



Rewarding Learning

ADVANCED SUBSIDIARY (AS)

General Certificate of Education

January 2012

Health and Social Care

Assessment Unit AS 3

assessing

Unit 3: Health and Well-being

[A3H31]

WEDNESDAY 11 JANUARY, AFTERNOON

MARK SCHEME

- 1 (a) The case study shows that Mark died as a result of discrimination rather than ill-health or disease.

Define these terms. (AO1)

Discrimination

Answers may address some of the following points:

- unfair treatment based on gender, race, sexuality, etc.
- unfair treatment of a person based on prejudice and intolerance
- denying an individual or group of individuals the same rights as everyone else enjoys, e.g. not allowing disabled people to access a cinema.

[1] for use of key phrase(s), [2] for full explanation

Ill health

Answers may address some of the following points:

- a state in which an individual is unable to function normally and without pain
- can be physical or mental
- ill-health may be about the presence of something negative like a disease or the absence of something positive like adequate nutrition.

[1] for use of key phrase(s), [2] for full explanation

Disease

Answers may address some of the following points:

- disease is a diagnostic label given to a set of signs and symptoms
- disease is a condition or process which can affect the functioning of the body physically or mentally. For example, Alzheimer's Disease
- disease is a state of being which is the opposite of health
- disease is long term
- disease can be communicable or non communicable
- disease can result from injuries, accidents or infections.

[1] for use of key phrase(s) [2] for full explanation

(3 × [2])

[6]

- (b) Mark's health deteriorated and he died, but discrimination can have other less dramatic effects on patients. Explain two other ways patients could be affected. (AO1, AO2)

Answers may address two of the following points:

- a patient may be physically hurt
- a patient's self-esteem may be negatively affected
- a patient may feel left out/marginalised/isolated/alienated/degraded/a burden
- a patient could experience a range of negative emotions, e.g. upset, anger/unhappy/threatened
- a patient may exhibit signs of anxiety and stress, e.g. sleeplessness, not eating
- a patient may be disempowered.

All other valid responses will be given credit

[1] for use of key phrase(s), [2] for full explanation

(2 × [2])

[4]

- (c) Mencap, which carried out the research amongst health-care professionals, is an example of a voluntary organisation. Choose any other voluntary organisation and explain two **different** ways it contributes to health and well-being. (AO1, AO2)

Name of organisation

Examples include:

- Marie Curie Cancer Care
- Help the Aged
- Action Cancer
- Praxis
- Chest Heart and Stroke.

Ways it contributes to health and well-being

Answers may address two of the following points:

- provides nursing care in client's own home, e.g. for cancer patients
- provides advice and support, e.g. on benefit rights
- advises on ways to prevent ill-health, e.g. on healthy eating
- provides counselling services, e.g. to help clients cope with stress
- organises respite care, e.g. for relatives with caring responsibilities
- lobby government to improve services/promote rights
- advocate for clients to ensure they are receiving appropriate state benefits, etc
- provides information in a variety of forms for individuals and their families, e.g. on a health issue
- run campaigns relevant to health and well-being, e.g. stop smoking
- provides other services such as meals on wheels, day centres, transport, accommodation, befriending, screening
- runs a telephone helpline that people can call in a crisis
- gives practical/financial support, e.g. food, shelter or money for fuel
- run support groups where people with similar problems can support each other, e.g. people with anxiety.

All other valid responses will be given credit

[1] for use of key phrase(s), [2] for full explanation of each way the selected organisation contributes to health and well-being

Explanation must be relevant to the organisation selected
(2 × [2])

[4]

- (d) Hospital care is one example of a service provided by a Health and Social Care Trust. Write down three other ways Health and Social Care Trusts contribute to health and well-being. (AO1)

Answers may address any two of the following points:

- provide health centres and health clinics
- provide children's homes
- provide day centres – older people, mental health, learning disability
- provide rehabilitation facilities for patients with serious injuries
- provide residential homes – older people, mental health, learning disability
- provide adult training centres
- provide services in the community, e.g. occupational therapists, health visitors, speech therapists, domiciliary care workers and social workers
- one trust is responsible for the ambulance service.

Also accept examples of direct care provided outside of hospital settings

All other valid responses will be given credit

(3 × [1])

[3]

- (e) Discuss the role of one commercial organisation in contributing to health and well-being. (AO1, AO2, AO3)

Examples of commercial organisations that can be discussed include pharmacies, drug companies, residential care providers, supermarkets and alternative and private practitioners.

