

Examiners' report

CAMBRIDGE TECHNICALS LEVEL 3 (2016)

HEALTH AND SOCIAL CARE

**OCR Level 3 Cambridge Technical
in Health and Social Care**

Certificate: 05830

Extended Certificate: 05831

Foundation Diploma: 05832

Diploma: 05833

Extended Diploma: 05871

Unit 3 Summer 2025 series

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Introduction

Our examiners' reports are produced to offer constructive feedback on candidates' performance in the examinations. They provide useful guidance for future candidates.

The reports will include a general commentary on candidates' performance, identify technical aspects examined in the questions and highlight good performance and where performance could be improved. The reports will also explain aspects which caused difficulty and why the difficulties arose, whether through a lack of knowledge, poor examination technique, or any other identifiable and explainable reason.

Where overall performance on a question/question part was considered good, with no particular areas to highlight, these questions have not been included in the report.

A full copy of the question paper and the mark scheme can be downloaded from [Teach Cambridge](#).

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Unit 3 series overview

Many candidates within this series were able to address the requirements of the command words.

Considerable knowledge was applied to the level response questions, most notably Question 2 (a) on evacuation procedures and Question 4 (b) on the impacts of both biological and psychological hazards.

The question that a significant number of candidates struggled with was Question 3 (b); the focus of this was on the influence of legislation on the premises of a hospital. This question derived from the specification reference 2.3.2: Influence of legislation on premises (e.g. fire exits and accessibility).

We saw far fewer no responses.

Those candidates that used the extra answer space generally identified the question that they were answering. A small minority though only gave the letter; centres should encourage their candidates to give both the number and the letter.

Candidates who did well on this paper generally:	Candidates who did less well on this paper generally:
• addressed the command words • acknowledged the word different in Question 1 (a) and provided three different answers descriptions with relevant detail for each of the aspects of data protection legislation for Question 1 (c) • provided both consequences and reasons in their answers for Question 2 (c); addressing the command word explain • were able to differentiate between indirect and direct costs when answering Question 1 (b).	• did not address the command words • did not address the word different in Question 1 (a) and gave repeats of answers • only identified aspects of data legislation for Question 1 (c) • only provided consequences in their answers for Question 2 (c); not addressing the command word explain • were not able to differentiate between indirect and direct costs when answering Question 1 (b).

Question 1 (a)

1

(a) Identify a **different** policy for each of the provided procedures.

Procedure	Policy
All electrical appliances to be annually tested	
DBS checks to be carried out on all staff	
To develop a flagging system identifying potentially violent people	

[3]

Many candidates were able to score at least 2 marks.

The most common answers for 'all electrical appliances to be annually tested' were electrical and PAT testing. The main error was in stating a health and safety policy.

Most candidates correctly linked DBS checks to a safeguarding policy.

The most common answers for 'developing a flagging system to identify potentially violent people' were a Safeguarding policy and Lone working policy. .

A key error seen was in candidates providing legislation rather than a policy. The other main error seen was in giving repeats. For example, Safeguarding was an accepted answer for the last two procedures however some candidates used safeguarding for both, but the question asked for a 'different' policy for each of the provided procedures.

Question 1 (b)

Both indirect and direct costs are consequences when employers do not meet their responsibilities in ensuring policies are followed.

(b) Identify **one** indirect and **one** direct cost for the employer.

Indirect cost

.....

Direct cost

.....

[2]

The most common errors seen were in mixing up the two terms and in providing answers linked to disciplinary action rather than the cost for the employer. The most common answers for indirect cost were poor reputation, training and recruitment costs. The most common answers for direct cost were fines, compensation, training and being sued.

Misconception



A simple mix and match activity could be provided to candidates where they can place all the provided answers for both direct and indirect costs into the correct category. This is specification reference 3.3.1 and 3.3.2.

Question 1 (c)

(c) Describe **three** aspects of data protection legislation.

Aspect 1

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Aspect 2

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Aspect 3

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.....

[6]

As stated in the overview many candidates did not gain marks as they stated the aspect, and did not provide a description.

The most common answers seen were centred around data being kept secure, data being accurate, that all data must be fairly, lawfully and transparently processed and data only being used for the purpose intended.

The most common error seen was in candidates applying the 'right' of confidentiality when providing relevant detail; candidates often stating that information can only be shared on a need-to-know basis

Exemplar 1

Aspect 1 ... one aspect of data protection is ensuring the data is secure. This means that those handling the service user's details ~~need to~~ need to ensure it remains confidential and kept in a secure locked ^{cabinet} ~~cabinet~~ or password protected computer.

