

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

Monday 19 June 2017 – 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 answers in the spaces provided.**

**1** Vicky is a prison officer in a young offenders centre. The offenders have all committed criminal offences such as theft or minor assault and are serving short custodial sentences. Vicky has noticed that many of the offenders who arrive at the centre have experienced social exclusion.

(a) Define the following key terms associated with social exclusion.

(i) Marginalisation

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(ii) Labelling

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(b) Explain how social exclusion may influence the life chances of a young person.

(4)

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(c) Vicky has observed that some of the young offenders who arrived recently have started to copy the behaviour of existing young offenders. Some of this behaviour is undesirable, including violence and bullying.

Using the concept of modelling, explain why this undesirable behaviour may be occurring.

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(d) The young offenders centre uses a behavioural approach to implement a punishment system to reduce the undesirable behaviour of young offenders.

Define the concept of 'punishment'.

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\*(e) The prison officers also implement systems of reinforcement.

Evaluate the effectiveness of using positive reinforcement to modify the behaviour of young offenders in the centre.

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(Total for Question 1 = 30 marks)







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- (c) The counsellor suggests to Pamela there is an incongruence between what she expects of herself and the expectations others have of her. This is causing her to worry excessively and feel anxious about her ability to complete her studies.

Explain how incongruence can lead to Pamela's negative self-concept.

(6)

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(d) A key feature of person-centred counselling is unconditional positive regard.

Discuss the extent to which a counsellor can fully demonstrate unconditional positive regard to clients, such as Pamela.

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(e) One of Pamela's friends, David, has started a programme of cognitive therapy to help him manage the situations he finds stressful at university.

Describe what is meant by 'dysfunctional beliefs'

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(Total for Question 2 = 30 marks)



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3 Kam is a teacher who works with children aged between three and five years, who are sometimes very demanding.

(a) Using the concept of unconscious motivation, explain one reason for the children's demanding behaviour.

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(b) One child, Aydn, has Asperger Syndrome, which means he can find socialising with other children difficult.

Describe why secondary socialisation is important for young children.

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(c) Aydn says he wants to play with the other children. Kam investigates ways to support Aydn with his social skills.

Explain **two** benefits of Kam respecting Aydn's wishes.

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(d) Kam decides to use a social skills training programme with Aydn.

Describe what is meant by 'social skills training'.

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\*(e) Evaluate social skills training programmes as an intervention with children such as Aydn.

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\*f) Aydn has a very supportive family and they have asked Kam for advice about how to help him at home. Kam suggests that family therapy may be beneficial.

Assess the use of family therapy for families such as Aydn's.

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**(Total for Question 3 = 30 marks)**

**TOTAL FOR PAPER = 90 MARKS**



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