Answers may address some of the following points:

- conducts research on health issues, e.g. skin problems
- provides treatments, e.g. physiotherapy
- advises individuals on health issues, e.g. pharmacists available to speak to clients free of charge
- measures health indicators, e.g. BP, blood sugar, etc.
- provides medication and health supplements, e.g. vitamins
- develops treatments, e.g. new drugs
- provides care, e.g. in residential accommodation
- promotes positive health behaviours, e.g. giving up smoking
- encourages healthy living through initiatives, e.g. food labelling, special offers on fruit and vegetables
- provide information about health issues, e.g. on their website, in leaflets
- run health promotion campaigns, e.g. Safe in the Sun.

All other valid responses will be given credit

[1] for use of key phrase(s) or identifying a relevant organisation,

[2] for adequate discussion, [3] for fuller discussion of how the organisation contributes to health and well-being

Discussion must be relevant to the organisation selected

(1 × [3])

[3]

- (f) The Mencap survey shows staff training is important in promoting anti-discriminatory practice. Discuss three **other** ways managers could promote anti-discriminatory practice in a hospital setting. (AO1, AO2, AO3)

Answers may include three of the following points:

- promote the complaints policy to encourage patients to complain about anti-discriminatory practice – act upon complaints when they are made
- promote whistle blowing – encourage staff to use whistle blowing procedures to report others who engage in discriminatory practices
- promote the Patients' Charter of Rights so both patients and staff understand patients' rights and how anti-discriminatory practice can be achieved
- have forums for discussion for staff so that issues around positive practice may be discussed
- supervise inexperienced staff – promote the care value base and set a good example in own practice
- directly challenge staff and patients when incidents occur and use disciplinary procedures when required
- promote advocacy, e.g. encourage use of Patients' Advocate and translators where appropriate
- make use of patient feedback that is about discriminatory practice, e.g. from suggestion boxes
- ensure the hospital's policies reflect up to date equality legislation, e.g. D.D.A.

All other valid responses will be given credit

Level 1 ([1]–[3])

Overall impression: basic

- displays limited knowledge of ways managers could promote anti-discriminatory practice in a hospital setting
- there is limited evidence of analysis – candidates may list ways rather than discuss or may discuss only one way in any detail
- quality of written communication is basic. The candidate makes only a limited attempt to select and use an appropriate form and style of writing. The organisation of material may lack clarity and coherence. There is little use of specialist vocabulary. Presentation, spelling, punctuation and grammar may be such that intended meaning is not clear.

Level 2 ([4]–[6])

Overall impression: adequate

- displays adequate knowledge of ways managers could promote anti-discriminatory practice in a hospital setting
- there is adequate analysis and at the top of this band at least two ways must be discussed in some detail
- quality of written communication is adequate. The candidate makes a reasonable attempt to select and use an appropriate form and style of writing. Relevant material is organised with some clarity and coherence. There is some use of appropriate specialist vocabulary. Presentation, spelling, punctuation and grammar are sufficiently adequate to make meaning evident.

Level 3 ([7]–[9])

Overall impression: competent

- displays very good to excellent knowledge of ways managers could promote anti-discriminatory practice in a hospital setting
- there is clear evidence of analysis to achieve in this band and at the top of this band the discussion of all three ways must be fully developed
- quality of written communication is competent. The candidate successfully selects and uses the most appropriate form and style of writing. Relevant material is organised with a high degree of clarity and coherence. There is extensive and accurate use of appropriate specialist vocabulary. Presentation, spelling, punctuation and grammar are of a high standard and ensure that the meaning is clear.

[0] is awarded for a response not worthy of credit

[9]

29

- 2 (a) Use the table below to identify the health promotion approach being used in each campaign or activity. One has been completed for you. (AO1, AO2)

Campaign or activity	Health promotion approach
Horrific posters of rotting teeth are used to persuade parents to stop giving young children sweets and fizzy drinks	Fear arousal [1]
A television campaign aims to get people of all age groups to start exercising	Behaviour change [1]
A series of lectures is delivered to explain the importance of healthy eating and how poor diet can contribute to ill-health	Educational [1]

(3 × [1]) [3]

- (b) (i) Describe the medical approach to health promotion. (AO1, AO2, AO3, AO4)

Answers may address the following points:

This approach is used to prevent ill-health. It focuses on preventive measures such as immunization and screening. Medical professionals try to control health problems in the population, often in response to government policies, e.g. MMR vaccination programme.

