

Candidate Forename		Candidate Surname	
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Centre Number						Candidate Number				
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**OXFORD CAMBRIDGE AND RSA EXAMINATIONS
ADVANCED SUBSIDIARY GCE**

F910

HEALTH AND SOCIAL CARE

Unit 1 Promoting Quality Care

MONDAY 17 MAY 2010: Morning

DURATION: 1 hour 30 minutes

SUITABLE FOR VISUALLY IMPAIRED CANDIDATES

Candidates answer on the Question Paper

OCR SUPPLIED MATERIALS:

None

OTHER MATERIALS REQUIRED:

None

READ INSTRUCTIONS OVERLEAF

INSTRUCTIONS TO CANDIDATES

- **Write your name clearly in capital letters, your Centre Number and Candidate Number in the boxes on the first page.**
- **Use black ink. Pencil may be used for graphs and diagrams only.**
- **Read each question carefully and make sure that you know what you have to do before starting your answer.**
- **Answer ALL the questions.**
- **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) Give an example of direct discrimination.

[1]

(b) Identify **FOUR** possible effects of discrimination on an individual.

1. _____

2. _____

3. _____

4. _____

[4]

(c) Identify **FOUR** different sources of redress people who use services could use if they believe they have been discriminated against.

1. _____

2. _____

3. _____

4. _____
_____ [4]

(d) Identify THREE barriers people who use services could face when accessing services and give an example of each.

1. _____

2. _____

3. _____

_____ [6]

[Total: 15]

2 (a) What is meant by ‘Primary Socialisation’?

[1]

(b) Identify THREE agencies of secondary socialisation and describe how each could influence a person’s attitudes.

1. _____

2. _____

3. _____

[6]

(c) Explain how an organisation could ensure staff promote quality care.

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

1. _____

2. _____

3. _____

4. _____

_____ **[8]**

(b) Name a piece of legislation that aims to protect children and young people. Outline the content of this legislation.

Name _____ **[1]**

Content _____

_____ **[6]**

[Total: 15]

4 (a) Identify and explain THREE barriers people with disabilities may face when accessing services.

1. _____

2. _____

3. _____

_____ [6]

(b) Name ONE piece of legislation which seeks to protect the rights of people with disabilities. Identify THREE areas where this legislation applies.

Legislation _____

1. _____

2. _____

3. _____

_____ [4]

(c) Analyse how an organisation could ensure its advertising and staff selection procedures promote equal opportunities.

[10]

[Total: 20]

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5 (a) Describe THREE circumstances when it is appropriate for practitioners to break the confidentiality of people who use services.

1. _____

2. _____

3. _____

_____ **[3]**

(b) Analyse the benefits of a confidentiality policy for both people who use services and practitioners.

[6]

(c) Explain ways an organisation can ensure its policies are implemented and monitored.

[6]

[Total: 15]

- 6 (a) One piece of legislation which seeks to address the needs of minority ethnic groups is the Race Relations Act.

Describe the key features of the Race Relations Act OR a relevant piece of legislation of your choice.



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