

## **2017 HSC Human Services Marking Guidelines**

### **Section I**

#### **Multiple-choice Answer Key**

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

## Section II

### Question 16 (a)

Criteria	Marks
• Provides comprehensive explanation of assessment and care information relevant to handover	3
• Provides an explanation of assessment and care information relevant to handover	2
• Provides basic information about DRSABCD	1

**Sample answer:**

When the casualty was discovered and in what state. DRSABC initially. What precautions taken and care given to the casualty during and post seizure. The duration and character of the seizure. The condition of the head wound and any care provided. Any information the first aider was able to obtain from the person, bystanders, and family would also need to be communicated.

### Question 16 (b)

Criteria	Marks
• Provides comprehensive description of infection control measures both during and after the event	3
• Provides sound description of infection control measures used for the event	2
• Provides limited information	1

**Sample answer:**

During the event first aiders need to consider hand hygiene using alcohol hand rubs or washing hands, wearing gloves, and use standard precautions. The first aider would also need to apply clean bandages to the wounds. After the event, first aiders need to dispose of any contaminated, soiled waste appropriately and clean up the immediate area if necessary.

**Question 17 (a)**

Criteria	Marks
• Provides detailed explanation of the benefits of self reflection	3
• Provides sound explanation of the benefits of self reflection	2
• Provides limited information about self reflection	1

***Sample answer:***

Self reflection is the intentional and thoughtful analysis of the clinical experience with the intention to improve or change your practice. It can assist in gaining understanding of how the health care worker interacts with their client. It can identify their own culture and biases/deficits, which can lead to new ways to improve situations. This can improve their practice.

**Question 17 (b)**

Criteria	Marks
• Provides detailed description of strategies to support diversity	3
• Provide sound description of strategies to support diversity	2
• Provide some information on strategies to support diversity	1

***Sample answer:***

A safe workplace that supports diversity enables clients and staff to feel comfortable and accepted and able to express what they need. Strategies to achieve this may include prayer rooms, education and training programs, eg respecting the difference. Strategies that include the clients may be the use of interpreters, culturally appropriate meals, models of care including individualised care and respecting clients' choices. For staff it may include professionalism, respect, appropriate conflict resolution and communication styles at all levels of the team. Flexible work practices and celebration of cultures may assist in connecting team and clients in a diverse workplace.

**Question 18 (a)**

Criteria	Marks
• Provides detailed examples of adverse effects of frequent hand washing	2
• Provides limited examples of adverse effects of frequent hand washing	1

**Answers could include:**

- Breach integumentary system
- Cause rashes
- Dry, cracked skin
- Cuts and abrasions
- Chronic skin conditions affected: psoriasis, dermatitis
- Infections – increased absences, sick leave
- Transfer of communicable diseases to self and others – MRSA, Hep B.

**Question 18 (b)**

Criteria	Marks
• Provides detailed description of measures to ensure healthy hands of health care workers in the workplace	2
• Provides limited description of measures to ensure healthy hands of health care workers in the workplace	1

**Sample answer:**

Measures to ensure healthy hands include appropriate hand hygiene technique with appropriate use of hand moisturisers. Health care workers should cover any cuts and breaks in their skin. They should report any allergies to products or gloves to allow the employer to provide appropriate substitutes.

**Answers could include:**

- Dry hands before putting on gloves
- Water not too hot
- Infection control assessment where necessary.

### Question 18 (c)

Criteria	Marks
<ul style="list-style-type: none"> <li>Provides detailed description of health care team roles</li> <li>Workplace examples included</li> </ul>	3
<ul style="list-style-type: none"> <li>Provides sound description of health care team roles</li> <li>Limited workplace examples</li> </ul>	2
<ul style="list-style-type: none"> <li>Provides limited information about health care team roles</li> </ul>	1

**Answers could include:**

- Nursing: wound dressings and deliver care
- Medical team: order medication and pain relief. Perform surgery
- Physiotherapist promotes the return of mobility and provision of appropriate aids
- Occupational therapist ensures home environment is adequate
- Dietitian ensures adequate dietary intake
- Social worker responds to client's social needs
- Chaplain, spiritual adviser, counsellor support spiritual and mental health.