[1] for use of key phrase(s), [2] for adequate description, [3] for fuller description

(1 × [3]) [3]

(ii) Explain two strengths of the medical approach.

Answers may address two of the following points:

- often campaigns are based on medically sound evidence so are convincing
- it is expert-led – features doctors and other medical workers – someone people feel they can trust
- material used can have a shock factor that engages people, e.g. information about deaths from influenza to encourage vulnerable groups to be vaccinated
- has a history of success, e.g. successful smallpox vaccination programme
- cost effective – cheaper to prevent disease than to treat it
- can be targeted at particularly vulnerable groups, e.g. the flu vaccine is targeted at older people and those with underlying medical conditions.

[1] for use of key phrase(s), [2] for full explanation of each strength

(2 × [2])

[4]

(iii) Explain two weaknesses of the medical approach.

Answers may address two of the following points:

- fear among public of side effects can put people off taking up immunizations, e.g. MMR link to autism
- this approach ignores the holistic person – social and environmental factors are not considered
- this approach reinforces the medicalisation of life and encourages dependency on the medical profession rather than taking responsibility for own health and well-being.
- people may not attend for immunizations/screening for various reasons, e.g. apathy, fear of medical interventions, being too busy
- can be very expensive to run, e.g. breast screening for all women in the population over 50.

[1] for use of key phrase(s), [2] for full explanation of each weakness

(2 × [2])

[4]

- (c) Identify a health promotion campaign or activity you have studied and write down three of its objectives. (AO1, AO2)

Health promotion campaign

Examples include Mind Your Head, Get a Life Get Active, Know Your Limits, Want 2 Stop, 5 a Day, Catch the Vaccine, Sexual Health Promotion.

Objectives:

Statistically precise objectives are not necessary: award mark for descriptive objectives if clearly linked to the campaign issue.

[1] for each objective identified up to a maximum of [3]
(1 × [3])

[3]

- (d) Discuss how individuals can take responsibility for their own health and well-being through lifestyle choices, accessing services and self-advocacy. (AO1, AO2, AO3, AO4)

Answers may address some of the following points:

Lifestyle choices

- eating a healthy diet, e.g. including five portions of fruit or vegetables a day
- exercising, e.g. walking or swimming
- limiting alcohol intake, e.g. to government's recommended units per week or to avoid binge drinking
- avoiding illegal drugs, e.g. smoking marijuana
- avoiding smoking tobacco and also passive smoking.

Accessing services

- attending for regular check-ups, e.g. dental check-ups every six months or taking an infant to weekly "baby clinics" run by health visitors
- responding to invitations for screening, e.g. for breast cancer in women over fifty
- making GP appointments before a health condition deteriorates too much, e.g. seeing GP about a chest infection
- taking up opportunities for health checks offered at work or through voluntary organisations, e.g. blood pressure checks conducted by occupational nurse or breast screening offered by a cancer charity.

Self advocacy

- asking a GP for a referral to a specialist, e.g. a gynaecologist or neurologist
- asking a hospital doctor for a second opinion, e.g. referral to another specialist
- researching one's own condition and possible treatments in libraries or the Internet and requesting the most up-to-date treatment
- requesting the GP to give you information about treatment choices.

All other valid responses will be given credit

Level 1 ([1]–[3])

Overall impression: basic

- displays limited knowledge of how individuals can take responsibility for their own health
- there is limited evidence of analysis – candidates may list ways rather than discuss or may discuss only one way in any detail
- quality of written communication is basic. The candidate makes only a limited attempt to select and use an appropriate form and style of writing. The organisation of material may lack clarity and coherence. There is little use of specialist vocabulary. Presentation, spelling, punctuation and grammar may be such that intended meaning is not clear.

Level 2 ([4]–[6])

Overall impression: adequate

- displays adequate knowledge of how individuals can take responsibility for their own health
- there is adequate analysis and at the top of this band at least two of the ways must be discussed in some detail
- quality of written communication is adequate. The candidate makes a reasonable attempt to select and use an appropriate form and style of writing. Relevant material is organised with some clarity and coherence. There is some use of appropriate specialist vocabulary. Presentation, spelling, punctuation and grammar are sufficiently adequate to make meaning evident.

