

Examiners' Report  
June 2012

GCSE Health & Social Care 5HS04 01

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## **Introduction**

The examination paper, the third in the series, is the synoptic paper for the Double Award qualification. The paper consists of three questions based on a scenario. Each question is divided into two different types - short answer questions requiring candidates to apply knowledge and extended writing questions which require candidates to formulate their knowledge and apply it in a coherent, balanced argument which reads logically. It was pleasing to note the preparation of the candidates by the centres for this examination as they appeared to be well prepared and able to write reasoned extended responses. The paper has been prepared in such a way as to discriminate between candidates; the mark scheme has been devised to provide access to all candidates. The paper accurately reflects the unit specification.

## Question 1 (a)

This question asked candidates to identify two other needs, having given a hint in the question stem by naming social needs. A number of candidates did not take note of this hint and failed to answer the question correctly.

**Answer ALL questions. Write your answers in the space provided.**

1 Camille is 15 years of age. She has a profile on a social networking site with over 100 friends and contacts. Camille has a public profile on the site and updates it regularly with photographs of her family and friends. Unfortunately, images of her drinking at a party have been uploaded on to the site and appear to show her drunk. Camille is embarrassed by her behaviour.

(a) Camille's social needs are important to her.

Identify **two** other needs that Camille may have. (2)

1 embarrassed by her behaviour

2 Support from her friends



### ResultsPlus Examiner Comments

No marks were awarded because the candidate did not identify two other needs; they failed to answer the question.



### ResultsPlus Examiner Tip

Ensure that candidates read the questions carefully and look for any helpful hints in either the scenario or the question stem.

Answer ALL questions. Write your answers in the space provided.

1

Camille is 15 years of age. She has a profile on a social networking site with over 100 friends and contacts. Camille has a public profile on the site and updates it regularly with photographs of her family and friends. Unfortunately, images of her drinking at a party have been uploaded on to the site and appear to show her drunk. Camille is embarrassed by her behaviour.

(a) Camille's social needs are important to her.

Identify **two** other needs that Camille may have.

(2)

- 1 ~~physical needs~~ Camille may have  
physical needs which is exercise, food, drink  
etc.
- 2 intellectual needs which is your  
brain and how you sort things out



**ResultsPlus**  
Examiner Comments

Two different needs have been correctly identified by the candidate and therefore two marks were awarded.

## Question 1 (b)

This question builds on the theme of social needs that were identified in 1(a) and asks candidates to describe how social networking sites may meet these needs. Examiners were looking for responses such as the ability to develop and maintain relationships which would then improve self-confidence, raise self-esteem and provide Camille with a sense of belonging. Candidates who only identified the development of relationships scored marks in level 1 whereas those who were able to identify relevant points and then fully describe them scored marks in level 2.

(b) Describe how the social networking site meets Camille's social needs.

(4)

She is able to talk to friends online so she will less likely lose contact. She will not become socially isolated ~~if~~ as she regularly ~~used~~ uses the site. It is a easy place to arrange meet ups so she can go out and see her friends if they make plans together.



**ResultsPlus**  
Examiner Comments

Four marks were awarded for this answer. The candidate identified the ability to develop and maintain relationships, developing their answer further by describing the effect of this on Camille's social needs.

(b) Describe how the social networking site meets Camille's social needs.

(4)

It meets her needs as she can gain friends on there and meet them so she is socialising, she can also chat to new or old friends on networking sites so she can keep in contact with them and still chat to them.



**ResultsPlus**  
Examiner Comments

The candidate scored 2 marks. The answer is repetitive and does not fully describe how the social networking site meets Camille's social needs.



**ResultsPlus**  
Examiner Tip

For describe questions, best practice is to identify points and then explain them in relation to the stem of the question.

## Question 1 (c)

A number of candidates experienced difficulties in answering this question as they found it challenging to convey their understanding of how Camille's self-concept could be affected by the publication of photographs of her on a social network site appearing drunk. The response below is a good example of a candidate who understood the question but was not awarded full marks as they did not provide a balanced argument.

