

Candidate forename						Candidate surname					
Centre number						Candidate number					

OXFORD CAMBRIDGE AND RSA EXAMINATIONS
AS GCE

F910/01

HEALTH AND SOCIAL CARE

Promoting Quality Care

MONDAY 14 MAY 2012: Afternoon

DURATION: 1 hour 30 minutes
plus your additional time allowance

MODIFIED ENLARGED

Candidates answer on the Question Paper.

OCR SUPPLIED MATERIALS:

None

OTHER MATERIALS REQUIRED:

None

READ INSTRUCTIONS OVERLEAF

INSTRUCTIONS TO CANDIDATES

- **Write your name, centre number and candidate number in the boxes on the first page. 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.**

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.**

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- 1 (a) Whilst on placement at a nursery you receive 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 information should not be given to this person.

_____ [1]

- (b) What is meant by the term 'a need to know basis'?

_____ [2]

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

1. _____

2. _____

_____ [4]

(d) Identify FOUR early years values of care. Give an example of how practitioners working with children could apply each in their day-to-day work.

1. _____

2. _____

3. _____

4. _____

_____ **[8]**

[Total: 15]

2 (a) What is meant by the term ‘primary socialisation’?

[2]

[illegible]

[illegible]

[10]

[Total: 20]

3 (a) Explain TWO cultural/language barriers people who use services could face when accessing services.

1. _____

2. _____

_____ [4]

(b) Identify TWO other possible barriers people who use services could face.

1. _____

2. _____ [2]

[illegible]

[Total: 15]

4 (a) Identify the FIVE components of an Equal Opportunities Policy and explain the purpose of each.

1. _____

2. _____

3. _____

4. _____

5. _____

_____ [10]

(b) State FIVE ways an organisation could ensure that staff selection procedures promote equal opportunities.

1. _____

2. _____

3. _____

4. _____

5. _____

_____ **[5]**

[Total: 15]

5 (a) What is meant by the term ‘harassment’?

[2]

(b) Explain the benefits for both people who use services and practitioners of a harassment policy being implemented.

[illegible]

(c) Analyse possible benefits to staff of being provided with training on equal opportunities.

[5]

[Total: 15]

[illegible]

[illegible]

[12]

[Total: 20]

[illegible]

[illegible]

[illegible]



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