Level 3 ([7]–[9])

Overall impression: competent

- displays very good to excellent knowledge of how individuals can take responsibility for their own health
- there is clear evidence of analysis to achieve in this band and at the top of this band the discussion of all three ways must be fully developed
- quality of written communication is competent. The candidate successfully selects and uses the most appropriate form and style of writing. Relevant material is organised with a high degree of clarity and coherence. There is extensive and accurate use of appropriate specialist vocabulary. Presentation, spelling, punctuation and grammar are of a high standard and ensure that the meaning is clear.

[0] is awarded for a response not worthy of credit

[9]

26

- 3 (a) Use the following headings to discuss the potential social effects of Jenny's ill-health on her family. (AO1, AO2, AO3)

Effects on her children's education

Answers may address some of the following points:

- they may not be able to concentrate on learning in class because they are worrying about Jenny
- they may miss out altogether on important learning if they stay off school to support Jenny
- they may fall behind other children in their class because they spend less time on homework, e.g. due to their mother not helping them if she is ill.

All other valid responses will be given credit

[1] for use of key phrase(s), [2] for adequate discussion, [3] for detailed discussion

Effects on her husband's employment

- Jenny's husband may have to take time off work to care for her and the children
- Jenny's husband's chances of promotion at work could be affected as he may be worrying about Jenny and the children
- he may miss out on opportunities for overtime or training courses because he has caring responsibilities at home
- his performance at work may be negatively affected, e.g. he may find it difficult to concentrate if he is anxious about Jenny
- he may have to consider cutting down on hours or giving up work.

All other valid responses will be given credit

[1] for use of key phrase(s), [2] for adequate discussion, [3] for detailed discussion

Effects on her family's relationships

Answers may address some of the following points:

- her children may have fewer friendships than other children because Jenny may not feel able to cope with inviting other children to the family home
- her family's relationships may be strengthened, e.g. extended family members and friends may rally round to support them
- her husband may see less of his friends as he needs to be at home as much as possible to support the children
- family relationships may be strained
- may have a negative impact on the marital relationship.

All other valid responses will be given credit

[1] for use of key phrase(s), [2] for adequate discussion, [3] for detailed discussion

(3 × [3])

[9]

- (b) Jenny's psychological health and well-being has been affected by her gender which is a socioeconomic factor. Discuss how the following socioeconomic factors could affect an individual's physical and social health and well-being. (AO1, AO2, AO3)

Housing

Impact on physical well-being

Answers may address some of the following points:

- houses that have damp, condensation, and mould growth can lead to asthma, bronchitis and arthritis
- houses that lack adequate heating can cause respiratory illnesses and cardiovascular problems, and in extreme cases, death from hypothermia can result
- houses that are poorly maintained are associated with increased risks of accidents and falls
- houses that are infested with vermin can lead to disease
- disease also spreads more easily where people live in overcrowded conditions
- poor housing can contribute to poor hygiene due to a lack of facilities
- good housing can contribute to positive health status, e.g. good hygiene reduces risk of infection.
- housing with no outside space, e.g. high-rise flats, can reduce opportunities for physical activity, meaning children may be slower to develop gross motor skills and individuals may be less fit.

All other valid responses will be given credit

[1] for use of key phrase(s), [2] for adequate discussion, [3] for detailed discussion

Impact on social health and well-being

Answers may address some of the following points:

- living in high rise flats with no gardens makes it more difficult for children to interact with others through play and for adults to interact with neighbours
- people who live in sub standard housing or in small houses or flats are less likely to bring friends or family back to the house, and this may lead to isolation
- good housing may encourage social contact as both adults and children will invite others to their home.