### Question 19

Criteria	Marks
<ul style="list-style-type: none"> <li>Provides comprehensive description of the consequences for the facility, the clients and the health care team</li> </ul>	5
<ul style="list-style-type: none"> <li>Provides a sound description of the consequences for the facility, the clients and the health care team</li> </ul>	3–4
<ul style="list-style-type: none"> <li>Provides a basic description of the consequences for the facility and/or the clients and/or the health care team</li> </ul>	2
<ul style="list-style-type: none"> <li>Provides limited description of some consequences</li> </ul>	1

**Answers could include:**

- For the clients consequences could be disease spreading to immunosuppressed/vulnerable clients
  - Complications – death, disability
  - Infection control patient – isolation
- For the facility consequences could be loss of reputation, loss of staff, recruitment, financial consequences, resource use, workers compensation, facility closure, notifiable diseases
- For the health care team the consequences could be sick leave, staff shortage, loss of income, long-term impact on health of HCW, quality of life.

### Question 20 (a)

Criteria	Marks
<ul style="list-style-type: none"> <li>Provides detailed description of the Work Health and Safety Committee functions</li> </ul>	2
<ul style="list-style-type: none"> <li>Provides basic description of the Work Health and Safety Committee functions</li> </ul>	1

#### *Sample answer:*

The role of the WHS committee is consultation between employers and worker representatives. It makes recommendations for improvement in WHS and reviews measures taken to ensure health, safety and welfare of workers and organisation.

#### *Answers could include:*

- Reviews WHS policies and procedures
- Ensures compliance with WHS legislation – WHS Act, regulation and codes of practice 2012
- WHS responsibilities – legislation based on the principle of duty of care to employees, employers have to protect themselves and others in workplace.

### Question 20 (b)

Criteria	Marks
<ul style="list-style-type: none"> <li>Provides detailed explanation of RACE</li> </ul>	2
<ul style="list-style-type: none"> <li>Provides acronym RACE only or some explanation</li> </ul>	1

#### *Sample answer:*

Remove clients, alert staff to the fire, contain the fire, extinguish the fire if safe to do so or evacuate the clients and staff from the area. These steps can be done in any order (RACE).

**Question 20 (c)**

Criteria	Marks
<ul style="list-style-type: none"> <li>Provides detailed information to effectively evacuate work premises in the event of an emergency</li> </ul>	2
<ul style="list-style-type: none"> <li>Provides limited outline of information to effectively evacuate work premises in the event of an emergency</li> </ul>	1

***Sample answer:***

The health care worker should know where the exits and evacuation meeting points are located. They should understand the procedure to evacuate according to the evacuation plan, including the priority of client evacuation.

***Answers could include:***

- Follow instructions – who – fire warden, team leader, manager
- Disaster manual
- Who to report to
- Understanding equipment.

## Section III

### Question 21

Criteria	Marks
<ul style="list-style-type: none"> <li>Provides comprehensive information on support and care</li> <li>Provides comprehensive explanation of the effects of health problems associated with the musculoskeletal system</li> <li>Provides examples of equipment and resources</li> <li>Includes relevant workplace examples</li> </ul>	13–15
<ul style="list-style-type: none"> <li>Provides detailed information on support and care</li> <li>Provides detailed explanation of the effects of health problems associated with the musculoskeletal system</li> <li>Provides examples of equipment and/or resources</li> <li>Includes workplace examples</li> </ul>	10–12
<ul style="list-style-type: none"> <li>Provides sound information on support and care</li> <li>Provides sound explanation of the effects of health problems associated with the musculoskeletal system</li> <li>Provides some examples of equipment and/or resources and/or workplace examples</li> </ul>	7–9
<ul style="list-style-type: none"> <li>Provides basic information about support and care</li> <li>Provides basic information on the musculoskeletal system</li> </ul>	4–6
<ul style="list-style-type: none"> <li>Provides limited information about the musculoskeletal system and/or support and care</li> </ul>	1–3

#### *Answers could include:*

##### Musculoskeletal system:

- Support, shapes, strength, structure, red cell production, framework, synthesis of vitamin D, protect organs, movement and mobility, storage of fat and minerals, posture, generate heat from muscles, store calcium
- Common health problems:
  - Brittle bones
  - Slower healing
  - Reduced range of movement in joints
  - Bony overgrowths at joints
  - Bone material diminishes – shortening of the spine
  - Decreased vitamin D and calcium absorption
  - Increased calcium excretion
  - Progressive loss of muscle mass and strength
  - Slowing of muscle reflexes
  - Muscle may be replaced with fat
  - Disease processes – fractures, osteoporosis, osteoarthritis, rheumatoid arthritis, gout, osteomyelitis
  - Anaemia, tired, lack of energy
  - Reduced immunity



- Equipment and resources
  - Manual handling
  - WHS
  - Equipment – walkers, frames, pelican belts, wheelchairs, commodes, shower chairs, lifters, slide sheets, non-slip socks
  - Falls risk assessments
  - Care plans.

