

Write your name here

Surname

Other names

**Pearson**  
**Edexcel GCE**

Centre Number

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Candidate Number

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# Health and Social Care

## Unit 12: Understanding Human Behaviour

Wednesday 15 June 2016 – Afternoon  
**Time: 1 hour 30 minutes**

Paper Reference

**6949/01**

**You do not need any other materials.**

Total Marks

### Instructions

- Use **black** ink or ball-point pen.
- **Fill in the boxes** at the top of this page with your name, centre number and candidate number.
- Answer **all** questions.
- Answer the questions in the spaces provided  
– *there may be more space than you need.*

### Information

- The total mark for this paper is 90.
- The marks for **each** question are shown in brackets  
– *use this as a guide as to how much time to spend on each question.*
- Questions labelled with an **asterisk** (\*) are ones where the quality of your written communication will be assessed  
– *you should take particular care on these questions with your spelling, punctuation and grammar, as well as the clarity of expression.*

### Advice

- Read each question carefully before you start to answer it.
- Try to answer every question.
- Check your answers if you have time at the end.

Turn over ►

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**PEARSON**

**Answer ALL questions. Write your answer in the space provided.**

1 Elena is 15 years old and since early childhood has suffered with a phobia of thunder and lightning. She wants to find a solution to her phobia and makes an appointment to see a behavioural psychologist.

The behavioural psychologist explains that this phobia could be as a result of a classical conditioning process.

(a) Define the following key terms associated with classical conditioning.

(i) Unconditioned Stimulus (2)

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(ii) Neutral Stimulus (2)

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(iii) Conditioned Response (2)

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(b) Elena was invited to a New Year celebration. She went with her friends and had a good time. At the celebration there were some fireworks which did not cause her any anxiety.

Circle the correct process for Elena having no fear of fireworks. (1)

Extinction                                  Discrimination                                  Generalisation



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\*(c) The behavioural psychologist decides to try **systematic desensitisation** therapy with Elena to treat her phobia.

Discuss the use of systematic desensitisation with Elena.

(8)

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\*(e) Evaluate how well the behavioural approach promotes the Care Value Base.

(10)

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**(Total for Question 1 = 30 marks)**



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2 Joey and Rachel are about to take their university final exams. Rachel is nervous, but is approaching the situation calmly. However, Joey is beginning to suffer from stress. He is becoming anxious in lectures and cannot focus on his revision.

(a) Explain **two** reasons why some situations may be more stressful for some people but not for others.

Reason 1

(2)

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Reason 2

(2)

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\* (c) Joey asks Rachel for advice. She says that she rewards herself with small treats for each revision session that she has completed. When she has completed 10 revision sessions, she treats herself to a bigger reward. This helps her focus and stick to her revision plan.

Discuss the use of a reward system to encourage positive behaviour.

(8)

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\* (d) Joey decides to attend cognitive therapy to reduce his stress over the exams.

Evaluate the use of cognitive therapy in helping someone like Joey cope with stress.

(10)

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(Total for Question 2 = 30 marks)



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\* (c) The humanistic approach suggests that person-centred counselling would be beneficial in helping Maureen overcome her low self-esteem.

Analyse if person-centred counselling would benefit Maureen.

(8)

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\*(ii) Evaluate how effectively the Care Value Base promotes dignity in care settings.

(8)

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(Total for Question 3 = 30 marks)

**TOTAL FOR PAPER = 90 MARKS**



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