Human Services
Sample HSC Examination Questions

The first HSC examination for Human Services will be held in 2012.

The Human Services examination specifications can be found in the *Assessment and Reporting in Human Services* document at:

The Human Services examination will consist of a written paper worth 80 marks. The examination mark for each candidate will be converted to a mark out of 100. The paper will consist of four sections:

- Section I (objective response questions)
- Section II (short-answer questions)
- Section III (extended response question) and
- Section IV (structured extended response question).

The following sample questions provide examples of some questions that may be set in HSC examinations for Human Services. Each question has been mapped to a HSC Content focus area to show how the sample question relates to syllabus outcomes and content. Where appropriate, the employability skill(s) being assessed are indicated. The targeted performance bands for the item indicate the level of difficulty of each item.

The range of bands shown indicates the performance candidates may be able to demonstrate in their responses. For example, if an item is shown as targeting Bands 3–5, it indicates that candidates who demonstrate performance equivalent to the Band 3 description should be able to score some marks on the item, while those who perform at Band 5 or above could reasonably be expected to gain high marks. In the case of one-mark items, candidates who demonstrate performance at or above the bands shown generally could be expected to answer the item correctly.

Answers for the objective response questions have been italicised. Marking guidelines for one short-answer question (Section II) and one extended response question (Section III) are provided. The marking guidelines indicate the criteria associated with each mark or mark range.

A rubric indicating general criteria for judging performance for the extended response question in Section III has been included with the sample question. These criteria apply only
to Section III and are used to assess responses to the extended response question. These criteria are in addition to criteria specific to each question.

The sample questions and marking guidelines provide teachers and students with guidance as to the sort of questions to expect and how they may be marked. They are not meant to be prescriptive. Each year the structure of the examination will conform with the examination specifications. However, the number and type of questions in the examination may focus on different syllabus outcomes and content, or have a different range and balance than those given in this sample set of questions.
Section I  (15 marks)

There will be objective response questions to the value of 15 marks.

Candidates are given four possible answers (A, B, C or D) from which to choose the correct (or best) one. This type of question requires the candidate to have a degree of certainty about their knowledge and understanding of the subject.

The purpose of the other answers (distractors) is to present a range of options that appear to be feasible. Some could be correct in a given set of circumstances but are not the best overall answer. In other cases, distractors may be partially right with some element of incorrect information.

Section I sample questions

Sample question 1

HSC Content – focus area assessed: Health and wellbeing
Employability skills assessed: Communication
Targeted performance bands: 2–3

1 What is URTI the accepted abbreviation for?
   (A) Urinary tract infection
   (B) Upper renal tract infection
   (C) Urinary retention infection
   (D) Upper respiratory tract infection

Sample question 2

HSC Content – focus area assessed: Safety
Targeted performance bands: 2–3

2 Equipment can be a source of infection.
   Which of the following shows a pair of infection control measures that are used to prevent this?
   (A) Polishing and dusting
   (B) Maintenance and repair
   (C) Cleaning and sterilisation
   (D) Autoclaving and ventilation
Sample question 3

HSC Content – focus area assessed: Work
Employability skills assessed: Learning
Targeted performance bands: 4–5

3 What is the main purpose of a performance appraisal?
   (A) To improve work practices
   (B) To establish client care needs
   (C) To recruit the best employee for the job
   (D) To prepare a team leader report for management

Sample question 4

HSC Content – focus area assessed: Industry context
Targeted performance bands: 4–5

4 Which of the following work practices is most likely to require the application of the workplace privacy policy?
   (A) Making a client referral
   (B) Clarifying work instructions
   (C) Undertaking a risk assessment
   (D) Reporting an emergency situation
Section II (35 marks)

- There will be approximately five short-answer questions.
- Questions may contain parts.
- There will be approximately 12 items in total.
- At least two items will be worth from 4 to 8 marks.

Section II sample questions

Sample question 5 (6 marks)

*HSC Content – focus area assessed:* Health and wellbeing

*Targeted performance bands:* (a) 2–3  (b) 2–5

(a) What is the difference between the primary and secondary needs of clients?  
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(b) Describe, using examples, the interrelationship of social and emotional needs of clients.  
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Sample question 6 (8 marks)

HSC Content – focus area assessed: Industry context
Targeted performance bands: 2–6

Name a current issue affecting the health and/or aged care industry.

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What are the implications of this issue for both the worker and the organisation?

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Sample question 7 (9 marks)

HSC Content – focus area assessed: Industry context
Safety

Employability skills assessed: Problem-solving

Targeted performance bands: (a) 2–3 (b) 2–4 (c) 2–5

(a) Define duty of care.

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(b) How could you minimise risk to yourself when responding to a first aid situation in a community services/health workplace?

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(c) What are the legal implications for a person administering first aid?

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Sample question 8 (9 marks)

HSC Content – focus area assessed: Work
Employability skills assessed: Communication
                        Problem-solving
Targeted performance bands: (a) 2–4   (b) 2–5

You are working in a community services/health organisation and a client has complained to you about the standard of care provided by another worker.

