

**OXFORD CAMBRIDGE AND RSA EXAMINATIONS  
AS GCE  
F910/01**

**HEALTH AND SOCIAL CARE**

**Promoting Quality Care**

**WEDNESDAY 13 MAY 2015: Morning**

**DURATION: 1 hour 30 minutes  
plus your additional time allowance**

**MODIFIED ENLARGED 24pt**

<b>Candidate forename</b>		<b>Candidate surname</b>	
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<b>Centre number</b>						<b>Candidate number</b>				
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**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.**

**The quality of written communication will be assessed in your answer to questions marked with an asterisk (\*).**

**Any blank pages are indicated.**

**1 (a) Give an example of each of the following:**

**(i) Direct discrimination \_\_\_\_\_**

\_\_\_\_\_ **[1]**

**(ii) Indirect discrimination \_\_\_\_\_**

\_\_\_\_\_ **[1]**

**(b) Identify and explain THREE ways an organisation could ensure its interviewing procedures do not disadvantage people with disabilities. **[6]****

**1** \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**2** \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**3**

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**(c)\* Describe the components of an Equal Opportunities Policy. [7]**

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**[TOTAL: 15]**

- 2 (a) Explain why each of the following values of care should be used by a care worker in a home for vulnerable adults:**

**Confidentiality** \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_ **[2]**

**Promoting individual rights and beliefs** \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_ **[2]**

## Promoting equality and diversity

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[2]

**(b)\* Analyse ways an organisation can ensure its policies are implemented by staff. [9]**

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**[TOTAL: 15]**

**3 (a) Identify FOUR likely emotional effects of abuse on children.**

**1** \_\_\_\_\_

**2** \_\_\_\_\_

**3** \_\_\_\_\_

**4** \_\_\_\_\_

**[4]**

[illegible]

**(c)\* Analyse why legislation is not always successful in reducing abuse and promoting the rights of children and young people. [10]**

[illegible]

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**[TOTAL: 20]**

**4 (a) Identify and explain FOUR barriers children with disabilities could face when accessing services. [8]**

**1** \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**2** \_\_\_\_\_

\_\_\_\_\_

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**3** \_\_\_\_\_

\_\_\_\_\_

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**4**

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**(b)\* Evaluate how education services could facilitate access to its services for disabled children and young people. [7]**

[illegible]



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**(c)\* Outline features of legislation which aims to protect vulnerable adults.**

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\_\_\_\_\_ **[5]**

**[TOTAL: 20]**

**5 (a)\* Analyse how the media could influence public attitudes towards minority ethnic groups. [8]**

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**(b)\* Explain reasons why individuals who have experienced discrimination may not want to report it.**

**[7]**

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**[TOTAL: 15]**

**6\* Evaluate the effectiveness of legislation in reducing discrimination against minority ethnic groups. [15]**

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[illegible]

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**[TOTAL: 15]**

**END OF QUESTION PAPER**

**ADDITIONAL ANSWER SPACE**

**If additional answer space is required, you should use the following lined page(s). The question number(s) must be clearly shown in the margins.**













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