

# Mark Scheme (Results)

Jan 2016

Pearson BTEC Level 1/Level 2 First  
Certificate, Extended Certificate and  
Diploma in Public Services  
Unit 6: Citizenship, Diversity and the  
Public Services

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## General Marking Guidance

- All candidates must receive the same treatment. Examiners must mark the first candidate in exactly the same way as they mark the last.
- Mark schemes should be applied positively. Candidates must be rewarded for what they have shown they can do rather than penalised for omissions.
- Examiners should mark according to the mark scheme not according to their perception of where the grade boundaries may lie.
- All marks on the mark scheme should be used appropriately.
- All marks on the mark scheme are designed to be awarded. Examiners should always award full marks if deserved, i.e. if the answer matches the mark scheme. Examiners should also be prepared to award zero marks if a candidate's response is not worthy of credit according to the mark scheme.
- Where some judgment is required, mark schemes will provide the principles by which marks will be awarded and exemplification may be limited.
- When examiners are in doubt about applying the mark scheme to a candidate's response, the team leader must be consulted.
- Crossed-out work should be marked UNLESS the candidate has replaced it with an alternative response.

Question Number	Answer	Mark
1	D - UK Citizen	(1)

Question Number	Answer	Mark
2	<p>Answers might refer to:</p> <p>The state meeting the cost of legal expenses (1) for people who are unable to afford such costs (1)</p> <p>Legal aid is means tested (1) which restricts its availability (1)</p> <p>Award any other valid responses</p>	(2)

Question Number	Answer	Mark
3	<p>Accept any two of the following answers:</p> <ul style="list-style-type: none"> <li>• class(1)</li> <li>• age (1)</li> <li>• disability (1)</li> <li>• gender (1)</li> <li>• religion/belief (1)</li> <li>• sexual orientation (1)</li> <li>• appearance (1)</li> </ul> <p>Do not award marks for Race, skin colour and income</p>	(2)

Question Number	Answer	Mark
4	<p>Answers might refer to:</p> <p>where people have a desire to</p> <ul style="list-style-type: none"> <li>• improve society (1) such as reporting criminal / anti-social behaviour (1)</li> <li>• protect individuals (1) by encouraging them to protect their home / property / person (1)</li> <li>• protect vulnerable individuals (1) by caring for them (1)</li> </ul> <p>Award 1 mark for identifying the factor and 1 mark for explanation.</p> <p><b>Do not award mark for volunteering/voluntary activity.</b>  <b>Reward any other valid responses.</b></p>	(4)
Question Number	Answer	Mark
5	<p>Accept any <b>three</b> of the following answers:</p> <ul style="list-style-type: none"> <li>• Education Service (1)</li> <li>• Department of Work and Pensions (1)</li> <li>• Health Service / Ambulance (1)</li> <li>• Police Service (1)</li> <li>• Social Services (1)</li> <li>• Fire and Rescue Service (1)</li> <li>• Relevant voluntary/third sector services e.g. NSPCC, Victim support (1)</li> </ul> <p><b>Reward any other valid responses.</b></p>	(3)

Question Number	Answer	Mark
6	<p>Answers might refer to:</p> <ul style="list-style-type: none"> <li>• Individuals from different social groups in society are encouraged to join the public services (1) to try and ensure the services fairly represent the communities that they serve (1)</li> <li>• Anti-discrimination approaches such as awareness training / employee diversity / inclusion / equal pay / positive discrimination / anti-harassment procedures / whistle blowing / grievance procedures (1) help to attract / retain employees from different groups (1)</li> <li>• Financial costs of implementing equal opportunity measures can be high (1) as training and implementing them can be expensive (1)</li> </ul> <p>Award 1 Mark identifying the need and 1 further mark for a linked explanation, up to 2 marks.</p> <p><b>Award marks for other valid responses</b></p>	(2)

Question Number	Answer	Mark
7	<p>Answers might refer to:</p> <ul style="list-style-type: none"> <li>• Citizenship lessons e.g. PSHE and SEAL (1)</li> <li>• Voluntary work (1)</li> <li>• Fundraising (1)</li> <li>• Duke of Edinburgh award (1)</li> <li>• Developing employability (1)</li> </ul> <p><b>Award marks for other valid responses</b></p>	(2)
Question Number	Answer	Mark
8	<p>Answers might refer to:</p> <p>Inform agency of any changes in their circumstances (1) as this may affect how much money they may receive (1)</p> <p><b>Award marks for other valid responses.</b></p>	(2)

Question Number	Answer	Mark
9	<p>Answers might refer to:</p> <ul style="list-style-type: none"> <li>• providing safe working environments for employees (1)</li> <li>• providing protective clothing where necessary (1)</li> <li>• preventing discrimination (1)</li> <li>• providing training (1)</li> <li>• enabling redress (1)</li> <li>• enabling whistleblowing (1)</li> <li>• paying wages (1)</li> </ul> <p><b>Do not award marks for only stating whistleblowing/training/redress</b>  <b>Award marks for other valid responses</b></p>	(2)

Question Number	Answer	Mark
10	<p>Accept the following answers:</p> <ul style="list-style-type: none"> <li>• freedom from discrimination (1)</li> <li>• freedom from prejudice (1)</li> <li>• equal access to public services for all (1)</li> <li>• no significant disparity in income/wealth (1)</li> <li>• equal access to employment/education (1)</li> </ul> <p><b>Do not reward answers which state human rights without the benefit of the right</b>  <b>Award marks for other valid responses</b></p>	(2)

