

# 2018 HSC Human Services Marking Guidelines

## Section I

### Multiple-choice Answer Key

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

## Section II

### Question 16 (a)

| Criteria  | Marks |
|---|-------|
| • Provides a basic explanation of the differences between passive and active exercise | 2     |
| • Provides a basic explanation of passive or active exercise                          | 1     |

**Sample answer:**

Passive exercises require assistance by the carer as the client is unable to move themselves. Active exercises are done by the client without assistance.

### Question 16 (b)

| Criteria   | Marks |
|--|-------|
| • Provides detailed explanation of contribution of physical activity in the maintenance of the cardiovascular system | 3     |
| • Provides an explanation of contribution of physical activity in the maintenance of the cardiovascular system       | 2     |
| • Provides basic information about physical activity in relation to the cardiovascular system                        | 1     |

**Sample answer:**

Physical activity contributes to the maintenance of the cardiovascular system by promoting transportation of substances to the cells. It promotes circulation, maintains healthy blood pressure, helps control body weight and helps protect against heart disease.

### Question 17 (a)

| Criteria  | Marks |
|---|-------|
| • Provides detailed features of a valid consent | 3     |
| • Provides sound features of a valid consent    | 2     |
| • Provides basic features of a valid consent    | 1     |

**Answers could include:**

Valid consent:

- Client must be informed about what they are consenting to and the risks involved
- Given voluntarily
- Must refer specifically to the actions that will be performed
- Must have legal capacity to give consent
- Must be of sound mind
- Must be of the age of consent.

**Question 17 (b)**

| Criteria  | Marks |
|---|-------|
| • Provides detailed outline of communication techniques | 2     |
| • Provides a basic outline of communication techniques  | 1     |

**Sample answer:**

To ensure work instructions are correctly interpreted communication techniques could include active listening and clarifying instructions.

**Question 17 (c)**

| Criteria   | Marks |
|--|-------|
| • Provides an explanation of the importance of understanding scope of practice | 2     |
| • Provides basic information about scope of practice                           | 1     |

**Sample answer:**

Scope of practice outlines the boundary of practice that the health worker has been trained in and has the knowledge and skills to perform. It is the legal boundary for safe practice.

**Question 18 (a)**

| Criteria  | Marks |
|---|-------|
| • Provides a clear outline of implications of not following a quality improvement program | 2     |
| • Provides a basic outline of not following a quality improvement program                 | 1     |

**Sample answer:**

The implications of not following a quality improvement program can be the increased risk of adverse events for clients and staff and decreased satisfaction with client services.

### Question 18 (b)

| Criteria   | Marks |
|--|-------|
| <ul style="list-style-type: none"> <li>Clearly identifies ways that a community services/healthcare worker contributes to sustainable use of resources</li> </ul>                | 3     |
| <ul style="list-style-type: none"> <li>Identifies some ways that a community services/healthcare worker contributes to sustainable use of resources</li> </ul>                   | 2     |
| <ul style="list-style-type: none"> <li>Provides basic information on the ways that a community services/healthcare worker contributes to sustainable use of resources</li> </ul> | 1     |

**Answers could include:**

- Appropriate use of PPE and medical equipment to reduce waste
- Electronic storage of medical information to avoid excess paper usage
- Recycling of paper
- Turning off power when not using facilities.

### Question 18 (c)

| Criteria  | Marks |
|---|-------|
| <ul style="list-style-type: none"> <li>Provides a detailed description of the effect of personal bias on client care</li> </ul> | 3     |
| <ul style="list-style-type: none"> <li>Provides a sound description of the effect of personal bias on client care</li> </ul>    | 2     |
| <ul style="list-style-type: none"> <li>Provides a basic description of the effect of personal bias on client care</li> </ul>    | 1     |

**Answers could include:**

- Actions in the health worker's body language and approach to the client can reveal thoughts
- Personal bias can lead to stereotyping when delivering care
- Reduces client-centred care as the health worker goes by their assumptions and judgements
- Ineffective or poor communication between the health worker and the client.