(a) What immediate actions should you take in this situation?  
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(b) Describe TWO conflict resolution techniques that could be used if the client continues to complain.  
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Marking guidelines

**Sample question 8 (a)**

<table>
<thead>
<tr>
<th>Criteria</th>
<th>Marks</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Provides appropriate immediate actions the community services/health</td>
<td>2</td>
</tr>
<tr>
<td>worker could take to deal with the situation</td>
<td></td>
</tr>
<tr>
<td>• Provides at least one appropriate action</td>
<td>1</td>
</tr>
</tbody>
</table>

**Sample question 8 (b)**

<table>
<thead>
<tr>
<th>Criteria</th>
<th>Marks</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Provides a description of two conflict resolution techniques that could</td>
<td>4</td>
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<tr>
<td>be used if the client continued to complain</td>
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<tr>
<td>• Outlines two conflict resolution techniques</td>
<td>2–3</td>
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<tr>
<td>OR</td>
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<tr>
<td>• Describes in detail one technique that could be used if the client</td>
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<tr>
<td>continued to complain</td>
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<tr>
<td>• Identifies one conflict resolution technique</td>
<td>1</td>
</tr>
<tr>
<td>OR</td>
<td></td>
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<tr>
<td>• Makes a general statement about conflict resolution</td>
<td></td>
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</tbody>
</table>
Section III  (15 marks)

- There will be one extended response question.
- The question will have an expected length of response of around four pages of an examination writing booklet (approximately 600 words).

In your answer you will be assessed on how well you:
- demonstrate knowledge and understanding relevant to the question
- communicate ideas and information using relevant workplace examples and industry terminology
- present a logical and cohesive response

Sample question 9 (15 marks)

HSC Content – focus area assessed:  Industry context
Safety
Work

Employability skills assessed:  Communication
Initiative and enterprise
Teamwork

Targeted performance bands:  2–6

Explain how an employee in a health or aged care workplace can contribute to the occupational health and safety of colleagues and clients.
### Marking guidelines

<table>
<thead>
<tr>
<th>Criteria</th>
<th>Marks</th>
</tr>
</thead>
</table>
| - Demonstrates an excellent understanding and knowledge of occupational health and safety in a health or aged care workplace  
  - Identifies a range of appropriate strategies an employee in health or aged care could use to contribute to a safe work environment for colleagues and clients, explaining how the strategies could be used  
  - Communicates ideas and information effectively in a logical and cohesive response using appropriate health or aged care workplace examples and correct industry terminology | 13–15 |
| - Demonstrates a sound understanding and knowledge of occupational health and safety in a health or aged care workplace  
  - Identifies a range of strategies an employee in health or aged care could use to contribute to a safe work environment for colleagues and clients, explaining how some of the strategies could be used  
  - Communicates ideas and information in a cohesive response using appropriate health or aged care workplace examples and correct industry terminology | 10–12 |
| - Demonstrates a basic understanding and knowledge of occupational health and safety in a health or aged care workplace  
  - Identifies some strategies an employee in health or aged care could use to contribute to a safe work environment for colleagues or clients, explaining how the strategies could be used  
  - Communicates ideas and information using some appropriate health or aged care workplace examples and general industry terminology | 7–9 |
| - Demonstrates a limited understanding and knowledge of occupational health and safety in a health or aged care workplace  
  - Outlines strategies an employee in health or aged care could use to contribute to a safe work environment  
  - Communicates ideas and information with limited use of health or aged care workplace examples and/or some industry terminology | 4–6 |
| - Makes general statements regarding occupational health and safety and/or safe working environments  
  OR  
  - Identifies a strategy an employee in health or aged care could use to contribute to a safe work environment  
  AND  
  - Demonstrates limited communication skills and uses non-industry specific examples and terminology | 1–3 |
Section IV  (15 marks)

- There will be three structured extended response questions, one for each industry context: aged care, allied health assistance and health services assistance.
- Candidates will be required to answer the question on the industry context they have studied.
- Each question will consist of two or three parts, with one part worth at least 8 marks.
- Each question will have an expected length of response of around four pages of an examination writing booklet (approximately 600 words) in total.

The following sample structured extended response question is applicable to both allied health assistance and health services assistance industry contexts.

Sample question 10 (15 marks)

HSC Content – focus area assessed: Health and wellbeing

Industry context

Work

Targeted performance bands: 2–6

(a) Outline the primary role of one sector/department within the health industry. 3

(b) Describe the duties and responsibilities for a specific job role within the sector/department named in (a). 4

(c) Assess the contribution of one support service regularly accessed by the sector/department named in (a) to client health and wellbeing. 8
The following sample structured extended response question is applicable to the aged care industry context.

**Sample question 11 (15 marks)**

**HSC Content – focus area assessed:** Health and wellbeing  
**Industry context**  
**Work**  

**Employability skills assessed:** Problem-solving  
**Targeted performance bands:** 2–6

An elderly woman, from a non-English speaking background, lives alone after her husband passed away last year. Her adult children and grandchildren live interstate and she rarely sees them. After a recent fall in her home, her health and mobility have deteriorated. This has resulted in her having difficulty undertaking routine daily tasks and withdrawing from activities.

She is lonely, depressed and concerned about her future.

(a) Explain how the client’s circumstances could affect her health and wellbeing.  
(b) How could support services holistically address this client’s health and wellbeing requirements?