



# Mark Scheme (Results)

June 2015

NQF BTEC Level 1/Level 2 Firsts in  
Public Services

Unit 6: Citizenship, Society and the  
Public Services (20537G)

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Question Number	Answer	Mark
1	<p>Accept any <b>one</b> of the following answers:</p> <ul style="list-style-type: none"> <li>• the ways groups of people are organised (1)</li> <li>• multi-culturalism (1)</li> <li>• democracy (1)</li> <li>• the provision of protection (1)</li> <li>• continuity (1)</li> <li>• security (1)</li> <li>• national identity (1)</li> </ul> <p>Award any other valid responses.</p>	(1)

Question Number	Answer	Mark
2	<p>B the right to education</p> <p>D the right to freedom of thought</p>	(2)

Question Number	Answer	Mark
3	<p>Accept any of the following answers:</p> <ul style="list-style-type: none"> <li>• Age (1)</li> <li>• Disability (1)</li> <li>• Gender (1)</li> <li>• Race (1)</li> <li>• Religion or belief (1)</li> <li>• Sexual orientation (1)</li> </ul> <p>Award any other valid responses.</p>	(2)

Question Number	Answer	Mark
4	<p>Accept any <b>two</b> of the following answers:</p> <ul style="list-style-type: none"> <li>• to support and reinforce the rights of citizens (1)</li> <li>• to protect and assist vulnerable people (1)</li> <li>• to improve the quality of life for individuals (1)</li> <li>• to protect the environment (1)</li> </ul> <p>Award any other valid responses.</p>	(2)

Question Number	Answer	Mark
5	<p>Accept any <b>two</b> of the following answers:</p> <ul style="list-style-type: none"> <li>• maintain professional standards (1)</li> <li>• follow codes of practice (1)</li> <li>• promote diversity (1)</li> <li>• follow anti-discrimination policies (1)</li> <li>• follow procedures for complaints (1)</li> <li>• follow bullying and harassment policies (1)</li> <li>• maintain health and safety in the work place (1)</li> </ul> <p>Award any other valid responses.</p>	(2)

Question Number	Answer	Mark
6	<p>Accept an explanation of any one of the following:</p> <ul style="list-style-type: none"> <li>• promoting values and standards for self and others by using suitable language (1) such as not making racist or offensive comments in public (1)</li> <li>• showing fairness (1) such as listening to both sides of an argument (1)</li> <li>• discipline (1) such as controlling yourself in a difficult situation (1)</li> <li>• showing empathy to others (1) such as trying to understand what you would do if you were in the same situation (putting yourself in their position (1)</li> <li>• participation in community activities (1) such as being actively involved in Neighbourhood Watch (1),</li> <li>• volunteering (1) such as helping in a local charity shop or helping out the local Scout / Guide group (1)</li> <li>• challenging injustice (1) such as writing to your MP or local councillor if something is wrong (1)</li> <li>• protecting the environment (1) such as recycling your refuse (1)</li> <li>• membership of organisations (1) such as a political party (1)</li> </ul> <p>Award <b>1 mark</b> for identifying a reason and a further <b>1 mark</b> for a linked explanation of the quality, up to two marks.</p> <p>Award a mark for any other valid responses</p>	(2)

Question Number	Answer	Mark
7	<p>Accept any <b>two</b> of the following answers:</p> <ul style="list-style-type: none"><li>• access to high-quality services (1)</li><li>• to be treated without discrimination (1)</li><li>• Not be subject to abuse (1)</li><li>• confidentiality when disclosing personal and private information (1)</li><li>• consent when receiving treatment (1)</li><li>• dignity when using services (1)</li><li>• individual choice in relation to public services (1)</li></ul> <p>Award a mark for any other valid responses/examples</p>	(2)

Question Number	Answer	Mark
8 (a)	<p>Accept any reasonable responses that may include:</p> <ul style="list-style-type: none"> <li>• The requirement for young people to remain in education until the age of 18 (1) which might mean that people will have more qualifications and skills (1)</li> <li>• People going to university now need to find more money to pay for going to university in England (1) so those from low income families may be less likely to incur a high debt (1)</li> <li>• Minimum wage (1) which means that people should earn fair pay for the work they do (1)</li> <li>• The NHS is free at the point of delivery to all UK citizens (1) regardless of income (1)</li> </ul> <p>Award <b>1 mark</b> for the description and a further <b>1 mark</b> for a relevant example, up to a maximum of 2 marks</p> <p>Award any other valid responses</p>	(2)

