

2014 HSC Human Services Marking Guidelines

Section I

Multiple-choice Answer Key

Question	Answer
1	D
2	D
3	A
4	C
5	C
6	C
7	B
8	B
9	C
10	D
11	C
12	C
13	D
14	C
15	A

Section II

Question 16 (a)

Criteria	Marks
• Demonstrates detailed understanding of the term <i>mandatory reporting</i>	2
• Demonstrates basic understanding of the term <i>mandatory reporting</i>	1

Sample answer:

Compulsory reporting of identified risks or harm to clients (can be specific to children or the elderly).

Question 16 (b)

Criteria	Marks
• Demonstrates a comprehensive knowledge of indicators of neglect and abuse	4
• Demonstrates a detailed knowledge of indicators of neglect and abuse	3
• Demonstrates a basic knowledge of indicators of neglect and abuse	2
• Demonstrates a limited knowledge of indicators of neglect and abuse	1

Answers could include:

Indicators of possible abuse and neglect may include:

- Physical abuse which may present as pain, bruising. Client may report that they have been hit or punched or spat on by others.
- Emotional or psychological abuse which may present as mental anguish, fear, withdrawal symptom and isolation. Carer may note that patient is called names, humiliated or threatened by others.
- Financial abuse which may present as lack of resources such as food or clothing. Client reporting that others are forcing them to make financial transactions, stealing from them or misusing their power of attorney.
- Sexual abuse which may present as the client having bruising or bleeding from sexual parts or the client acting out or being fearful. Client may report unwanted touching of private parts or sexual harassment by others.
- Neglect abuse may present as client having a lack of food or clothing or resources.
- Client may have poor hygiene, be underweight and have an unkempt appearance.

Question 17 (a)

Criteria	Marks
• Demonstrates a detailed understanding of <i>duty of care</i>	2
• Demonstrates a limited understanding of <i>duty of care</i>	1

Sample answer:

Once first aid is commenced then the first aider has committed to continue care to his or her level of training, knowledge and skills until the casualty no longer needs the first aider's care or until relieved by a more qualified person.

OR

The first aider must take reasonable care and their actions cannot increase the risk of harm.

Question 17 (b)

Criteria	Marks
• Demonstrates a detailed understanding of hygiene methods	2
• Demonstrates a limited understanding of hygiene methods	1

Sample answer:

Wash hands / use hand sanitiser and/or wear gloves.

Correct disposal of soiled material. Cleaning affected area if able.

Question 17 (c) (i)

Criteria	Marks
• Demonstrates a detailed understanding of airway management	2
• Demonstrates a limited understanding of airway management	1

Sample answer:

- Airway – assess if obstructed airway – head tilt chin lift
- Breathing – assess breathing sounds if breathing has improved (no longer exhibiting obstructed breathing)
- Circulation – assess patient’s colour: pink or cyanosed, if cold or clammy. Observe for shock.

Question 17 (c) (ii)

Criteria	Marks
• Demonstrates a detailed understanding of wound management	2
• Demonstrates a limited understanding of wound management	1

Sample answer:

- Assess blood loss – amount
- Control the bleeding – place a clean pad over bleeding site and apply pressure
- Stay with casualty and reassure. Cover to keep warm if possible
- Continue to observe for deterioration pallor.

Question 18 (a)

Criteria	Marks
• Correctly identifies TWO work practices for working sustainably	2
• Correctly identifies ONE work practice for working sustainably	1

Sample answer:

Environmentally sustainable work practices include:

- use of paper vs computer / technology
- solar panels vs general electrical system
- recycling water
- timed light switches
- paper recycling
- composting food scraps
- biodegradable products for cleaning.

Further strategies:

- workforce sustainability.