## Question 19

| Criteria  | Marks |
|---|-------|
| <ul style="list-style-type: none"> <li>Provides a comprehensive explanation of prevention of transmission of infection in the workplace using standard precautions</li> <li>Includes workplace examples and industry terminology</li> </ul> | 5     |
| <ul style="list-style-type: none"> <li>Provides a detailed explanation of prevention of transmission of infection in the workplace using standard precautions</li> <li>Includes workplace examples and industry terminology</li> </ul>      | 4     |
| <ul style="list-style-type: none"> <li>Provides a sound explanation of prevention of transmission of infection in the workplace using standard precautions</li> <li>Includes some workplace examples and industry terminology</li> </ul>    | 3     |
| <ul style="list-style-type: none"> <li>Provides a basic explanation of prevention of transmission of infection in the workplace</li> <li>Includes a workplace example</li> </ul>  | 2     |
| <ul style="list-style-type: none"> <li>Provides some information about prevention of transmission of infection OR a relevant workplace example</li> </ul>   | 1     |

### **Answers could include:**

Standard precautions are used in the workplace to protect the worker from potential pathogens when handling bodily fluids. They are universally applied to every client.

Standard precautions used to stop transmission of pathogens include:

- When cleaning the workplace environment use specific coloured items for particular areas to prevent pathogens being transmitted from one area to another. The higher the risk the more stringent the cleaning schedule.
- When dealing with linen, placing it in the appropriate bag ensures that contaminated linen is handled and washed in the appropriate way to prevent the transmission of infection.
- When handling sharps, placing them in the sharps bins straight away prevents any injury to the health worker that could transmit the pathogen.
- Disposing of contaminated waste in yellow bins ensures that it is disposed of correctly when it is collected.
- Hand hygiene at the five moments when delivering care prevents infection for the client and the worker.
- Appropriate use of PPE protects the health worker from getting infection from a client.

### Question 20 (a)

| Criteria   | Marks |
|--|-------|
| • Provides TWO or more examples of signs and symptoms of hypoglycaemia | 2     |
| • Provides ONE symptom or sign of hypoglycemia                         | 1     |

**Answers could include:**

Hypoglycaemic symptoms could include:

- dizziness, lightheadedness
- weakness, shaking, trembling
- lack of concentration
- headache
- irritability
- sweating
- hunger.

### Question 20 (b)

| Criteria   | Marks |
|--|-------|
| • Provides a comprehensive description of the first aid management of sprains or strains | 3     |
| • Provides a detailed description of the first aid management of sprains or strains      | 2     |
| • Provides a basic description of the first aid management of sprains or strains         | 1     |

**Sample answer:**

First aid management for strain or sprain includes:

DRSABCD

and

R rest the casualty and restrict movement to the injured part

I ice or cold pack is applied to the injured part to reduce swelling reaction

C compression is placed around the injured part by applying a bandage

E elevation of the injured part

## Section III

### Question 21

| Criteria  | Marks |
|---|-------|
| <ul style="list-style-type: none"> <li>Provides a comprehensive explanation of stress and fatigue management strategies for the health worker and the workplace</li> <li>Includes relevant management strategies and workplace examples</li> <li>Uses industry terminology</li> </ul> | 13–15 |
| <ul style="list-style-type: none"> <li>Provides a detailed explanation of stress and fatigue management strategies for the health worker and the workplace</li> <li>Includes some management strategies and workplace examples</li> <li>Uses industry terminology</li> </ul>          | 10–12 |
| <ul style="list-style-type: none"> <li>Provides a sound explanation of stress and fatigue management strategies for the health worker and the workplace</li> <li>Includes some management strategies and/or workplace examples and/or uses industry terminology</li> </ul>            | 7–9   |
| <ul style="list-style-type: none"> <li>Provides basic information about stress and/or fatigue management strategies for the healthcare worker and/or the workplace</li> <li>Provides basic examples</li> <li>Uses some industry terminology</li> </ul>                                | 4–6   |
| <ul style="list-style-type: none"> <li>Provides limited information about stress and/or fatigue in the workplace</li> </ul>   | 1–3   |

**Answers could include:**

Management strategies:

- Fair rostering and length of shifts
- Fair patient/client ratio
- Equipment up to date and in good working order
- Training in use of equipment
- Enough equipment and PPE to maintain safe workplace
- Early intervention and recognition of management and supervisors
- Guidelines for effective reporting of workplace bullying and resolution
- Time management strategies
- Encourage staff health programs and positive workplace culture
- Workplace counsellor
- Reflection and feedback in supervision and performance review
- Debrief after a critical incident
- Workplace diversity, inclusiveness and culturally appropriate workplace practices.