All other valid responses will be given credit

[1] for use of key phrase(s), [2] for adequate discussion, [3] for detailed discussion

(2 × [3])

[6]

Culture and ethnicity

Impact on physical health and well-being

Answers may address some of the following points:

- belonging to a particular ethnic group can be associated with increased risk of suffering from a particular disease or condition, e.g.
 - all ethnic minority groups apart from Irish and Chinese are more likely than whites to suffer from diabetes
 - Asian men are more at risk of angina and heart attack than other men
 - Black Caribbean and Pakistani women are more likely to be obese which has a negative impact on physical health
 - Irish people as an ethnic group drink more than other groups and therefore are more likely to suffer from alcohol related illnesses like liver problems
- all ethnic minority groups, apart from Irish and Black Caribbean, are less likely to take part in physical activity than others in the UK population which means they are less likely to experience the health benefits of exercise
- individuals from ethnic minorities may find it more difficult to access health services because of language barriers – health status may deteriorate as a result
- some people's beliefs can affect the way they use health services, e.g. Jehovah's Witnesses will refuse blood transfusions which can have a negative impact on their physical health if they are in need of emergency treatment; there can be modesty issues that impact on accessing services
- there can be positive effects on health of some cultures and beliefs, e.g. healthy diets, abstinence from alcohol.

All other valid responses will be given credit

[1] for use of key phrase(s), [2] for adequate discussion, [3] for detailed discussion

Impact on social health and well-being

Answers may address some of the following points:

- beliefs can prohibit some social activities, e.g. socialising where there is drinking or gambling
- individuals from ethnic minorities may choose to limit their social contacts to others in their own community who share the same culture as they do – this can restrict social opportunities in the wider community
- individuals who belong to ethnic minorities may face prejudice and discrimination which causes them to restrict their social contacts
- ethnic minorities may feel socially isolated as people may not understand their language or beliefs
- there may be strong support networks for people in ethnic minorities because of a sense of belonging within their communities – this can lead to positive social health and well-being
- belonging to an ethnic or cultural minority may provide enhanced opportunities for social contacts, e.g. through meeting regularly for religious worship or community events.

All other valid responses will be given credit

[1] for use of key phrase(s), [2] for adequate discussion, [3] for detailed discussion

(2 × [3])

[6]

- (c) Jenny has been told that behavioural factors are important in health and well-being. Use the following headings to explain how behavioural factors can have a positive effect on an individual's health and well-being. (AO1, AO2, AO3)

Diet

Positive effect on physical health and well-being

Answers may address one of the following points:

- a healthy diet can boost the immune system and therefore reduce the likelihood of illness
- people who eat more plant-derived foods appear to have better health and lower risk of chronic diseases, such as cardiovascular disease
- calcium in the diet can reduce the risk of osteoporosis in adults
- appropriate amount of iron in the diet can reduce the chances of anaemia, especially in women who lose a lot of iron due to menstruation
- limiting intake of saturated fat in the diet can reduce risk of high blood pressure, heart disease and obesity
- a healthy diet can decrease the risk of some cancers, e.g. limiting intake of red meats can decrease the risk of colon cancer
- essential fatty acids are needed for brain development
- a healthy diet can give an individual energy which means they are more likely to exercise and therefore be physically fit.

All other valid responses will be given credit

[1] for use of key phrase(s), [2] for full explanation

(1 × [2])

[2]

Positive effect on social health and well-being

Answers may address one of the following points:

- people who have a healthy diet are more likely to take part in sports and leisure activities and therefore are more likely to socialise with people who have similar interests
- people who have healthy diets usually feel quite energetic and confident so are less sedentary are more likely to be involved in social activities
- people who have a healthy diet are less likely to become ill and so are more able to keep up social contacts through work and leisure activities.

All other valid responses will be given credit

[1] for use of key phrase(s), [2] for full explanation

(1 × [2])

[2]

Positive effect on psychological health and well-being

Answers may address one of the following points:

- certain foods such as chocolate release endorphins in the brain which relieve stress
- people who have healthy diets see themselves as caring about their own well-being, which can give them a positive self-concept
- people with healthy diets usually feel they are in control of what they are eating – sense of autonomy
- people who have healthy diets usually look good and have a positive self-image as a result
- a healthy diet is associated with good mental health – people with depression are often advised to improve their diets.

All other valid responses will be given credit

[1] for use of key phrase(s), [2] for full explanation

(1 × [2])

[2]

Exercise

Positive effect on physical health and well-being

Answers may address one of the following points:

- exercise makes the heart stronger and larger so it can pump more blood around the body and can sustain its maximum level with less strain. This lowers risk of heart problems and improves circulation
- exercise reduces obesity and prevents diabetes
- exercise builds bone strength and prevents osteoporosis
- exercise helps protect from developing cancers such as colon or breast cancer
- people who exercise are less likely to get colds or other common illnesses and their chance of having a stroke is reduced; they are less likely to get diabetes or osteoporosis and their life expectancy is increased
- when someone is ill, if they exercise, it can sometimes speed up recovery from the physical illness
- exercise tones the body and strengthens muscles.