## Section IV

### Question 22 (a)

Criteria	Marks
• Provides a comprehensive outline of the principles of dignity of risk	3
• Provides a sound outline of the principles of dignity of risk	2
• Provides some information on the principles of dignity of risk	1

**Answers could include:**

Dignity of risk: the right to make their own decisions and to act independently even when those actions may involve risk to themselves.

### Question 22 (b)

Criteria	Marks
• Provides comprehensive explanation of how the health care worker can holistically address the health and wellbeing requirements of the client	6–7
• Provides detailed explanation of how the health care worker can holistically address the health and wellbeing requirements of the client	4–5
• Provides basic explanation of how the health care worker can holistically address the health and wellbeing requirements of the client	2–3
• Provides limited information on care delivery	1

**Answers could include:**

- Focus on the person as an individual
- Care and services meet the individual requirements and situation of the client, considering every aspect of the client
- Client requirements are at the centre of the service rather than organisation or health care worker routine
- Focuses on strengths not deficits of the client
- Physical, mental, social, emotional and spiritual wellbeing of the client
- Giving value to each client
- Each client thinks, acts, feels and makes choices or decisions
- Develops effective communication between client, family and teams
- Ethical issues to be considered.

**Question 22 (c)**

Criteria	Marks
<ul style="list-style-type: none"> <li>Provides a comprehensive explanation of the potential benefits to client, staff and organisation of providing support to achieve specified goals</li> <li>Uses relevant industry terminology and examples</li> <li>Presents a consistently logical and cohesive response</li> </ul>	9–10
<ul style="list-style-type: none"> <li>Provides a detailed explanation of the potential benefits to client and/or staff and organisation of providing support to achieve specified goals</li> <li>Uses industry terminology and/or examples</li> <li>Presents a logical and cohesive response</li> </ul>	7–8
<ul style="list-style-type: none"> <li>Provides a sound explanation of the potential benefits to client and/or staff and organisation of providing support to achieve specified goals</li> <li>Uses industry terminology and/or examples</li> <li>Presents a logical response</li> </ul>	5–6
<ul style="list-style-type: none"> <li>Provides a basic explanation of potential benefits and/or support to achieve the goals</li> <li>Uses basic examples and/or industry terminology</li> <li>Presents a limited response</li> </ul>	3–4
<ul style="list-style-type: none"> <li>Provides limited information that may relate to some aspect of the question</li> <li>Presents a minimal response</li> </ul>	1–2

**Answers could include:**

Client:

- Patient's rights to govern self; consent
- Motivation to achieve goals
- Social and emotional wellbeing
- Formulated in plan of care
- Individualised plans.

Organisation:

- Tailoring services to meet needs
- Accessing resources
- Efficient use of resources
- Cost effective
- Staff retention
- Facility reputation.

Staff:

- Job satisfaction
- Shared goals
- Teamwork
- Duty of care
- Advocacy
- Provide risk assessment, risk management.

### Question 23 (a)

Criteria	Marks
• Provides a comprehensive outline of the principles of dignity of risk	3
• Provides a sound outline of the principles of dignity of risk	2
• Provides some information on the principles of dignity of risk	1

***Answers could include:***

Dignity of risk: the right to make their own decisions and to act independently even when those actions may involve risk to themselves.

### Question 23 (b)

Criteria	Marks
• Provides comprehensive explanation of how the health care worker can holistically address the health and wellbeing requirements of the client	6–7
• Provides detailed explanation of how the health care worker can holistically address the health and wellbeing requirements of the client	4–5
• Provides basic explanation of how the health care worker can holistically address the health and wellbeing requirements of the client	2–3
• Provides limited information on care delivery	1

***Answers could include:***

- Focus on the person as an individual
- Care and services meet the individual requirements and situation of the client, considering every aspect of the client
- Client requirements are at the centre of the service rather than organisation or health care worker routine
- Focuses on strengths not deficits of the client
- Physical, mental, social, emotional and spiritual wellbeing of the client
- Giving value to each client
- Each client thinks, acts, feels and makes choices or decisions
- Develops effective communication between client, family and teams
- Ethical issues to be considered.

**Question 23 (c)**

Criteria	Marks
<ul style="list-style-type: none"> <li>Provides a comprehensive explanation of the potential benefits to client, staff and organisation of providing support to achieve specified goals</li> <li>Uses relevant industry terminology and examples</li> <li>Presents a consistently logical and cohesive response</li> </ul>	9–10
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**Answers could include:**

Client:

- Patient's rights to govern self; consent
- Motivation to achieve goals
- Social and emotional wellbeing
- Formulated in plan of care
- Individualised plans.

