

# 3625-520 – Level 2 Health, Care and Childcare – Theory Exam

March 2024

## Examiner Report

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# Introduction

This document has been prepared by the Chief Examiner, it is designed to be used as a feedback tool for centres to use in order to enhance teaching and preparation for assessment. It is advised that this document be referred to when preparing to teach and then again when candidates are preparing to sit examinations for City & Guilds Technical qualifications.

This report provides general commentary on candidate performance and highlights common themes in relation to the technical aspects explored within the assessment, giving areas of strengths and weakness demonstrated by the cohort of candidates who sat the **March 2024** examination series. It will explain aspects which caused difficulty and potentially why the difficulties arose, whether it was caused by a lack of knowledge, incorrect examination technique or responses that failed to demonstrate the required depth of understanding.

The document provides commentary on the following assessment;  
**3625-520 Level 2 Health, Care and Childcare – Theory Exam**

# Theory Exam – March 2024

## Grade Boundaries and distribution

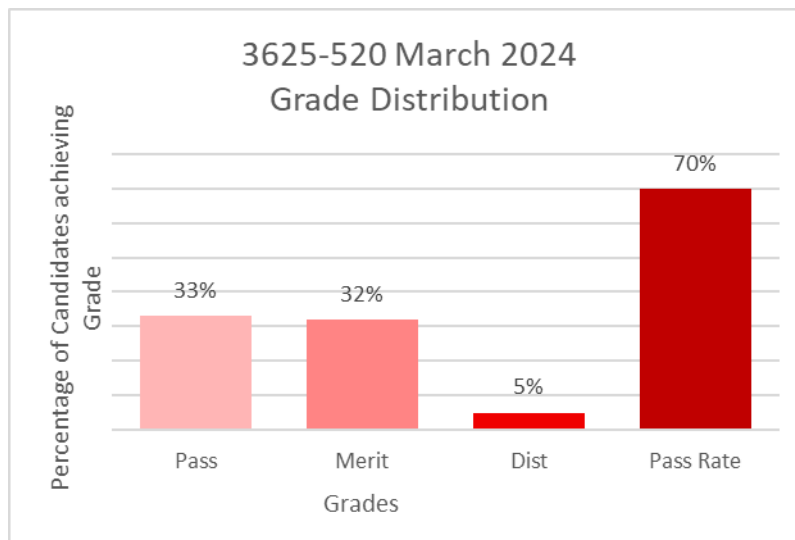
Assessment: **3625-520**

Series: **March 2024**

Below identifies the final grade boundaries for this assessment, as agreed by the awarding panel:

<b>Total marks available</b>	<b>60</b>
Pass mark	24
Merit mark	33
Distinction mark	42

The graph below shows the approximate distribution of grades and pass rates for this assessment:



# Chief Examiner Commentary

## General Comments on Candidate Performance

### Assessment component: 3625-520

#### Series 1 (March)

The question paper was well structured and was comparable to past papers in level of difficulty and content covered. Overall, candidates showed the ability to re-call basic knowledge (AO1) and on the whole, gave a reasonable performance, however, there was a reduction in performance compared to the March 2023 exam series. Candidates were not always showing the level of knowledge and understanding displayed in previous years. Command verbs were not consistently understood and followed.

Lower-scoring candidates often did not show knowledge from across the qualification. They demonstrated knowledge only in narrow areas of the specification. Points made were often generic and repeated in answers and across the paper. Higher-scoring candidates showed a greater breadth and depth of knowledge, points made were succinct and relevant to the question being asked.

Candidates demonstrated a good level of knowledge and understanding in the following topic areas:

- Understand factors that affect the delivery of healthcare and care services
- Understand healthcare and care services and settings
- Understand what childcare is and why it is provided for babies, children and families
- Follow infection control measures
- Understand safeguarding legislation and policies

Candidates gained marks for re-call questions (AO1) and showed knowledge on infection control by being able to state occasions when they should wash their hands. Candidates were also able to list potential forms of abuse. Their answers showed an insight into the scenario and the reasons why some individuals may be more vulnerable to abuse.

However, candidates were often not able to apply their understanding of relevant safeguarding legislation to the scenario. Candidates were able to provide basic definitions of a parent and a social worker, but these were often generic and some struggled to apply their understanding of the definitions to the AO2 question on communication.

Candidates could list multiple influences on development (AO1). However, some were unable to provide further explanations on how employment opportunities could be influenced by location. Responses often lacked depth, were generic and points made were repeated.

Candidates did not demonstrate a good level of knowledge and understanding in the following topic areas:

- Understand healthcare and care services and settings
- Understand types of childcare services
- Understand principles of health and safety legislation, workplace policies and procedures
- Understand when safeguarding practices are needed
- Understand how theories emerge, become recognised and used

Candidates often were unable to answer questions on service user groups and services. Some candidates showed knowledge of different job roles in the sector and transferrable skills between roles. However, answers were not always relevant to the question asked and were generic rather than specific to the scenario provided. The understanding of legislation and ways of working was

often not demonstrated. Candidates did not demonstrate understanding of how the specified legislations and guidelines outlined in the questions are applied in practice.

### **Extended Response Question**

The extended response question required candidates to consider a young child who had visited A&E with her mother for a second time in a short space of time, with potentially a significant injury. Candidates could consider a number of issues for this scenario. Most candidates showed some insight into the issues raised in the scenario and were able to make some relevant proposals to provide support. However, candidates sometimes displayed quite a narrow range of considerations. Some candidates only referred to the potential injury, others only discussed the potential safeguarding issues and few candidates demonstrated understanding of both.

Most candidates made reference to the values and principles of working in the sector in their responses and demonstrated insight into the potential impact of the injury and hospital visit on the individuals in the scenario. The extended response question also provided opportunity to demonstrate application of relevant legislation, developmental influences and theories. However, these were not considered by most candidates.

Higher achieving candidates' responses were well-structured. They were able to consider a broader range of issues and proposals and were able to reason their answers well.

Overall, candidates did not perform as well in the Extended Response Question when compared to the March 2023 exam series.

Centres should be reminded that for all candidates, reading exam questions carefully to be able to construct answers, accordingly, is strongly advised. It is also important to provide exam practice in responding to the Extended Response Question. Candidates should continue to develop skills in drawing on and applying information from all the units being examined.

### **Centres are reminded of the City & Guilds Technicals 'Exam Guides' available here**

[https://www.cityandguilds.com/-/media/productdocuments/health\\_and\\_social\\_care/care/3625/3625\\_level\\_2/assessment\\_materials/3625-20\\_technicals\\_exam\\_guide\\_2018\\_v1-1-pdf.ashx](https://www.cityandguilds.com/-/media/productdocuments/health_and_social_care/care/3625/3625_level_2/assessment_materials/3625-20_technicals_exam_guide_2018_v1-1-pdf.ashx)