(c) Camille is embarrassed by the photographs on the social networking site which appear to show her drunk.

Discuss the possible effects this may have on Camille's self-concept. 10w

(6)

With pictures of Camille's drunk on the social networking site this may make her feel angry seeing her self like that, but also this may make her feel low self-esteem. On Camille's self-concept she might feel ~~dis~~ quite low with her-self as of what other people may think of her.

With Camille being at a certain age she will not want to be the talk of the school, however wanting to fit in is the main thing she will want, especially if other children her age are doing it too.



**ResultsPlus**

**Examiner Comments**

Five marks were awarded to this candidate. The top paragraph describes anger leading to low self-esteem and then a low self-concept brought on by what people think of her. The bottom paragraph discusses how she does not want to be judged but wants to be popular - fitting in.



**ResultsPlus**

**Examiner Tip**

Try to have a balanced viewpoint written in a well structured format.

(c) Camille is embarrassed by the photographs on the social networking site which appear to show her drunk.

Discuss the possible effects this may have on Camille's self-concept.

(6)

Physically, ~~by~~ these pictures may effect Camille's self concept because ~~she~~ ~~is~~ if she worries too much she could end up stressed which if things got worse could turn into depression. Also by drinking she may not feel as attractive. Intellectually there may not be effects. Emotionally, Camille's self concept would lower because she will be upset about the pictures and she may feel devalued by her friends and she may feel she's lost her dignity. Socially, Camille might stop socialising and communicating with friends as she feels everything will end up online which could lead to her self concept lowering due to being socially isolated and not feeling valued.



**ResultsPlus**

**Examiner Comments**

6 marks were awarded to this candidate for this full answer. Their answer is coherent and well-structured. Links have been made between Camille's actions and the effects this has had upon her self-concept.



**ResultsPlus**

**Examiner Tip**

Structured responses in a coherent and balanced style score well.

(c) Camille is embarrassed by the photographs on the social networking site which appear to show her drunk.

Discuss the possible effects this may have on Camille's self-concept.

(6)

These pictures will knock Camille's self-esteem as she feels very embarrassed about them. Her self-concept will be very low as she doesn't feel comfortable with them being on the networking site where everyone can see them. Seeing herself drunk on them pictures may also knock her self-image as she will be feeling very disappointed with the way she looks; This may result to Camille not wanting to go out to anymore of her friends parties.



**ResultsPlus**

**Examiner Comments**

Four marks were awarded for this answer. The candidate discusses how Camille will be embarrassed which affects her self-esteem and self-image and the effect of this is she will not want to go out anymore with her friends.

### Question 1 (d)

This question required candidates to assess how the photographs of Camille may affect her relationship with her parents. As the command verb is 'assess' it is important in order to attain marks in level 3 that the candidates provide both a positive and negative response as to how it may affect Camille's relationship with her parents and a conclusion.

\* (d) The school has contacted Camille's parents and has made them aware of the photographs on the social networking site.

Assess how this may affect Camille's relationship with her parents.

(8)

AS the school have rung Camille's parents it may cause a lot of arguments between them; they may become ~~distanst~~ distant as her parents may also feel embarrassed or ashamed. This could lead into Camille moving in with another family member or a close friend. However Camille's parents may support her and talk to her about the dangers of alcohol and underage drinking which will bring their relationship closer which will have a positive affect on

Camille's self-concept. They may also show her how to remove the photo's so no-one can see them. If her parents feel she has broke trust they may build it back up. (Total for Question 1 = 20 marks)



**ResultsPlus**

**Examiner Comments**

6 marks were awarded to this candidate, which places the answer at the top of level 2 mark band. The candidate has identified that the parents may support Camille and the effect of them talking to her is that it may bring them closer together which is positive for her self-concept.



