

Write your name here

Surname					Other names					
Pearson BTEC Level 1/Level 2 First Certificate	Centre Number					Learner Registration Number				
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<h1>Public Services</h1> <h2>Unit 6: Citizenship, Society and the Public Services</h2>										
Thursday 14 January 2016 – Morning						Paper Reference				
Time: 1 hour						20537F				
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 learner registration 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 50.
- The marks for **each** question are shown in brackets
– *use this as a guide as to how much time to spend on each question.*

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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Answer ALL questions.

Some questions must be answered with a cross in a box ☒. If you change your mind about an answer, put a line through the box ☒ and then mark your new answer with a cross ☒.

1 To vote in a Parliamentary election, you need to be 18 years of age or over.

Identify which **one** of the following requirements also needs to be met.

- A** be a taxpayer
- B** be married
- C** be a homeowner
- D** be a UK citizen

(Total for Question 1 = 1 mark)

2 Explain what is meant by 'legal aid'.

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(Total for Question 2 = 2 marks)

3 Access to public services should not be affected by a person's income or race.

State **two** other social factors which should not affect a person's access to public services.

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(Total for Question 3 = 2 marks)

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4 Public services view volunteering as one way that good citizenship can be achieved.
Explain **two** other ways public services view good citizenship.

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(Total for Question 4 = 4 marks)

5 Identify **three** public services that provide support to vulnerable young people.

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(Total for Question 5 = 3 marks)

6 Explain **one** way in which the need for equal opportunities affects public service organisations.

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(Total for Question 6 = 2 marks)



7 State **two** ways that education promotes citizenship.

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(Total for Question 7 = 2 marks)

8 Explain why it is a responsibility of individuals claiming benefits to participate in a review of their benefits.

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(Total for Question 8 = 2 marks)

9 Give **two** responsibilities that public service organisations have towards their employees.

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(Total for Question 9 = 2 marks)

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13 When using public services, people have a right to be treated with dignity.

State **two** other rights people have when using health and social care services.

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(Total for Question 13 = 2 marks)

14 (a) Explain **one** benefit of a trained workforce to a public service organisation.

(2)

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(b) Explain the term 'professional standards'.

(2)

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(c) Explain **one** way public service organisations prevent bullying and harassment.

(2)

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(Total for Question 14 = 6 marks)

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15 Which **one** of the following is a responsibility of a public service user?

- A** join a trade union
- B** supply accurate information
- C** vote in democratic elections
- D** join a neighbourhood watch scheme

(Total for Question 15 = 1 mark)

16 (a) Give **two** ways public service organisations use liaison officers.

(2)

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(b) Explain **two** ways the police service improves people’s quality of life.

(4)

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(Total for Question 16 = 6 marks)

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Handwriting practice area with 20 horizontal dotted lines.

(Total for Question 17 = 8 marks)

TOTAL FOR PAPER = 50 MARKS





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