Question Number	Answer	Mark
11	<p>Answers might refer to:</p> <p>Immigration</p> <ul style="list-style-type: none"> <li>Increases range of available skills (1) such as doctors in the NHS / engineers (1)</li> <li>Affects costs of public service provision (1) of providing translators / translation services (1)</li> <li>Increases need for training (1) to raise awareness / understanding of different cultures (1)</li> </ul> <p>1 mark for identifying each way and 1 mark for explanation.</p> <p><b>Award marks for other valid responses</b></p>	(4)

Question Number	Answer	Mark
12	<p>Answers might refer to:</p> <ul style="list-style-type: none"> <li>number of people using public services (1)</li> <li>cost of public services (1)</li> <li>through data from Office for National Statistics (ONS) (1)</li> <li>through data from non-governmental organisations (1)</li> <li>Use of surveys e.g. British crime survey</li> </ul> <p><b>Award marks for other valid responses.</b></p>	(1)

Question Number	Answer	Mark
13	<p>Answers might refer to:</p> <ul style="list-style-type: none"> <li>access to high-quality services (1)</li> <li>protection where individuals are at risk (1)</li> <li>to be treated fairly/without discrimination (1)</li> <li>confidentiality when disclosing personal and private information (1)</li> <li>consent when receiving treatment (1)</li> <li>individual choice in relation to public services (1)</li> </ul> <p><b>Do not award marks for being treated with dignity/respect</b></p> <p><b>Award marks for other valid responses.</b></p>	(2)



Question Number	Answer	Mark
14 (a)	<p>Answers might refer to:</p> <p>Might lead to</p> <ul style="list-style-type: none"> <li>• improvements in performance (1) such as higher crime detection rates / greater productivity (1)</li> <li>• reduction in number of accidents / injuries (1) which can save money / reduce stress (1)</li> <li>• improved level of staff motivation (1) as the staff are more skilled and confident in their work / improved job satisfaction (1)</li> <li>• improved levels of service provision (1) which results in improved public confidence / fewer complaints from service users (1)</li> <li>• a more effective workforce (1) due to the award of qualifications (1)</li> </ul> <p>Award 1 Mark for identifying the benefit and 1 further mark for a linked explanation, up to 2 marks.</p> <p><b>Award marks for other valid responses.</b></p>	(2)
14 (b)	<p>Example answers:</p> <p>A set of guidelines which professional employees such as social workers/doctors must work to (1) in order to fulfil their role appropriately(1)</p> <p>The duty of a professional to exercise the level of care/skill (1) as prescribed in the code of practice for their role (1)</p> <p><b>Award marks for other valid responses.</b></p>	(2)
14 (c)	<p>Answers might refer to:</p> <ul style="list-style-type: none"> <li>• having codes of practice / procedures in place (1) which enable people to report bullying and harassment (1)</li> <li>• having employee representatives (1) where employees are unable to speak on their own behalf (1)</li> <li>• public services have zero tolerance policies (1) with clear sanctions for breach (1)</li> </ul> <p><b>Award marks for other valid responses.</b></p>	(2)

Question Number	Answer	Mark
15	B - supply accurate information	(1)

Question Number	Answer	Mark
16 (a)	<p>Answers might refer to</p> <p>Interaction with community groups to establish needs (1)</p> <p>Liaison with family following major incidents (1)</p> <p>Management of public protest (1)</p> <p><b>Award any other valid responses</b></p>	(2)
16 (b)	<p>Example answers:</p> <p>The police service protects, help and reassure the community (1) by upholding the law (1). They do this by having officers on patrol (1) who deter people from committing a crime (1)</p> <p>The police service protect, help and reassure the community (1) by pursuing and bringing to justice those who break the law (1). They do this by investigating crime scenes (1) and solving crime (1)</p> <p>Award 1 mark for identification of a way that the police service improves the quality of life and 1 further mark for the justification/expansion up to a maximum of 4 marks.</p> <p><b>Award any other valid responses</b></p>	(4)

Question Number	Indicative content	Mark
17	<p>Answers might refer to:</p> <p>The impact of ICT on public service organisations:</p> <ul style="list-style-type: none"> <li>• The use of mobile phone technology to share information has meant that the public service organisations are under greater scrutiny</li> <li>• Social media enables people to communicate about public services/public service organisations use social media to communicate information to service users</li> <li>• Information about the performance of public service organisations can be uploaded without being validated</li> <li>• Information presented can often be interpreted in a number of ways</li> <li>• Examples of the use of IT systems by public service organisations to improve efficiency e.g. automatic number plate recognition (ANPR), airwave radio</li> <li>• The need to: <ul style="list-style-type: none"> <li>○ increase customer service training for employees</li> <li>○ raise awareness of employees of increased levels of scrutiny</li> <li>○ change methods of service delivery to meet the needs of society</li> </ul> </li> </ul> <p>Award marks for examples of the failure of public service organisations to use ICT to improve service delivery</p>	(8)

Level	Descriptor	Marks
Level 0	No rewardable material	0
Level 1	A few key points identified, or one point described in some detail. The answer is likely to be in the form of a list. Only one viewpoint considered. Points made will be superficial/generic and not applied/directly linked to the situation in the question.	1 to 3
Level 2	Some points identified, or a few key points described. Consideration of more than one viewpoint but there will be more emphasis on one of them. The answer is unbalanced. Most points made will be relevant to the situation in the question, but the link will not always be clear.	4 to 6
Level 3	Range of points described, or a few key points explained in depth. All sides of the case are considered and the answer is well-balanced, giving weight to all viewpoints. The majority of points made will be relevant and there will be a clear link to the situation in the question.	7 to 8

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