8 (b)	<p>Accept <b>1 mark</b> for identifying the impact and <b>1 mark</b> for the explanation</p> <p>Answers might refer to:</p> <ul style="list-style-type: none"> <li>• People can keep in contact with their family and friends (1) irrespective of wherever they are (1)</li> <li>• Fund raising and good causes can benefit from social media campaigns (1) such as Stephen Sutton raising money for Teenage Cancer Trust (1)</li> <li>• People can raise awareness of areas of concern (1) on environmental (1) and human rights issues (1)</li> <li>• Can be a catalyst for change (1) such as the Arab Spring (1)</li> <li>• People are becoming less active (1) and end up with health problems as a result of the loss of physical activity (1)</li> <li>• Loss of human interaction (1) and lose the ability to interact with one another (1)</li> <li>• People potentially becoming more susceptible to radicalisation (1) and join terrorist / criminal organisations (1)</li> <li>• Growth of on-line bullying (1) and vulnerable people could be put at risk of self- harming (1)</li> <li>• Vulnerable people potentially placed at risk of being exploited (1) and subject to physical, emotional or sexual abuse (1)</li> </ul> <p>Award marks for other valid responses.</p>	(2)
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Question Number	Answer	Mark
9	<p>Answers might refer to:</p> <ul style="list-style-type: none"> <li>• provide information in different languages (1)</li> <li>• use of liaison officers (1)</li> <li>• having a diverse workforce (1)</li> <li>• respecting different cultures and needs (1)</li> <li>• provide welfare benefits (1)</li> <li>• provide support in education (1)</li> </ul> <p>Award marks for other valid responses.</p>	(1)

Question Number	Answer	Mark
10	<p>Answers might refer to:</p> <ul style="list-style-type: none"> <li>• When arrested there must be reasonable grounds (1) such as matching the description of someone who has committed a crime (1)</li> <li>• When in prison / custody individuals must not be discriminated against (1) on the grounds of ethnic background / sexual orientation / religion (1)</li> <li>• When arrested or detained individuals must be treated humanely (1) given food /allowed to sleep (1)</li> <li>• Legal representation (1) throughout the prosecution (1)</li> <li>• A fair trial (1) with impartial judiciary (1)</li> <li>• Appropriate custodial care (1) including provision of medication where necessary (1)</li> </ul> <p>Award <b>1 mark</b> for identifying each measure and <b>1 mark</b> for the development up to a maximum of 4 marks.</p> <p>Award any other valid responses to measure or development.</p>	(4)

Question Number	Answer	Mark
11 (a)	<p>Answers might refer to:</p> <p>When a worker reports suspected wrongdoing (1) without fear of retribution (1)</p> <p>Or</p> <p>When a worker reports suspected wrongdoing (1) where health and safety is compromised / the environment is harmed / a criminal offence is committed / a public service employee disobeys the law (1)</p> <p>Award <b>1 mark</b> for the definition and a further <b>1 mark</b> for a relevant development, up to a maximum of 2 marks.</p> <p>Award any other valid responses</p>	(2)
11(b)	<p>Answers might refer to:</p> <ul style="list-style-type: none"> <li>• provide safe working environments for employees (1) in order to satisfy health and safety legislation (1)</li> <li>• provide training (1) in order to ensure that employees are familiar with codes of practice (1)</li> <li>• enable redress (1) in the event of grievances (1)</li> </ul> <p>Award <b>1 mark</b> for identifying the responsibility and <b>1 further mark</b> for development.</p> <p>Award marks for other valid responses.</p>	(2)

Question Number	Answer	Mark
12	<p>Answers might refer to:</p> <ul style="list-style-type: none"> <li>• Not discriminate against those working for the public services (1) such as insisting to see someone of the same race / gender when making a general enquiry (1)</li> <li>• Respect the human rights of those working for the public services (1) such as not using threatening or abusive behaviour (1)</li> <li>• Supply information that is verifiable and accurate (1) such as providing your name and address when asked by a public service employee (1)</li> <li>• Not attempt to defraud public service providers (1) by accessing services/ benefits they are not entitled to (1)</li> </ul> <p>Award <b>1 mark</b> for identifying the responsibility and <b>1 mark</b> for the development up to a maximum of 2 marks.</p> <p>Award marks for other valid responses.</p>	(2)