Aspect 2 Another aspect is that the data should not be sent to any countries outside of the EU. This is because laws about data protection can differ and this may result in the data being processed unlawfully and incorrectly.

Aspect 3 The data and information must be kept for no longer than necessary. This means that once the data is not needed it should be ~~deleted~~ ^{or disposed of}. This is important as it helps protect the individual and ensure their information is not misused.

[6]

Exemplar 1 clearly identified three aspects of data protection and gave further relevant detail for all

Aspect 1 – 'Data must be kept secure' The answer went on to describe how this data would be kept secure.

Aspect 2 – 'Is not transferred outside the EU'. The answer was developed by acknowledging that other data protection laws may result in data being processed unlawfully.

Aspect 3 – 'Data not being kept longer than necessary (storage limitation)' The further relevant detail provided by the candidate was about the data being deleted once no longer needed.

Question 1 (d)*

(d)* Outline how the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR) 2013 **promotes** health, safety and security in health and social care settings.

Your answer must include:

- Aspects of RIDDOR
- Examples to illustrate how RIDDOR promotes health, safety and security from different health and social care settings

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.....

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.....

..... [6]

This was a complex question and was not particularly well answered.

Candidates were directed to provide aspects of RIDDOR in their answer as well as providing examples of how RIDDOR promotes health, safety and security.

The main error in providing aspects was in not applying accidents to work; many candidates stated that RIDDOR was about accidents rather than work related accidents.

With respect to how RIDDOR promotes health, safety and security candidates fared better, with the most common answers centring around risk assessments, putting in appropriate control measures and training

Exemplar 2

RIDDOR requires employers of health and social care settings to report any work related accidents that cause death or serious injury and disease outbreaks in the workplace. It also requires records to be kept of all incidents. // RIDDOR helps to promote health in Health and Social Care settings by reporting disease outbreaks to such as malaria and food poisoning to the Public Health England. This helps track and monitor diseases and their possible causes to prevent them and keep service users and staff members healthy. Plus, RIDDOR helps to support safety by using an accidents report book to record all accidents. These records can then be used in risk assessments to identify and remove hazards, ensuring staff and service users safety. Recording all accidents helps to keep evidence of them. It also prevents the recurrence of accidents. [6]

Exemplar 2 addressed both components of the question and fulfilled the requirements of Level 2; a sound outline of the aspects of RIDDOR and some reference to how RIDDOR promotes health, safety and security not necessarily applied to health and social care settings.

Aspects of RIDDOR: the answer clearly applied this to work related accidents that cause death or serious injuries/some reference was applied to work related diseases.

How RIDDOR promotes health, safety and security: while not applying this to work related diseases they did state that diseases could be monitored. They also gave the example of carrying out risk assessments and the removal of hazards.

Question 2 (a)*

- 2 There is a fire in a nursing home. Some of the residents are in wheelchairs and due to medical issues many residents have to stay in their beds.

(a)* Describe the evacuation procedures that **staff** would follow.

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.....

..... [6]

This was a well answered question, and many candidates were able to showcase their considerable knowledge of evacuation procedures. Many addressed the specifics required for residents in wheelchairs and some residents having to stay in their beds, describing how they would address personal emergency evacuation plans (PEEP) and the use of evacuation chairs.

The most common answers seen were raising the alarm, contacting the emergency services, assembling at the designated assembly point and completing a head count.

A key error seen was in candidates talking about training and carrying out practice fire drills however, the questions was about a fire in a nursing home, so the focus was on immediate procedures in the event of the fire.

Question 2 (b)

Evacuation procedures are one response to incidents and emergencies.

(b) Identify **one** other response.

.....
..... [1]

This was a well answered question.

The most common responses were lockdown, calling the emergency services and administering first aid.

Question 2 (c)*

A member of staff at the nursing home failed to follow the expected evacuation procedures.

(c)* Explain the possible consequences to the member of staff of **not** meeting their responsibilities.

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.....
.....
.....
.....
..... [8]

The command word explain was addressed by many candidates with clear reasons being provided for the consequences for the member of staff.

The most common consequences provided were disciplinary action, criminal prosecution, being injured or harmed and the emotional impact on the member of staff.