All other valid responses will be given credit

[1] for use of key phrase(s), [2] for full explanation

(1 × [2])

[2]

Positive effect on social health and well-being

Answers may address one of the following points:

- exercise in team sports encourages relationships and co-operation with others
- people who exercise often do so in a social context, e.g. at a dance or exercise class where they can develop friendships
- as people who exercise often feel that they look their best they are likely to be confident in interacting with others in social situations.

All other valid responses will be given credit

[1] for use of key phrase(s), [2] for full explanation

(1 × [2])

[2]

Positive effect on psychological health and well-being

Answers may address one of the following points:

- exercise can relieve stress, depression and anxiety. It releases endorphins into the brain making the individual feel good
- for anyone who is overweight, exercise often has beneficial psychological effects, as improvement of body shape leads to a more positive self-image and higher self-esteem
- working in a team during exercise creates more social interaction, contributing to a feeling of well-being and acceptance
- by feeling fitter through exercise, and being able to do things that they couldn't do before, people can become more confident
- exercise can improve memory and performance in problem solving ability.

All other valid responses will be given credit

[1] for use of key phrase(s), [2] for full explanation

(1 × [2])

[2]

- (d) Discuss the needs of patients with mental health problems and how they could be met in a hospital. (AO1, AO2, AO3, AO4)

Answers may address the following points:

- physical needs include nutrition, medication, and mobility. Discussion of how the needs could be met in a hospital must be clearly linked to the needs identified, e.g. need for medication could be met by nursing staff supervising service users in taking their medication
- intellectual needs include mental stimulation, knowledge needs, and language needs. Discussion of how the needs could be met in a hospital must be clearly linked to the needs identified, e.g. knowledge needs could be met by providing information to service users about their mental health problems and how they can best be managed
- emotional (psychological) needs include a sense of safety and security, the need for respect and esteem needs. Discussion of how the needs could be met in a hospital must be clearly linked to the needs identified, e.g. esteem needs for respect could be met by staff providing person-centred therapy
- social needs include the need for family support, the need for interaction with staff and other service users and the need for friendships. Discussion of how the needs could be met in a hospital must be clearly linked to the needs identified, e.g. the need for friendships could be met by encouraging service users to engage in group activities such as painting or craft classes.

All other valid points will be given credit

Level 1 ([1]–[4])

Overall impression: basic

- displays a limited knowledge of the needs of patients with mental health problems and how they can be met in a hospital
- answers may discuss only one type of need (physical, intellectual, emotional or social) or list a range of needs
- limited discussion
- quality of written communication is basic. The candidate makes only a limited attempt to select and use an appropriate form and style of writing. The organisation of material may lack clarity and coherence. There is little use of specialist vocabulary. Presentation, spelling, punctuation and grammar may be such that intended meaning is not clear.

Level 2 ([5]–[8])

Overall impression: adequate

- displays an adequate knowledge of needs of patients with mental health problems and how they can be met in a hospital
- there must be a discussion of at least two types of needs (physical, intellectual, emotional or social) to achieve at this level and of three types at the top of this level
- adequate discussion
- quality of written communication is adequate. The candidate makes a reasonable attempt to select and use an appropriate form and style of writing. Relevant material is organised with some clarity and coherence. There is some use of appropriate specialist vocabulary. Presentation, spelling, punctuation and grammar are sufficiently adequate to make meaning evident.

Level 3 ([9]–[12])

Overall impression: competent

- displays a competent knowledge of the needs of patients with mental health problems and how they can be met in a hospital
- there must be a discussion of all four types of needs (physical, intellectual, emotional and social) to achieve at this level
- competent discussion
- quality of written communication is competent. The candidate successfully selects and uses the most appropriate form and style of writing. Relevant material is organised with a high degree of clarity and coherence. There is extensive and accurate use of appropriate specialist vocabulary. Presentation, spelling, punctuation and grammar are of a high standard and ensure that the meaning is clear.

[0] is awarded for a response not worthy of credit

[12]

45

Total

100

AVAILABLE
MARKS