Organisation:

- Tailoring services to meet needs
- Accessing resources
- Efficient use of resources
- Cost effective
- Staff retention
- Facility reputation.

Staff:

- Job satisfaction
- Shared goals
- Teamwork
- Duty of care
- Advocacy
- Provide risk assessment, risk management.

**Question 24 (a)**

Criteria	Marks
• Provides a comprehensive outline of the principles of dignity of risk	3
• Provides a sound outline of the principles of dignity of risk	2
• Provides some information on the principles of dignity of risk	1

***Answer may include:***

Dignity of risk: the right to make their own decisions and to act independently even when those actions may involve risk to themselves.

**Question 24 (b)**

Criteria	Marks
• Provides comprehensive explanation of how the health care worker can holistically address the health and wellbeing requirements of the client	6–7
• Provides detailed explanation of how the health care worker can holistically address the health and wellbeing requirements of the client	4–5
• Provides basic explanation of how the health care worker can holistically address the health and wellbeing requirements of the client	2–3
• Provides limited information on care delivery	1

***Answers could include:***

- Focus on the person as an individual
- Care and services meet the individual requirements and situation of the client, considering every aspect of the client
- Client requirements are at the centre of the service rather than organisation or health care worker routine
- Focuses on strengths not deficits of the client
- Physical, mental, social, emotional and spiritual wellbeing of the client
- Giving value to each client
- Each client thinks, acts, feels and makes choices or decisions
- Develops effective communication between client, family and teams
- Ethical issues to be considered.

**Question 24 (c)**

Criteria	Marks
<ul style="list-style-type: none"> <li>Provides a comprehensive explanation of the potential benefits to client, staff and organisation of providing support to achieve specified goals</li> <li>Uses relevant industry terminology and examples</li> <li>Presents a consistently logical and cohesive response</li> </ul>	9–10
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<ul style="list-style-type: none"> <li>Provides limited information that may relate to some aspect of the question</li> <li>Presents a minimal response</li> </ul>	1–2

**Answers could include:**

Client:

- Patient's rights to govern self; consent
- Motivation to achieve goals
- Social and emotional wellbeing
- Formulated in plan of care
- Individualised plans.

Organisation:

- Tailoring services to meet needs
- Accessing resources
- Efficient use of resources
- Cost effective
- Staff retention
- Facility reputation.

Staff:

- Job satisfaction
- Shared goals
- Teamwork
- Duty of care
- Advocacy
- Provide risk assessment, risk management.

# 2017 HSC Human Services Mapping Grid

## Section I

Question	Marks	HSC content – focus area
1	1	Safety – INF – page 35
2	1	Work – COMM – page 40
3	1	Safety – WHS – page 32
4	1	Industry context – nature of industry – page 26
5	1	Healthy body systems – page 23
6	1	Safety – AID – page 38
7	1	Work – COMM – page 40
8	1	Safety – INF – page 35
9	1	Work – DIV – page 43
10	1	Healthy body systems – page 23
11	1	Work – DIV – page 43
12	1	Industry context – COMM – page 26
13	1	Safety – risk management – page 34
14	1	Healthy body systems – page 23
15	1	Safety – AID – page 37

## Section II

Question	Marks	HSC content – focus area
16 (a)	3	Safety – AID – page 38
16 (b)	3	Safety – INF – page 35
17 (a)	3	Industry context – COMM – page 27
17 (b)	3	Work – DIV – page 44
18 (a)	2	Healthy body systems – page 23
18 (b)	2	Healthy body systems – page 23
18 (c)	3	Work – COMM – page 40
19	5	Industry context – COMM – page 27
20 (a)	2	Safety – WHS – page 32
20 (b)	2	Safety – WHS – page 36
20 (c)	2	Safety – WHS – page 36

## Section III

Question	Marks	HSC content – focus area
21	15	Healthy body system – page 24



# **Section IV**

<b>Question</b>	<b>Marks</b>	<b>HSC content – focus area</b>
22 (a)	3	Industry context – COMM – page 28
22 (b)	7	Industry context – COMM – page 28
22 (c)	10	Industry context – COMM – page 28
23 (a)	3	Industry context – COMM – page 28
23 (b)	7	Industry context – COMM – page 28
23 (c)	10	Industry context – COMM – page 28
24 (a)	3	Industry context – COMM – page 28
24 (b)	7	Industry context – COMM – page 28
24 (c)	10	Industry context – COMM – page 28