The most common reasons for the possible consequences were gross misconduct, negligence and causing harm / injury to the residents.

Few candidates were able to provide the reasons for these consequences; this limited the marks that they could be given.

OCR support



Please refer to the command words published by [OCR](#); it's always beneficial to remind candidates of the requirements for each command word:

Explain: To give account of the purposes or reasons

Exemplar 3

- one consequence to the member of staff could be criminal prosecution, for example imprisonment for not following evacuation procedures as it is a legal requirement therefore they have broken the law and put residents in harm. - A second consequence could be disciplinary action in the form of a suspension, the employer may suspend the member of staff for not following procedures which ultimately put service users in harm and neglected their needs. - A third consequence could be undergoing further training on how to follow evacuation procedures, this ensures that the member of staff is aware of the correct procedure to follow and this will not happen again. - A fourth consequence could be that they are taken off the professional register as they are deemed not suitable to care for vulnerable people as they put them in harms way by not following the correct procedure which could have resulted in serious injury or death. - A fifth consequence could be that they feel guilt for their actions as they unintentionally didn't meet their responsibilities and are upset that the service users could have been harmed.

Exemplar 3 gives the first consequence of criminal prosecution, where they had put the residents in harm. The next consequence was disciplinary action, due to neglecting the resident's needs.

Further training was also given as a consequence, but no reason was provided. Being removed from the professional register was the next consequence that for the residents this could have resulted in injury or death. The final consequence was feeling guilty. No reason, however, was provided. This answer was given L3 7 marks.

Question 3 (a)*

3 Hospitals are part of the NHS.

(a)* Outline the role of a manager when 'promoting safe practices' in a hospital.

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..... [8]

The whole range of possible marks were given for this question. However very few were placed into Level 3. A key error seen was in candidates only identifying roles of a manager; and candidates not providing an outline of these roles. An example to illustrate this would be 'a manager would provide training' (identification), an outline would be 'a manager would provide training', for example the carrying out of risk assessments, initially identifying possible hazards and then putting control measures in place.

Some candidates used the phrase 'this would promote safe practice' repeatedly, e.g. providing PPE would promote safe practice; this is not an outline of a role. An outline of this specific role would be, a manager would provide PPE, for example disposable gloves and face masks. The manager could display when the use of PPE is essential, e.g. when carrying out personal care.

Question 3 (b)

(b) Describe **one** piece of legislation that will influence the **premises** of the hospital.

Legislation

Influence

.....

..... [2]

Candidates found this question challenging and very few marks were given. Answers that were given marks centred around hand washing facilities, fire doors and the inclusion of ramps enabling accessibility.

Question 3 (c)

(c) Describe **two** pieces of legislation that will influence the practices of **employees** in a hospital.

Legislation

Influence 1

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.....

.....

Legislation

Influence 2

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.....

.....

[4]

Some well-considered answers were seen for this question. The most common answers were linked to the use of PPE, carrying out risk assessments, training, personal hygiene and food hygiene measures applied to food preparation

Question 4 (a)

4

(a) Define the following two terms and provide **two** examples for each.

Intentional abuse

.....

.....

Examples of intentional abuse

1.
2.

Unintentional abuse

.....

.....

Examples of unintentional abuse

1.
2.

[6]

This question was well answered. Most candidates were able to provide accurate definitions for both types of abuse. Candidates fared better on the examples provided for intentional abuse with the most common answers being physical, neglect, sexual and verbal abuse. The examples provided for unintentional abuse were often wordy and unclear. Examples for unintentional abuse needed to be made more explicit:

Example 1 – A resident being verbally aggressive to a member of staff - this would count as intentional

Example 2 – A resident who has dementia being verbally aggressive to a member of staff – this would be unintentional.

Question 4 (b)*

(b)* Explain the potential impacts of biological and psychological hazards on patients requiring care in a hospital.

Your answer must include:

- Examples of biological and psychological hazards
- Impacts of both hazards on the patients

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..... [8]

Many candidates were able to provide examples of both biological and psychological hazards with the most common ones being:

Biological – faeces, urine, blood, vomit and infections

Psychological – stress and fatigue

Most candidates were also able to explain the impacts of these hazards on patients in depth, with the most commonly occurring answers being conditions worsening, having to stay longer in hospital, being provided with poor / inadequate care and the emotional effects. The most common errors seen were in not using the correct vocational language for biological hazards, stating chemical hazards and providing impacts on the staff.

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