px;">^</span> <span style="border: 1px solid black; padding: 2px 5px;">TV</span> </div> <p style="text-align: center;"><span style="border: 1px solid red; padding: 2px 5px; color: red;">REP</span></p> <p><b>Do not credit:</b></p> <ul style="list-style-type: none"> <li>• early years settings</li> <li>• 'GP' or 'surgery' on its own</li> <li>• day care</li> <li>• social club</li> <li>• leisure club</li> <li>• gym</li> </ul> <p><b>Note:</b> Where candidates are required to provide a set number of short answer responses then only the set number of responses should be marked. The response space should be marked from left to right on each line and then line by line until the required number of responses have been considered. The remaining responses should not then be marked. (see page 2 of this mark scheme for further guidance.)</p>

Question	Answer/Indicative content	Mark	Guidance	
			Content	Levels of response
4	(c) <p><b>Aspects of reflective practice:</b></p> <ul style="list-style-type: none"> <li>• Exploring training and development needs</li> <li>• Evaluating specific incidents or activities</li> <li>• Identifying what might be done better next time</li> <li>• Identifying what went well</li> </ul> <p><b>Examples:</b></p> <p><b>Exploring training and development needs</b> Practitioner critically evaluates own performance, training needs are identified to improve knowledge, skills, understanding etc. e.g. values of care, 'Phonics' training, first aid, safeguarding procedures etc.</p> <p><b>Evaluating specific incidents or activities</b> Investigate a breach of confidentiality or an accident in the pre-school – When, why, how, did it happen? How can it be avoided next time? Evaluating the appropriateness of set tasks/activities against pupil progress</p> <p><b>Sharing reflections</b> Discuss with other practitioners Share experiences / learning at a staff meeting</p> <p><b>Identifying what might be done better next time / improved</b> If a child is unable to fully take part in an activity or gets bored with an activity: identify the specific needs of individuals so activities are accessible, engaging and beneficial to all e.g. adaption of premises (hearing loop, wheelchair access) or activities adapted to stretch and challenge.</p> <p><b>Identifying what went well</b> What were the children doing? What were they learning? Was it worthwhile? What should they do next? Accept other relevant explanations.</p>	8	<p>This is a levels of response question – marks are awarded on the quality of the response given. The focus of the question is explanation.</p> <p><b>Level 3 checklist</b></p> <ul style="list-style-type: none"> <li>• detailed explanation</li> <li>• at least 2 aspects of RP</li> <li>• RP linked to EY examples</li> <li>• Correct use of terminology</li> </ul> <p><b>Level 2 checklist</b></p> <ul style="list-style-type: none"> <li>• attempt at explanation</li> <li>• 1 or 2 aspects of RP</li> <li>• explanation not fully developed</li> <li>• RP examples have some relevance to EY</li> <li>• some correct terminology</li> </ul> <p><b>Level 1 – checklist</b></p> <ul style="list-style-type: none"> <li>• basic explanation</li> <li>• vague reference to RP</li> <li>• may not relate to EY</li> <li>• List like / muddled</li> <li>• Limited terminology</li> </ul> <p><b>Annotation:</b> The number of ticks will not necessarily correspond to the marks awarded.</p>	<p><b>Level 3 (7–8 marks)</b> Answers provide a detailed explanation of at least two ways that being a reflective practitioner could improve the practice of an early year's practitioner. Answers will be coherent, factually accurate and use appropriate terminology.</p> <p><b>Level 2 (4–6 marks)</b> Answers provide an attempt at an explanation of one or two ways that being a reflective practitioner could improve the practice of an early year's practitioner. Answers will be coherent, using some correct terminology. <b>Sub-max of 4</b> for one way done well</p> <p><b>Level 1 (1–3 marks)</b> Answer provides a basic explanation of how being a reflective practitioner could improve the practice of an early year's practitioner. Answers may not be explicitly linked to early years. List like answers should be placed in this band.</p> <p><b>0 marks =</b> response not worthy of credit</p> <p><b>NR =</b> no response</p>

Question	Answer/Indicative content	Marks	Guidance
4	<p>(d) <b>Two</b> marks for meaning of the term.</p> <p><b>‘Need to know basis’:</b></p> <ul style="list-style-type: none"> <li>• Information is only shared with those directly involved with the care and support of the individual.</li> <li>• Access to information is restricted to those who have a clear reason to access it when providing care and support for an individual.</li> <li>• Telling a practitioner the facts they need to be aware of, to provide care for the individual, at the time they need to know them and nothing more.</li> <li>• If something is said on a need to know basis you can only tell it to the relevant people. For example if someone had a problem at school they would tell the head of year, not all the teachers in the school.</li> </ul>	<p><b>2</b> (2x1)</p>	<p><b>Annotation:</b> The number of ticks must match the number of marks awarded. For <b>incorrect</b> answers use the <b>cross</b> or appropriate annotation from the following:</p> <div style="border: 1px solid black; padding: 5px; width: fit-content; margin: 10px auto;"> <span style="border: 1px solid black; padding: 2px 5px;">^</span> <span style="border: 1px solid black; padding: 2px 5px;">TV</span> <span style="border: 1px solid black; padding: 2px 5px;">REP</span> <span style="border: 1px solid black; padding: 2px 5px;">SEEN</span> </div> <p>Wording of answers does not have to exactly match that on the mark scheme.</p> <p><b>Two marks:</b> Answer must demonstrate candidates know the meaning of the term.</p> <p><b>One mark:</b> A basic definition that lacks clarity OR An appropriate example</p> <p><b>Do not accept:</b></p> <ul style="list-style-type: none"> <li>• information not shared with anyone</li> <li>• keeping private information secret</li> <li>• need to know</li> </ul>