## Section IV

### Question 22 (a)

| Criteria   | Marks |
|--|-------|
| <ul style="list-style-type: none"> <li>Provides a comprehensive description of the roles of the community services/healthcare team when delivering respite and home care to this client</li> </ul> | 5     |
| <ul style="list-style-type: none"> <li>Provides a detailed description of the roles of the community services/healthcare team when delivering respite and home care to this client</li> </ul>      | 4     |
| <ul style="list-style-type: none"> <li>Provides a sound description of the roles of the community services/healthcare team when delivering respite and home care to this client</li> </ul>         | 3     |
| <ul style="list-style-type: none"> <li>Provides a basic description of the roles of the community services/healthcare team when delivering respite or home care to this client</li> </ul>          | 2     |
| <ul style="list-style-type: none"> <li>Provides some information about the community services/healthcare team or respite or home care</li> </ul>   | 1     |

**Answers could include:**

Roles of the community services/healthcare team include:

- Medical: oversee treatment and prescribe medications
- Nursing: deliver care and medications, patient education
- Dietician: organise diet for weight and diabetes
- Diabetic Educator: plan for managing BGL, diet etc
- Physio: manage mobility rehabilitation post fall
- Podiatrist: manage foot health (especially with diabetes)
- Social worker: assist in grief and social services and support groups
- Occupational therapist: home modifications and equipment and rehabilitation
- Chaplain: spiritual guidance and support
- Interpreter: to assist with understanding of procedures and consent in mother tongue
- Community: Meals on Wheels, community nurse (home visiting), ACAT assessment and services (cleaning, shopping, appointments, cooking etc).

## Question 22 (b)

| Criteria   | Marks |
|--|-------|
| <ul style="list-style-type: none"> <li>Provides a comprehensive explanation of how the community services/healthcare worker ensures the client's dignity, comfort and safety while delivering care</li> <li>Uses relevant industry terminology and workplace examples</li> <li>Presents a consistently logical and cohesive response</li> </ul>      | 13–15 |
| <ul style="list-style-type: none"> <li>Provides a detailed explanation of how the community services/healthcare worker ensures the client's dignity, comfort and safety while delivering care</li> <li>Uses industry terminology and workplace examples</li> <li>Presents a logical and cohesive response</li> </ul>                                 | 10–12 |
| <ul style="list-style-type: none"> <li>Provides a sound explanation of how the community services/healthcare worker ensures the client's dignity and/or comfort and/or safety while delivering care [must include two of these aspects]</li> <li>Uses industry terminology and/or workplace examples</li> <li>Presents a logical response</li> </ul> | 7–9   |
| <ul style="list-style-type: none"> <li>Provides a basic explanation of how the community services/healthcare worker ensures the client's dignity and/or comfort and/or safety while delivering care</li> <li>Uses basic industry terminology and/or examples</li> <li>Presents a basic response</li> </ul>   | 4–6   |
| <ul style="list-style-type: none"> <li>Provides limited information about delivery of care</li> <li>Provides a minimal response</li> </ul>   | 1–3   |

### **Answers could include:**

#### Dignity:

- Client-centred care
- Respectful communications
- Ensure privacy when doing procedures
- Validating her choices and feelings
- Respecting her client rights
- Appropriate assistance to empower her.

#### Comfort:

- Personal hygiene
- Appropriate equipment for her comfort eg bed and mobility equipment
- Timely care
- Appropriate nutrition and hydration
- Therapeutic relationships
- Client issues reported to the appropriate person to ensure adequate response.

#### Safety:

- Assess and avoid risks and hazards
- Prevention of pressure injury and falls
- Maintain a safe environment
- Ensure safe work practice
- Active listening to patient cues
- Safe patient transfer and handover to and from respite care
- Notify family of transfer.

### Question 23 (a)

| Criteria  | Marks |
|---|-------|
| <ul style="list-style-type: none"> <li>Provides a comprehensive description of the roles of the community services/healthcare team when delivering care to this client in rehabilitation and discharge</li> </ul> | 5     |
| <ul style="list-style-type: none"> <li>Provides a detailed description of the roles of the community services/healthcare team when delivering care to this client in rehabilitation and discharge</li> </ul>      | 4     |
| <ul style="list-style-type: none"> <li>Provides a sound description of the roles of the community services/healthcare team when delivering care to this client in rehabilitation and discharge</li> </ul>         | 3     |
| <ul style="list-style-type: none"> <li>Provides a basic description of the roles of the community services/healthcare team when delivering care to this client in rehabilitation and discharge</li> </ul>         | 2     |
| <ul style="list-style-type: none"> <li>Provides some information about the community services/healthcare team or rehabilitation or discharge</li> </ul>   | 1     |

**Answers could include:**

Roles of the community services/healthcare team include:

- Medical: oversee treatment and prescribe medications
- Nursing: deliver care and medications, patient education
- Dietician: organise diet for weight and diabetes
- Diabetic Educator: plan for managing BGL, diet etc
- Physio: manage mobility rehabilitation post fall
- Podiatrist: manage foot health (especially with diabetes)
- Social worker: assist in grief and social services and support groups
- Occupational therapist: home modifications and equipment and rehabilitation
- Chaplain: spiritual guidance and support
- Interpreter: to assist with understanding of procedures and consent in mother tongue
- Community: Meals on Wheels, community nurse (home visiting), ACAT assessment and services (cleaning, shopping, appointments, cooking etc).