**ResultsPlus**

**Examiner Tip**

For a level 3 answer the examiners were looking for a link between how the parents may react - cause arguments, become distant and the effects this may then have on their relationship with Camille. For extended writing questions, a conclusion will usually gain candidates at least one extra mark even if it is just a simple statement or summary.

\*(d) The school has contacted Camille's parents and has made them aware of the photographs on the social networking site.

Assess how this may affect Camille's relationship with her parents.

(8)

This will cause conflict between Camille and her parents as she is only 15 years old and she is getting drunk. The legally age to drink alcohol is 18 years old. This will cause a strain on the relationship between Camille and her parents.



**ResultsPlus**

**Examiner Comments**

Two marks were awarded to the candidate for this level 1 response. They have correctly identified conflict and strain but there is no development of these two points.



**ResultsPlus**

**Examiner Tip**

For the candidate to move into the level 2 mark band they needed to have correctly identified two points - to go onto explain how the relationship between Camille and her parents may be then be affected.

## Question 2 (a)

Definitions of key terms are often used in examination papers. They provide the examiner with the means to test the candidates' recall abilities.

- 2 Camille's parents have discovered that she gets drunk regularly at the weekend. They have arranged for her to see a counsellor to discuss her drinking habits.

Care values are important when working as a counsellor.

- (a) Define the term 'care values'.

(2)

Care values are the things that a service provider should employ towards their service users. Examples of this are confidentiality, the clients rights and an anti-discriminatory practice.

- (b) Identify and describe two care values that the counsellor may use when working



**ResultsPlus**

**Examiner Comments**

The candidate scored 2 marks for this answer. They gave their definition of the key term care values and supported it with examples of the ways that care practitioners apply it to their work with service users.



**ResultsPlus**

**Examiner Tip**

Definitions of key terms supported by examples of how they can be applied as in this case often secure the marks for candidates as it clearly demonstrates their understanding of the term.

## Question 2 (b)

In the GCSE specification, part of the criterion of 4.2: Care values commonly used in practitioner work requires the candidate to demonstrate their understanding of how these care values are implemented in a care practitioner's work. This question requires the candidates to recall two of the care values and then apply them to the case study in the given scenario.

(b) Identify and describe **two** care values that the counsellor may use when working with Camille.

(4)

1. Maintaining confidentiality, not telling people Camille's business so she can build a trusting relationship with Camille.

2. Effective communication, talking effectively to Camille about her problems and listening to her feelings and discussing solutions to help her.



### ResultsPlus Examiner Comments

Full marks (4 marks) were awarded to this candidate for this good answer. They correctly identified two of the care values and described how they may be used by the care practitioner with the named service user.



### ResultsPlus Examiner Tip

Candidates should know what the different care values are. As part of a class activity get them to apply the care values to different case studies and scenarios.

## Question 2 (c)

Many candidates struggled with this question as they failed to focus their answer on the effects of discrimination and exclusion on service users. A large number of candidates examined the effects of discrimination on service users only and failed to mention exclusion on them.

\*(c) Camille did not like the counselling sessions and thought they were a waste of time. She felt that the counsellor did not listen to her but just gave her general advice.

Poor communication in a care environment can lead to service users feeling discriminated and excluded.

Examine the effects of discrimination and exclusion on service users.

(8)

This could mean disempowerment. The service user may have a negative self-concept, low self-esteem, low self-worth and negative self image.

Discrimination and exclusion are like forms of abuse leading to social isolation, stress and anxiety that could ultimately cause depression.

This is because the service user may find it difficult to maintain relationships having a negative effect on their social development as well as physically, intellectually & emotionally. ~~And socially.~~

They may socialise less and relationships may breakdown. There may be less support available to them worsening these effects.

Also if this care value is broken. Other care values could be broken, leading to a lack of trust, more abuse and insecurity.



**ResultsPlus**  
Examiner Comments

The candidate was awarded 7 marks, level 3 mark band. Their response is coherent and well-structured.