Question 18 (b)

Criteria	Marks
Demonstrates comprehensive knowledge of how emerging technologies affect work practices in client care	5
Demonstrates detailed knowledge of how emerging technologies affect work practices in client care	4
Demonstrates sound knowledge of how emerging technologies affect work practices in client care	3
Demonstrates basic knowledge of how emerging technologies affect work practices in client care	2
Demonstrates limited knowledge of how emerging technologies affect work practices in client care	1

Answers could include:

Emerging technologies:

- less invasive such as with CT scanning rather than performing operation to find the problem
- faster reporting and diagnosing
- hospital stay is streamlined
- communication between the multidisciplinary team is faster and precise with sending scan information and case conferencing world wide
- use of equipment in patient diagnosis such as real time ultrasound or calf compressors to prevent deep venous thrombosis
- new standards of treatment eg evidence based practice.

Question 19 (a)

Criteria	Marks
• Demonstrates a detailed understanding of skills required to work in the team	2
• Demonstrates a basic understanding of skills required to work in the team	1

Sample answer:

Skills required to work in the team include:

- Communication, such as listening, giving precise and correct information and feedback
- Carrying out duties within scope of practice as directed.

Answers could include:

To be an effective team member one could: participate in team discussions, contribute to the decision-making process, demonstrate good listening and questioning skills, negotiate, respect others, display conflict management skills.

Question 19 (b)

Criteria	Marks
• Clearly distinguishes between rights and obligations of health care workers • Provides appropriate examples of both	5
• Distinguishes between rights and obligations of health care workers • Provides an appropriate example of either	4
• Outlines the rights and obligations of health care workers • Provides an appropriate example	3
• Outlines a right or an obligation of health care workers	2
• Provides some relevant information	1

Sample answer:

Rights are the entitlements of workers. They can include breaks, remuneration, superannuation contribution (SGC) (if applicable), holiday/sick leave (if applicable), safe working conditions and equal opportunity. Free from bullying and harassment.

Obligations are mandatory requirements of workers. Obligations can include: maintaining safe working environment, confidentiality, punctuality, professional behaviour with internal and external stakeholders. Following and working within policy and procedures.

Question 20

Criteria	Marks
<ul style="list-style-type: none"> • Demonstrates a comprehensive understanding of the legal and ethical considerations when collecting and recording health information from clients • Consistently and accurately uses precise industry terminology and examples 	7
<ul style="list-style-type: none"> • Demonstrates a detailed understanding of the legal and ethical considerations when collecting and recording health information from clients • Uses specific industry terminology and examples 	5–6
<ul style="list-style-type: none"> • Demonstrates a basic understanding of the legal and ethical considerations when collecting and recording health information from clients • Uses some industry terminology 	3–4
<ul style="list-style-type: none"> • Demonstrates a limited understanding of the legal and ethical considerations when collecting and recording health information from clients • Uses non-industry terminology 	1–2

Answer could include:

Mandatory reporting for incidences of child protection / elder abuse

Importance of and standard procedures for information management:

- Document maintenance and maintenance of storage standard procedures include:
 - clinical notes must be written in black pen
 - how clinical notes should be written with no opinions only the facts
 - sequential order /contemporaneous reporting
 - signed
 - designation
- Document storage:
 - kept in a safe place
 - kept confidential
- Access to records and release of information
- Confidentiality – information can only be read by health professionals who are caring for the client
- Consent from the client if relatives want to access information
- Staff need to abide by the code of conduct and the ethical code in the workplace.

Section III

Question 21

Criteria	Marks
<ul style="list-style-type: none"> Provides a comprehensive explanation of strategies for the client and role of the multidisciplinary team Provides a logical and cohesive response that includes relevant industry terminology and industry examples 	13–15
<ul style="list-style-type: none"> Provides a detailed explanation of strategies for the client and role of the multidisciplinary team Provides a logical response that includes relevant industry terminology and industry examples 	10–12
<ul style="list-style-type: none"> Provides a sound explanation of strategies for the client and role of the multidisciplinary team Communicates information using some appropriate examples 	7–9
<ul style="list-style-type: none"> Provides a limited explanation of strategies for the client and role of the multidisciplinary team Communicates limited information 	4–6
<ul style="list-style-type: none"> Provides basic information 	1–3

Answers could include:

Strategies include:

- Falls assessment
- Waterlow
- Risk assessment
- Provision of special equipment eg air mattress, fluid balance, mobility aids, labelling her personal items
- Personal care needs including assistance with ADLs
- Identifying client preferences and cultural needs
- Orientation to the facility
- Admission and social history.

