

Monday 14 May 2012 – Afternoon

AS GCE HEALTH AND SOCIAL CARE

F910/01 Promoting Quality Care

Candidates answer on the Question Paper.

OCR supplied materials:

None

Other materials required:

None

Duration: 1 hour 30 minutes



Candidate forename		Candidate surname	
Centre number		Candidate number	

MODIFIED LANGUAGE

INSTRUCTIONS TO CANDIDATES

- Write your name, centre number and candidate number in the boxes above. Please write clearly and in capital letters.
- Use black ink. HB pencil may be used for graphs and diagrams only.
- Answer **all** the questions.
- Read each question carefully. Make sure you know what you have to do before starting your answer.
- Write your answer to each question in the space provided. If additional space is required, you should use the lined pages at the end of this booklet. The question number(s) must be clearly shown.
- Do **not** write in the bar codes.

INFORMATION FOR CANDIDATES

- The number of marks is given in brackets [] at the end of each question or part question.
- The total number of marks for this paper is **100**.
- You will be awarded marks for the quality of written communication where an answer requires a piece of extended writing.
- This document consists of **16** pages. Any blank pages are indicated.

- 1 (a) You are on placement at a nursery. You get a phone call from a person who tells you that she is an aunt of one of the children. She asks you for some information about the child.

Give **one** reason why you should not give information to this person.

.....
..... [1]

- (b) What does the term 'a need to know basis' mean?

.....
.....
..... [2]

- (c) Describe **two** situations when information about a child should be passed on to other professionals.

1.
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2.
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.....
..... [4]

- (d) Identify **four** early years values of care. For each of the four values, give an example of how practitioners working with children could apply the value in their day-to-day work.

1.

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2.

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3.

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4.

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..... [8]

[Total: 15]

2 (a) What does the term 'primary socialisation' mean?

..... [2]

(b) Explain how the socialisation process influences people's attitudes and prejudices. Use appropriate examples.

[8]

..... [10]

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Turn over

3 (a) Explain **two** cultural/language barriers for people accessing services.

1.

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2.

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..... [4]

(b) Identify **two** other possible barriers for people who use services.

1.

2. [2]

- (c)** Analyse ways service providers could make it easier for people with disabilities to access health and social care services.

[9]

[Total: 15]

- 4 (a) Identify the **five** components of an Equal Opportunities Policy. Explain the purpose of each component.

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[10]

- (b) State **five** ways an organisation could make sure that staff selection procedures promote equal opportunities.

1.
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 2.
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 3.
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 4.
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 5.
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- [5]

[Total: 15]

5 (a) What does the term ‘harassment’ mean?

..... [2]

(b) Explain the benefits for implementing an harassment policy for people who use services and for practitioners.

[illegible]

(c) Analyse possible benefits to staff if they are trained on equal opportunities.

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..... [5]

[Total: 15]

6 (a) Outline features of legislation that aims to protect minority ethnic groups.

[8]

..... [12]

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Please use these pages if additional space is required.

[illegible]

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