\*(c) Camille did not like the counselling sessions and thought they were a waste of time. She felt that the counsellor did not listen to her but just gave her general advice.

Poor communication in a care environment can lead to service users feeling discriminated and excluded.

Examine the effects of discrimination and exclusion on service users.

(8)

the effects of discrimination could make a service user feel not good about themselves. this may lower their self esteem and have a bad outcome on the person. they may feel as if they are not wanted or nobody wants to help them, and things like this may lead to bad outcomes such as the service user hurting themselves, they could feel as if everyone is better than them. it may solve the problem that service user came to get advice for which could lead the service user to carry on doing what they were doing and that may ruin them as they did not get to help and support that they needed.



### ResultsPlus

Examiner Comments

The candidate scored 3 marks for their level 1 response. It was weak as they only focused on the effects of discrimination and did not include the effects of exclusion on the service user.



### ResultsPlus

Examiner Tip

It is important that the candidate's response addresses the question being asked. If they only partially answer the question then they will only achieve marks in the lower mark band levels.

## Question 2 (d)

The focus of this question was empowerment and how it may affect an individual's growth and development. Overall it was not well answered as candidates appeared to struggle with the concept of empowerment.

\*d) Camille's boyfriend is called Ross. He has been very supportive over the incident of the photographs on the social networking site. Camille feels empowered through his support.

Assess the importance of empowerment on an individual's growth and development

(10)

Empowerment is important for an individual as it can empower them to be independent. Physically it can make sure they eat their 5 a day and get enough sleep. Intellectually being empowered may make them do well at school so they can get good qualification so they can get a good job. Emotionally it can increase an individual's self-concept as they may start to feel good about themselves. Socially it is good because they can go out with friends and socialise so they don't start to feel or become lonely as this would have a negative affect on a person's self-concept.

In conclusion being empowered to become independent is good when your younger because when your older and you live by yourself you will know how to look after yourself. If you are being empowered you feel you are being encouraged to do the best that you can which can raise your self-concept a lot. If you feel you have made someone proud and you get praise

(Total for Question 2 = 24 marks)



**ResultsPlus**  
Examiner Comments

For this level 2 answer the candidate was awarded 5 marks. They had identified some points and had begun to develop their answer linking empowerment with growth and development through PIES.



**ResultsPlus**  
Examiner Tip

It is important that candidates fully understand empowerment and how it may affect the growth and development of a service user.

\*d) Camille's boyfriend is called Ross. He has been very supportive over the incident of the photographs on the social networking site. Camille feels empowered through his support.

Assess the importance of empowerment on an individual's growth and development.

(10)

By a person feeling empowered would effects an individual's growth and development in a positive way. It would physically be affected by the individual more outgoing and helping the incident just brush over. Also it would be intellectually be affected by the individual learning from the mistake and would know not to let it happen again. Also it would be emotionally affected by the ~~world~~ individual's self-concept being increased positively and make them ~~ones~~ feel better about themselves. Also it would be socially affected by the individual feeling less embarrassed about the incident and being able to talk to people without worrying and also the individual having people there to talk to her when she feels low about something to help them raise their self-concept.



**ResultsPlus**  
Examiner Comments

This candidate was not awarded any marks for their response, they do not appear to understand what empowerment is.



**ResultsPlus**  
Examiner Tip

Whilst the candidate correctly structured their answer using PIES as it was a growth and development question, because they did not understand the term empowerment it was of not help to them.

### Question 3 (a)

A four mark question that requires candidates to identify how Ross may help Camille change her drinking habits and then to develop those points by describing how this may be accomplished.

3 (a) Describe how Ross may help Camille change her drinking habits.