Investigations into why the woman has lost weight and has become so frail which includes a detailed history by the initial health professional.

Referral to the multidisciplinary team:

- Doctor – health assessment and diagnosis may lead to ongoing testing/management
- Dietician – to improve nutritional status and give advice and education on dietary needs
- Physiotherapist – check mobility needs, give exercises and strength training / rehabilitation to assist in remobilising client
- Occupational therapist – educate and organise equipment to enhance everyday living and hygiene needs such as shower chair, and home assessment once ready for discharge
- Social worker – to discuss worries, home and family support if isolation issues exist. Could be about financial, emotional, psychological or spiritual needs

- Discharge planning – looking at ways to keep the woman in her own home if this is appropriate
- Community Nurses – showering and follow up support
- Home care – showering, house cleaning and other assistance
- Meals on wheels – to provide easy pre-cooked meals to give nutritive balanced meals if unable to shop and cook for herself
- Community based day care or residential care
- Pastoral care – appropriate pastoral carer if required.

Section IV

Question 22 (a)

Criteria	Marks
<ul style="list-style-type: none"> • Demonstrates a comprehensive understanding of how cultural diversity affects the relationship between the employer and the employee • Consistently and accurately uses precise industry terminology 	6
<ul style="list-style-type: none"> • Demonstrates a detailed understanding of how cultural diversity affects the relationship between the employer and the employee • Consistently uses specific industry terminology 	4–5
<ul style="list-style-type: none"> • Demonstrates a basic understanding of how cultural diversity affects the relationship between the employer and the employee • Uses industry terminology 	2–3
<ul style="list-style-type: none"> • Demonstrates a limited understanding of how cultural diversity affects the relationship between the employer and the employee • Uses non-industry terminology 	1

Answers could include:

- Benefits of workplace diversity
- Need for tolerance and respect in the workplace
- Acknowledge the importance of respecting cultural differences and adopting a sensitive approach when dealing with communication in the workplace
- Proactive strategies for promoting workplace diversity and accommodating individual differences in the workplace
- Culturally appropriate work practices
- Effective cross-cultural communication skills.

Question 22 (b)

Criteria	Marks
<ul style="list-style-type: none"> • Demonstrates a comprehensive understanding of applying culturally safe care • Consistently and accurately uses precise industry terminology and examples 	8–9
<ul style="list-style-type: none"> • Demonstrates a detailed understanding of applying culturally safe care • Consistently uses specific industry terminology and examples 	6–7
<ul style="list-style-type: none"> • Demonstrates a basic understanding of applying culturally safe care • Uses industry terminology and some examples 	4–5
<ul style="list-style-type: none"> • Demonstrates a limited understanding of applying culturally safe care • Uses non-industry terminology 	1–3

Answers could include:

- Developing care plan with culturally respectful recommendations
- Addressing language barriers eg with the use of interpreters
- Respecting cultural difference and individual needs eg staff allocation
- Developing understanding of differing values, beliefs, attitudes and customs eg. prayer rooms
- Being non-judgemental and accepting differences eg food preferences
- Adopting a sensitive approach when communicating in the workplace eg eye contact
- Developing a multicultural theme for programs to acknowledge clients' and staff backgrounds
- Allowing clients to personalise their space to reflect their preferences eg music, pictures.