### Question 23 (b)

| Criteria   | Marks |
|--|-------|
| <ul style="list-style-type: none"> <li>Provides a comprehensive explanation of how the allied health worker ensures the client's dignity, comfort and safety while delivering care</li> <li>Uses relevant industry terminology and workplace examples</li> <li>Presents a consistently logical and cohesive response</li> </ul>      | 13–15 |
| <ul style="list-style-type: none"> <li>Provides a detailed explanation of how the allied health worker ensures the client's dignity, comfort and safety while delivering care</li> <li>Uses industry terminology and workplace examples</li> <li>Presents a logical and cohesive response</li> </ul>                                 | 10–12 |
| <ul style="list-style-type: none"> <li>Provides a sound explanation of how the allied health worker ensures the client's dignity and/or comfort and/or safety while delivering care [must include two of these aspects]</li> <li>Uses industry terminology and/or workplace examples</li> <li>Presents a logical response</li> </ul> | 7–9   |
| <ul style="list-style-type: none"> <li>Provides a basic explanation of how the allied health worker ensures the client's dignity and/or comfort and/or safety while delivering care</li> <li>Uses basic industry terminology and/or examples</li> <li>Presents a basic response</li> </ul>   | 4–6   |
| <ul style="list-style-type: none"> <li>Provides limited information about delivery of care</li> <li>Provides a minimal response</li> </ul>   | 1–3   |

**Answers could include:**

Dignity:

- Client-centred care
- Respectful communications
- Ensure privacy when doing procedures
- Validating her choices and feelings
- Respecting her client rights
- Appropriate assistance to empower her.

Comfort:

- Personal hygiene
- Appropriate equipment for her comfort eg bed and mobility equipment
- Timely care
- Appropriate nutrition and hydration
- Therapeutic relationships
- Client issues reported to the appropriate person to ensure adequate response.

Safety:

- Assess and avoid risks and hazards
- Prevention of pressure injury and falls
- Maintain a safe environment
- Ensure safe work practice
- Active listening to patient cues
- Safe patient transfer and handover to and from the rehabilitation facility
- Notify family of transfer.

### Question 24 (a)

| Criteria   | Marks |
|--|-------|
| • Provides a comprehensive description of the roles of the community services/healthcare team when delivering care | 5     |
| • Provides a detailed description of the roles of the community services/healthcare team when delivering care      | 4     |
| • Provides a sound description of the roles of the community services/healthcare team when delivering care         | 3     |
| • Provides a basic description of the roles of the community services/healthcare team when delivering care         | 2     |
| • Provides some information about the team   | 1     |

**Answers could include:**

Roles of the community services/healthcare team include:

- Medical: oversee treatment and prescribe medications
- Nursing: deliver care and medications, patient education
- Dietician: organise diet for weight and diabetes
- Physio: manage mobility rehabilitation post fall
- Diabetic Educator: plan for managing BGL, diet etc
- Podiatrist: manage foot health (especially with diabetes)
- Social worker: assist in grief and social services and support groups
- Occupational therapist: home modifications and equipment and rehabilitation
- Chaplain: spiritual guidance and support
- Interpreter: to assist with understanding of procedures and consent in mother tongue
- Community: Meals on Wheels, community nurse (home visiting), ACAT assessment and services (cleaning, shopping, appointments, cooking etc).

