

# **3625-530 – Level 3 Health and Care – Theory Exam (1)**

**March 2024**

## **Examiner Report**

# Contents

Introduction.....	3
Theory Exam – March 2024 .....	4
Grade Boundaries and distribution .....	4
Chief Examiner Commentary .....	5

## 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;  
**3625-530 Level 3 Health and Care – Theory Exam (1)**

# Theory Exam – March 2024

## Grade Boundaries and distribution

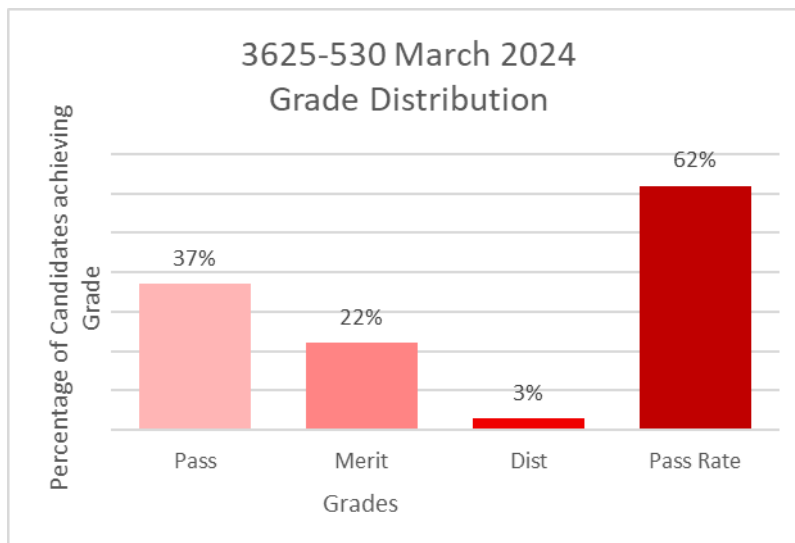
Assessment: **3625-530**

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	43

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: 3625-530

#### Series 1 (March)

The examination paper covered a range of learning outcomes for both recall and knowledge (AO1) and understanding (AO2) questions. Candidates, on the whole, gave a reasonable performance, however, there was a reduction in performance compared to March 2023.

Most inaccuracies occurred where candidates did not respond in full to the command verb. Some candidates did not attempt to offer a response at all which applied to both AO1 and AO2 questions. The responses to the Extended Response Question were generally limited in breadth of knowledge and depth of information. A few candidates drew on the application of information from across all units and achieved a higher mark.

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

- Apply communication skills and strategies to interpersonal care in work practice
- Understand interpersonal communication and interaction
- Understand how to apply infection control measures in health and care environments
- Understand how to apply security measures

Many candidates responded well to questions in these areas, often using examples as part of the answer to illustrate or expand upon a point. Most candidates demonstrated particularly accurate knowledge relating to cultural differences and the impact on the professional care relationship. Candidates responded well to questions relating to infection control measures and how to apply security measures where marks were gained by most candidates. Candidates also answered well on the topic of communication skills and strategies used to support individuals in receipt of care.

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

- Know the effects of discrimination on individuals in receipt of health and care services
- Understand health and care provision
- Understand how legislation and standards support the promotion of equality, citizenship and inclusivity
- Understand how to challenge discriminatory practice
- Understand how to apply infection control measures in health and care environments

In these topics, questions that required knowledge of subject-specific terms were often challenging for candidates to achieve marks. This applied to both recall of knowledge and understanding questions. The impact of this was that candidates were unable to offer correct responses, with some candidates offering no response at all, thus missing the opportunity to gain marks.

Candidates should be prepared to offer accurate recall of knowledge on all terminology. Candidates should also be encouraged to develop strategies to identify the question requirements and be prepared to read exam questions carefully. This will assist candidates to interpret the command verb accurately and construct their answers accordingly.

### **Extended Response Question**

The scenario required candidates to identify the key issues raised and discuss their significance. Candidates were required to explain how these issues may be addressed by professionals with reference to the application of professional care values and communication strategies.

Higher-performing candidates offered a detailed discussion of a wide range of key issues raised in the scenario, paying attention to all individuals involved. They made accurate references to professional care values and communication strategies that were relevant to the scenario. This type of holistic response, drawing on breadth and depth of knowledge and understanding from across the qualification, enabled these higher-performing candidates to construct a detailed answer that was well-reasoned and justified.

Lower-performing candidates gave responses that concentrated on the basic identification of needs for the individuals in the scenario. Often, this identification of needs was expanded upon by describing a physiological theory without application or justification. Candidates missed opportunities to show the relevance of professional care values or to make any links to communication strategies, legislation, or codes of practice when addressing key points from the scenario.

Candidates are encouraged to spend time in the examination identifying where unit content is applicable to support them in constructing their responses.

**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\\_3/assessment\\_materials/3625-030\\_and\\_530\\_technical\\_exam\\_document\\_2018\\_v2-1-pdf.ashx](https://www.cityandguilds.com/-/media/productdocuments/health_and_social_care/care/3625/3625_level_3/assessment_materials/3625-030_and_530_technical_exam_document_2018_v2-1-pdf.ashx)