Question 23 (a)

Criteria	Marks
<ul style="list-style-type: none"> • Demonstrates a comprehensive understanding of how cultural diversity affects the relationship between the employer and the employee • Consistently and accurately uses precise industry terminology 	6
<ul style="list-style-type: none"> • Demonstrates a detailed understanding of how cultural diversity affects the relationship between the employer and the employee • Consistently uses specific industry terminology 	4–5
<ul style="list-style-type: none"> • Demonstrates a basic understanding of how cultural diversity affects the relationship between the employer and the employee • Uses industry terminology 	2–3
<ul style="list-style-type: none"> • Demonstrates a limited understanding of how cultural diversity affects the relationship between the employer and the employee • Uses non-industry terminology 	1

Answers could include:

- Benefits of workplace diversity
- Need for tolerance and respect in the workplace
- Acknowledge the importance of respecting cultural differences and adopting a sensitive approach when dealing with communication in the workplace
- Proactive strategies for promoting workplace diversity and accommodating individual differences in the workplace
- Culturally appropriate work practices
- Effective cross-cultural communication skills.

Question 23 (b)

Criteria	Marks
<ul style="list-style-type: none"> • Demonstrates a comprehensive understanding of applying culturally safe care • Consistently and accurately uses precise industry terminology and examples 	8–9
<ul style="list-style-type: none"> • Demonstrates a detailed understanding of applying culturally safe care • Consistently uses specific industry terminology and examples 	6–7
<ul style="list-style-type: none"> • Demonstrates a basic understanding of applying culturally safe care • Uses industry terminology and some examples 	4–5
<ul style="list-style-type: none"> • Demonstrates a limited understanding of applying culturally safe care • Uses non-industry terminology 	1–3

Answers could include:

- Developing care plan with culturally respectful recommendations (following client centred care principles)
- Addressing language barriers eg with the use of interpreters and written material in first language
- Respecting cultural difference and individual needs eg staff allocation
- Developing understanding of differing values, beliefs, attitudes and customs eg prayer rooms and engaging a variety of pastoral care workers to meet client needs
- Being non-judgmental and accepting differences when planning services eg food preferences when planning diets
- Adopting a sensitive approach when communicating in the workplace eg eye contact
- Developing a multicultural theme for programs to acknowledge clients' and staff backgrounds
- Personalise clinic spaces to reflect client preferences eg music, pictures.

Question 24 (a)

Criteria	Marks
<ul style="list-style-type: none"> • Demonstrates a comprehensive understanding of how cultural diversity affects the relationship between the employer and the employee • Consistently and accurately uses precise industry terminology 	6
<ul style="list-style-type: none"> • Demonstrates a detailed understanding of how cultural diversity affects the relationship between the employer and the employee • Consistently uses specific industry terminology 	4–5
<ul style="list-style-type: none"> • Demonstrates a basic understanding of how cultural diversity affects the relationship between the employer and the employee • Uses industry terminology 	2–3
<ul style="list-style-type: none"> • Demonstrates a limited understanding of how cultural diversity affects the relationship between the employer and the employee • Uses non-industry terminology 	1

Answers could include:

- Benefits of workplace diversity
- Need for tolerance and respect in the workplace
- Acknowledge the importance of respecting cultural differences and adopting a sensitive approach when dealing with communication in the workplace
- Proactive strategies for promoting workplace diversity and accommodating individual differences in the workplace
- Culturally appropriate work practices
- Effective cross-cultural communication skills

Question 24 (b)

Criteria	Marks
<ul style="list-style-type: none"> • Demonstrates a comprehensive understanding of applying culturally safe care • Consistently and accurately uses precise industry terminology and examples 	8–9
<ul style="list-style-type: none"> • Demonstrates a detailed understanding of applying culturally safe care • Consistently uses specific industry terminology and examples 	6–7
<ul style="list-style-type: none"> • Demonstrates a basic understanding of applying culturally safe care • Uses industry terminology and some examples 	4–5
<ul style="list-style-type: none"> • Demonstrates a limited understanding of applying culturally safe care • Uses non-industry terminology 	1–3

Answers could include:

- Developing care plan with culturally respectful recommendations
- Addressing language barriers eg with the use of interpreters
- Respecting cultural difference and individual needs eg staff allocation
- Developing understanding of differing values, beliefs, attitudes and customs eg prayer rooms
- Being non-judgemental and accepting differences eg food preferences
- Adopting a sensitive approach when communicating in the workplace eg eye contact
- Developing a multicultural theme for programs to acknowledge clients' and staff backgrounds eg celebrate Harmony Day