Question Number	Answer	Mark
13	<p>Accept any <b>two</b> of the following answers:</p> <ul style="list-style-type: none"> <li>• poverty (1)</li> <li>• age (1)</li> <li>• disability (1)</li> <li>• gender (1)</li> <li>• race (1)</li> <li>• religion (1)</li> <li>• income (1)</li> <li>• wealth (1)</li> <li>• locality / housing (1)</li> <li>• education / qualifications (1)</li> </ul> <p>Award <b>1 mark</b> for each correct answer up to a maximum of 2 marks</p> <p>Where methods of research are identified, award maximum of 1 mark.</p>	(2)

Question Number	Answer	Mark
14 (a)	<p>Answers might refer to:</p> <p>Ensuring that all individual have access to public services (1) irrespective of age/ gender/ race/ disability/ sexual orientation (1)</p> <p>Award marks for other valid responses.</p>	(2)
14(b)	<p>Answers might refer to:</p> <ul style="list-style-type: none"> <li>• Reflect the composition of the communities that the public services serve (1)</li> <li>• Attract new employees (1)</li> <li>• Retaining existing employees (1)</li> <li>• Improving public confidence / faith in the public services (1)</li> </ul> <p>Example answer  By following equal opportunities policies public service organisations promote the idea of diversity. (1) This reinforces the idea that they are able to meet the needs of the communities which they serve. (1) However this imposes costs (1) on the organisation which might otherwise be spent on providing services. (1)</p> <p>Award marks for other valid responses.</p>	(4)

Question Number	Answer	Mark
15 (a)	<p>Answers might refer to:</p> <ul style="list-style-type: none"> <li>• mobile phone traffic (1)</li> <li>• e-mails (1)</li> <li>• CCTV (1)</li> <li>• Automatic number plate recognition (ANPR) (1)</li> </ul> <p>Example answer The police use of ANPR cameras (1) enables them to automatically check to make sure the car has valid insurance / tax / MOT (1)</p> <p>Award <b>1 mark</b> for identifying the method and <b>1 mark</b> for explaining the method, up to a maximum of 2 marks</p> <p>Award marks for other valid responses</p>	(2)
15 (b)	<p>Answers might refer to:</p> <ul style="list-style-type: none"> <li>• Increased security (1) enables the police / security services to keep citizens safe (1)</li> <li>• Citizens feel safer (1) when they see CCTV cameras (1)</li> <li>• Leads to increased police efficiency (1) and reduce the cost of policing (1)</li> <li>• Protection from terrorism (1) enables security services to monitor mobile phone messages / e-mails (1)</li> <li>• Considered an infringement of human rights (1) as it deprives citizens of a right to privacy (1)</li> <li>• Reduced sense of security (1) as fewer police officer are on patrol (1)</li> </ul> <p>Award <b>1 mark</b> for identifying impact and a further <b>1 mark</b> for expanding each point, up to a maximum of 4 marks</p> <p>Award marks for other valid responses.</p>	(4)

Question Number	Answer	Mark
16	<p>Answers might refer to:</p> <p>How public services promote good citizenship</p> <ul style="list-style-type: none"> <li>• promoting values and standards for self and others by using suitable language</li> <li>• showing fairness, respect, discipline and empathy to others</li> <li>• participation in community activities</li> <li>• encouraging volunteering / supporting charitable organisations</li> <li>• challenging injustice</li> <li>• protecting the environment</li> <li>• promotes equality and diversity as fundamental values of citizenship,</li> <li>• promotes awareness of importance of community to all members of society</li> <li>• promotes participation of all members of society</li> <li>• acting as role models</li> <li>• the need for all members of society to protect individuals, especially those who are vulnerable</li> <li>• helping the community and the public services to work together (e.g. Neighbourhood Watch co-ordinators)</li> </ul> <p>Limitations</p> <ul style="list-style-type: none"> <li>• cases of public service employees acting inappropriately can undermine the attempt by the public services to promote good citizenship</li> <li>• over enthusiasm can cause volunteers / good citizens to over extend themselves</li> <li>• where public service organisations fall below public expectations this undermines their ability to promote good citizenship</li> </ul> <p>Examples of cases will be credited</p>	(8)

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