### Question 24 (b)

| Criteria  | Marks |
|---|-------|
| <ul style="list-style-type: none"> <li>Provides a comprehensive explanation of how the health services assistant ensures the client's dignity, comfort and safety while delivering care</li> <li>Uses relevant industry terminology and workplace examples</li> <li>Presents a consistently logical and cohesive response</li> </ul>      | 13–15 |
| <ul style="list-style-type: none"> <li>Provides a detailed explanation of how the health services assistant ensures the client's dignity, comfort and safety while delivering care</li> <li>Uses industry terminology and workplace examples</li> <li>Presents a logical and cohesive response</li> </ul>                                 | 10–12 |
| <ul style="list-style-type: none"> <li>Provides a sound explanation of how the health services assistant ensures the client's dignity and/or comfort and/or safety while delivering care [must include two of these aspects]</li> <li>Uses industry terminology and/or workplace examples</li> <li>Presents a logical response</li> </ul> | 7–9   |
| <ul style="list-style-type: none"> <li>Provides a basic explanation of how the health services assistant ensures the client's dignity and/or comfort and/or safety while delivering care</li> <li>Uses basic industry terminology and/or examples</li> <li>Presents a basic response</li> </ul>   | 4–6   |
| <ul style="list-style-type: none"> <li>Provides limited information about delivery of care</li> <li>Provides a minimal response</li> </ul>  | 1–3   |

**Answers could include:**

Dignity:

- Client-centred care
- Respectful communications
- Ensure privacy when doing procedures
- Validating her choices and feelings
- Respecting her client rights
- Appropriate assistance to empower her.

Comfort:

- Personal hygiene
- Appropriate equipment for her comfort eg bed and mobility equipment
- Timely care
- Appropriate nutrition and hydration
- Therapeutic relationships
- Client issues reported to the appropriate person to ensure adequate response.

Safety:

- Assess and avoid risks and hazards
- Prevention of pressure injury and falls
- Maintain a safe environment
- Ensure safe work practice
- Active listening to patient cues
- Safe patient transfer and handover to and from the rehabilitation facility
- Notify family of transfer.

# 2018 HSC Human Services Mapping Grid

## Section I

| Question | Marks | HSC content – focus area  |
|----------|-------|---|
| 1        | 1     | Industry context — employment – page 27                                       |
| 2        | 1     | Work — misunderstanding and conflict – page 44                                |
| 3        | 1     | Industry context — anti-discrimination – page 29                              |
| 4        | 1     | Safety — infection prevention and control – page 35                           |
| 5        | 1     | Safety — incidents, accidents and emergencies – page 36                       |
| 6        | 1     | Healthy body systems — body systems and associated components – page 23       |
| 7        | 1     | Work — recording and reporting – page 42                                      |
| 8        | 1     | Healthy body systems — terminology fundamental word structure – page 24       |
| 9        | 1     | Industry context — legal and ethical issues – page 28                         |
| 10       | 1     | Work — communication – page 40  |
| 11       | 1     | Safety — incidents, accidents and emergencies – page 37                       |
| 12       | 1     | Healthy body systems — major body systems and associated components – page 23 |
| 13       | 1     | Safety — Risk management – page 34  |
| 14       | 1     | Industry context — legal and ethical issues – page 28                         |
| 15       | 1     | Healthy body systems — major body systems and associated components – page 23 |

## Section II

| Question | Marks | HSC content – focus area                                 |
|----------|-------|--|
| 16 (a)   | 2     | Healthy body systems — body systems and health – page 24 |
| 16 (b)   | 3     | Healthy body systems — body systems and health – page 23 |
| 17 (a)   | 3     | Industry context — legal and ethical issues – page 28    |
| 17 (b)   | 2     | Work — communication – page 40                           |
| 17 (c)   | 2     | Industry context — legal and ethical – page 28           |
| 18 (a)   | 2     | Work — the community services/health worker – page 41    |
| 18 (b)   | 3     | Work — work practices – page 42                          |
| 18 (c)   | 3     | Work — the community services/health worker – page 41    |
| 19       | 5     | Safety — infection prevention and control – page 35      |
| 20 (a)   | 2     | Healthy body systems — body systems and health – page 24 |
| 20 (b)   | 3     | Safety — incidents, accidents and emergencies – page 37  |

**Section III**

| <b>Question</b> | <b>Marks</b> | <b>HSC content – focus area</b>    |
|-----------------|--------------|------------------------------------|
| 21              | 15           | Safety — risk management – page 34 |

**Section IV**

| <b>Question</b> | <b>Marks</b> | <b>HSC content – focus area</b>                     |
|-----------------|--------------|---|
| 22 (a)          | 5            | Industry context — nature of the industry – page 26 |
| 22 (b)          | 15           | Industry context — nature of the industry – page 26 |
| 23 (a)          | 5            | Industry context — nature of the industry – page 26 |
| 23 (b)          | 15           | Industry context — nature of the industry – page 26 |
| 24 (a)          | 5            | Industry context — nature of the industry – page 26 |
| 24 (b)          | 15           | Industry context — nature of the industry – page 26 |