Human Services

2014 HSC Examination Mapping Grid

Section I

Question	Marks	HSC content – focus area	Employability skills (Please put an X where appropriate)						Targeted performance bands	
			Communication	Teamwork	Problem-solving	Initiative and enterprise	Planning and organising	Self-management		Learning
1	1	Health and Wellbeing/HLTAP301B – Page 25								2–3
2	1	Work/CHCCS411C/HLTHIR301C – Page 43								2–3
3	1	Safety/HLTFA301C – Page 35								2–3
4	1	Safety/CHCWHS312A – Page 35								2–3
5	1	Industry Context/CHCCS411C/HLTHIR301C – Page 30								2–3
6	1	Work/ HLTHIR403C – Page 43								3–4
7	1	Health and Wellbeing/HLTAP301B/CHCICS303A – Page 25								3–4
8	1	Work/HLTHIR403C/CHCCS411C/HLTAP301C – Page 46								4–5
9	1	Health and Wellbeing/HLTAP301C – Page 25								4–5
10	1	Safety/CHCWHS312A/HLTWHS200A/HLTIN301C– Page 38								4–5
11	1	Health and Wellbeing/CLTAP301B – Page 25								4–5
12	1	Safety/HLTIN301C – Page 38								4–5
13	1	Safety – First Aid/HLTFA311A – Page 39								4–5
14	1	Safety/HLTIN301C – Page 37								6–6
15	1	Safety/HLTIN301C – Page 37								5–6

Section II

Question	Marks	HSC content – focus area	Employability skills (Please put an X where appropriate)							Targeted performance bands
			Communication	Teamwork	Problem-solving	Initiative and enterprise	Planning and organising	Self-management	Learning	
16 (a)	2	Work/CHCCS411C/HLTHIR301C – Page 45								2–3
16 (b)	4	Health and Wellbeing/TAP – Page 24								2–5
17 (a)	2	Safety – First Aid/HLTFA311A/HLTIN301C – Page 39								2–3
17 (b)	2	Safety – First Aid/CHCWHS312A or HLTOHS200A – Page 39								3–5
17 (c) (i)	2	Safety – First Aid/CHCWHS312A or HLTOHS200A – Page 39								3–5
17 (c) (ii)	2	Safety – First Aid/CHCWHS312A or HLTOHS200A – Page 39								3–5
18 (a)	2	Work/HLTHIR403C – Page 45								3–4
18 (b)	5	Work/CHCCS411C Or HLTHIR301C – Page 47								3–6
19 (a)	2	Work/CHCCS411C/HLTHIR301A – Page 43								3–4
19 (b)	5	Work/CHCCS411C/HLTHIR301A – Page 43								3–4
20	7	Industry Context/CHCCS411C Or HLTHIR301C – Page 45								2–6

Section III

Question	Marks	HSC content – focus area	Employability skills (Please put an X where appropriate)							Targeted performance bands
			Communication	Teamwork	Problem-solving	Initiative and enterprise	Planning and organising	Self-management	Learning	
21	15	Health and Wellbeing/HLTAP301B/CHCICS303A – Page 26, 30								2–6

Section IV

Question	Marks	HSC content – focus area	Employability skills (Please put an X where appropriate)					Targeted performance bands		
			Communication	Teamwork	Problem-solving	Initiative and enterprise	Planning and organising		Self-management	Learning
22 (a) 23 (a) 24 (a)	6	Health and Wellbeing/Work/ HLTHIR403C/CHCCS411C/HLTHIR301C/CHCIC5303A – page 26, page 43, page 48								2–6
22 (b) 23 (b) 24 (b)	9	Health and Wellbeing/Work/ HLTHIR403C/CHCCS411C/HLTHIR301C/CHCIC5303A – page 26, page 43, page 48								2–6