(4)

Ross her Boyfriend can stop her drinking habits by helping her to stop drinking where he can stop drinking as well to encourage her. he can also try to persuade her ~~that she~~ to take meeting keeping her aware about the 'risks' in drinking -g assirly which will help her drinking habits



**ResultsPlus**  
Examiner Comments

4 marks were awarded to this candidate as they have described Ross as being a role model to Camille. In his supportive relationship with her he is raising her awareness of the effects on her health and well-being of drinking alcohol.

A describe question which focuses on the promotion of a positive relationship.

3 (a) Describe how Ross may help Camille change her drinking habits.

(4)

Ross could help Camille by planning weekend activities to occupy her and possibly even reduce the amount of time Camille spends ~~with~~ the social drinking. Being there to support her ~~with~~ may make Camille feel more positive about changing her life style.



**ResultsPlus**

**Examiner Comments**

4 marks were awarded to this candidate. They have discussed the support that Ross can offer Camille and developed their answer to include how he is going to do this and the effect this may then have on her.



**ResultsPlus**

**Examiner Tip**

Ensure the candidates understand lifestyle choices and the support that may be available to them when making those choices through positive relationships.

### Question 3 (b)

This question asks candidates to describe how being in a relationship can help maintain a positive self-image. As self-image is clearly stated in the question stem the candidates' answers must relate to this.

(b) Describe how being in a relationship with Ross can help maintain Camille's positive self-image.

(4)

By Camille being in a relationship with Ross this keep her self-image positive as it will make her feel more confident as she has someone also its not like she looks alone and she has something that others dont those things and also having a boyfriend boost confidence and makes her feel comfortable.



**ResultsPlus**  
Examiner Comments

This answer is repetitive and one mark was awarded for making Camille feel confident.



**ResultsPlus**  
Examiner Tip

Use the stem of the question as a checklist to help you structure your answer. If necessary re-read the stem to check that you have not left anything out.

(b) Describe how being in a relationship with Ross can help maintain Camille's positive self-image.

(4)

It could make Camille feel loved and wanted. Knowing that Ross is attracted to her because of her could automatically make Camille more comfortable with the way she looks. Also Ross ~~could~~ would be complimenting her alot which could also make her feel more positive with the way she looks.



### ResultsPlus Examiner Comments

2 marks were awarded to this candidate. They describe how Camille is loved and made to feel attractive.

### Question 3 (c)

A straight forward question requiring candidates to identify two aims of health promotion other than the one given in the question stem.

(c) The school is working closely with the local health promotion unit to raise awareness of a range of lifestyle issues such as binge drinking, drug use and sexual health.

Raising awareness is one aim of health promotion.

Identify **two** other aims of health promotion.

(2)

1. To maintain life expectancy

2. To help prevent illnesses



### ResultsPlus Examiner Comments

This candidate was awarded 1 mark for the second part of their answer. Although they were along the right lines regarding the first part of their answer by stating 'maintain life expectancy' it is not correct and should have read increasing or improving life expectancy.



### ResultsPlus Examiner Tip

For identify questions it is important for candidates to be completely familiar with the key terms in the specification.

(c) The school is working closely with the local health promotion unit to raise awareness of a range of lifestyle issues such as binge drinking, drug use and sexual health.

Raising awareness is one aim of health promotion.

Identify **two** other aims of health promotion.

(2)

1 To Educate people

2 To prepare people for life issues.



**ResultsPlus**  
Examiner Comments

No marks were awarded to this candidate as they failed to answer the question.



**ResultsPlus**  
Examiner Tip

The question stem provides the candidates with one of the aims of health promotion which they should have used as an aide memoire to help them with their answer.

### Question 3 (d)

The focus for this question is 'two ways the school could raise awareness'. Many candidates experienced difficulty in answering this question as they failed to write about the different ways that it could be done.

(d) Describe **two** ways the school could raise awareness of the importance of sexual health with their students.

(6)

1 The school can raise awareness of sexual health with their students by having a nurse come in and describe sexual health to them and explain what they can do to stay 'safe'. The nurse could also answer any questions the students may have.

