

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	
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Centre number						Candidate number				
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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) 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.

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..... [1]

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

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..... [2]

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

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..... [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.

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[8]

[Total: 15]

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

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..... [2]

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

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

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..... [4]

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

1.
2. [2]

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

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[10]

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

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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 is meant by the term 'harassment'?

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..... [2]

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

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