Question	Answer	Marks	Guidance
5	<p>(a) <b>Two</b> required. <b>One</b> mark each.</p> <p><b>Ways the Equality Act 2010 protects women:</b></p> <ul style="list-style-type: none"> <li>• covers direct and indirect discrimination on the basis of marriage, civil partnership, pregnancy and maternity and sex</li> <li>• prohibits sex discrimination in education, employment, access to goods and services, housing</li> <li>• covers victimisation/harassment</li> <li>• women are not to be discriminated against</li> <li>• women have the right to breastfeed in public places</li> <li>• pay secrecy clauses have been made illegal</li> </ul>	<p><b>2</b> (2x1)</p>	<p><b>Annotation:</b> The number of ticks must match the number of marks awarded.</p> <p>For <b>incorrect</b> answers use the <b>cross</b> or appropriate annotation from the following:</p> <div style="border: 1px solid black; padding: 5px; display: inline-block; margin: 10px 0;"> <span style="border: 1px solid black; padding: 2px 5px;">^</span> <span style="border: 1px solid black; padding: 2px 5px;">TV</span> <span style="border: 1px solid black; padding: 2px 5px;">REP</span> <span style="border: 1px solid black; padding: 2px 5px;">SEEN</span> </div> <p>Do not accept:</p> <ul style="list-style-type: none"> <li>• equal pay for men and women (is Equal Pay Act)</li> </ul>



Question	Answer/Indicative content	Mark	Guidance			
			Content	Levels of response		
5	(b) How the Children Act supports children's rights:	5	<p>This is a levels of response question – marks are awarded on the quality of the response given. The focus of the question is explanation.</p> <p><b>Level 2 – checklist</b></p> <ul style="list-style-type: none"> <li>• detailed description</li> <li>• at least two or more rights</li> <li>• correct use of terminology</li> </ul> <p><b>Level 1 – checklist</b></p> <ul style="list-style-type: none"> <li>• basic description</li> <li>• one or two rights</li> <li>• may identify several rights but description not fully developed</li> <li>• list like/muddled</li> </ul> <p>The five Every Child Matters outcomes count as one aspect, so credit individual outcomes once only.</p> <p><b>Annotation:</b> The number of ticks will not necessarily correspond to the marks awarded.</p>	<p><b>Level 2 (4–5 marks)</b> Answers will include a detailed description of how the Act supports children's rights. At least two rights will be described. Answers will be coherent, factually accurate and use appropriate terminology</p> <p><b>Level 1 (1–3 marks)</b> Answers will include a basic description of how the Act supports children's rights. One or two rights will be briefly described. Answers may be muddled or list like and lack technical detail. <b>Sub-max of 3</b> for one aspect done well.</p> <p><b>0 marks = not worthy of credit</b></p>		
					<b>Rights</b>	<b>Description</b>
					<b>Protection of children at risk</b>	May involve taking child away from family – care orders / emergency protection orders Duty of practitioners who work with children to follow safeguarding procedures
					<b>Keep children safe</b>	
					<b>Paramountcy principle</b>	Issues have to be determined as soon as possible and children's needs must come first, ie. taking child away from family may adversely affects adults but may be in child's best interests
					<b>Consultation</b>	Children who are old enough / mature are to be consulted giving them the right to speak out/have a voice/to be heard
					<b>Gives children specific rights</b>	Right to an advocate Children have to be consulted / wishes taken into consideration Have to ensure children stay within the wider family circle where possible
					<b>ECM – 5 outcomes</b>	Staying safe, being healthy, enjoying and achieving, make a positive contribution, economic well-being.
					<b>Practitioners to work in multi-disciplinary teams</b>	Duty of care practitioners who work with children to follow safeguarding procedures / ensure information is shared
					<b>Created Children's Commissioner</b>	Gives children a voice, represents their interests; their views have to be taken into account
<b>Set up local Safeguarding Children's Boards</b>						
<b>Established Children And Young People's Plan (CYPP)</b>	Duty on Local Authorities to promote co-operation between agencies/practitioners to improve well-being of C and YP relating to the 5 outcomes					

Question	Answer/Indicative content	Mark	Guidance
5	<p data-bbox="277 204 331 764">(c) <b>One</b> mark for each reason. <b>Three</b> required.</p> <p data-bbox="349 268 949 331">Examples of why it is important that rights are maintained:</p> <ul data-bbox="349 373 1039 724" style="list-style-type: none"> <li>• to make people feel valued / respected</li> <li>• to raise self esteem</li> <li>• to empower</li> <li>• to instil confidence / confident</li> <li>• to instil trust / good relationships</li> <li>• to feel safe</li> <li>• to have equality of access to services/treatments</li> <li>• to have individual needs met</li> <li>• so individuals are not discriminated against</li> <li>• treated with equality / equal to others</li> </ul>	<p data-bbox="1128 204 1205 268"><b>3</b> (3x1)</p>	<p data-bbox="1240 236 2069 370"><b>Annotation:</b> The number of ticks must match the number of marks awarded. For <b>incorrect</b> answers use the <b>cross</b> or appropriate annotation from the following:</p> <div data-bbox="1312 383 1675 462" style="border: 1px solid black; padding: 5px; text-align: center;"> <span data-bbox="1339 411 1406 443">^</span> <span data-bbox="1424 411 1491 443">TV</span> <span data-bbox="1509 411 1576 443">REP</span> <span data-bbox="1594 411 1662 443">SEEN</span> </div> <p data-bbox="1240 539 2056 603">Wording of answers does not have to exactly match that on the mark scheme.</p> <p data-bbox="1240 644 2011 708">Answers should give positive reasons for maintaining rights. No credit for negative effects of not maintaining rights.</p>

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