2 The school could also have meetings available for the children with the school nurse to discuss protection and sexual health as well as their worries if they wish to.



#### ResultsPlus Examiner Comments

The candidate was awarded 3 marks for the first answer and 1 mark for the second as they repeat the question stem.



#### ResultsPlus Examiner Tip

It is important for candidates to not repeat the question stem in their answer but to use it as a checklist. They should re-read the stem after they have written their answer to check that they have not left anything out that it has asked them to do.

(d) Describe **two** ways the school could raise awareness of the importance of sexual health with their students.

(6)

1 One way the school could raise an awareness is to invite a person in the school that has faced having problems with sexual contact, to let the pupils know how it not only affects you but also what other people around you think of you, and friends and family.

2 Another way could be to show the pupils exactly what unprotected sex can do to you. They could use very disturbing photographs and make them big to show the whole class to think again before having unprotected sex.



**ResultsPlus**

**Examiner Comments**

2 marks were awarded to this candidate for each way they have identified giving them 4 marks overall.

### Question 3 (e)

This question can be argued both positively and negatively. At level 3 candidates were expected by the examiners to consider the consequences of the choices that were made.

\*(e) Examine the importance of an individual's right to make their own lifestyle choices.

(10)

Independence is a key aspect of a person's life particularly when it comes to making lifestyle choices.

A person has to be able to make their own lifestyle choices as they need to learn from their own mistakes. If they don't then their growth and development will be expected. ~~They~~ If someone does not have freedom then their self-worth will decrease. This happens when their self-concept, self-image and self-esteem will also go down.

Additionally, if someone feels forced into a lifestyle choice they will be more likely to rebel and make a bad lifestyle choice instead.

Lifestyle choices are often associated with milestones in life. These milestones are normally very vital and without them ~~the~~ their health, well-being, growth and development will all be severely affected.



#### ResultsPlus Examiner Comments

7 marks were awarded to this candidate for their level 3 answer. The candidate has attempted to make valid links with an individual's right to make their own lifestyle choices.



#### ResultsPlus Examiner Tip

Candidates should be encouraged to ensure that they have sufficient time to answer every question on the exam paper and to read the stem very carefully. Some candidates did not read the question properly and did not discuss in their answer the importance for an individual of making their own lifestyle choices.

\*(e) Examine the importance of an individual's right to make their own lifestyle choices.

(10)

It is very important in life that an individual makes their own choices. As if they make the wrong choice they will learn by their mistakes.

If other people will make your choice for you, you may end up feeling regret that you are not happy with that choice. If you don't make your own mistakes you will never be able to learn from them.

The only way you learn right from wrong is by learning from your past mistakes you've made in the past.

It is everyones own, you may think one thing is right, whereas someone else may think its wrong, therefore its important you stick by your own think as choose and do what you think is the right thing.

If you let other people make decisions for you you will be feeling unhappy in the long run.



**ResultsPlus**  
Examiner Comments

4 marks - level 2 answer. Points identified and weak explanation with lots of repetition.

## Paper Summary

Candidates appear to have been well prepared for this paper, the questions discriminating well across all levels and calibre of learners.

The following comments may be beneficial in helping candidates to improve upon their performance:

- Read the case studies and questions carefully.
- Ensure that the candidates answer the question asked and encourage them to keep referring back to the question stem to ensure that they are still addressing the question being asked.
- Recall knowledge accurately, learning key terms and specialist language.
- When constructing an extended response candidates should be encouraged to make links and write conclusions.
- Use PIES appropriately.
- The number of lines allocated to each question should provide candidates with a clear indication of how to plan their response. The more lines there are provided, the more marks allocated to that question and the more in-depth your answer should be.
- Practice past exam papers, paying particular attention to time. A number of the extended writing questions had not been attempted by some very good candidates which is an indicator that they ran out of time. Encourage candidates to attempt every question.

## **Grade Boundaries**

Grade boundaries for this, and all other papers, can be found on the website on this link:

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