

Write your name here

Surname

Other names

**Pearson BTEC
Level 1/Level 2
First Certificate**

Centre Number

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Learner Registration Number

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Public Services

Unit 6: Citizenship, Society and the Public Services

Wednesday 25 May 2016 – Morning

Time: 1 hour

Paper Reference

20537G

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 State **two** pieces of legislation that relate to the rights of individuals in the UK.

1

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2

.....

(Total for Question 1 = 2 marks)

2 Identify which **one** of these services has the main responsibility for safeguarding vulnerable adults.

- A** leisure services
- B** health services
- C** social welfare services
- D** environmental services

(Total for Question 2 = 1 mark)

3 Key terms used in citizenship include society, state and community.

Define the term 'state'.

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(Total for Question 3 = 1 mark)

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4 Identify **two** approaches public sector organisations use to prevent discrimination.

1

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2

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(Total for Question 4 = 2 marks)

5 State **two** ways local councils might view citizenship.

1

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2

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(Total for Question 5 = 2 marks)

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6 One right of an individual detained within the criminal justice system is to be treated humanely.

(a) Give **one** public service organisation responsible for ensuring an individual being detained is treated humanely.

(1)

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(b) Identify **two** ways that a public service organisation ensures that an individual being detained is treated with dignity.

(2)

1

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2

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(c) State **two other** rights of individuals detained in the criminal justice system.

(2)

1

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2

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(Total for Question 6 = 5 marks)

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7 State **two** ways that an individual can become a citizen in society.

1

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2

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(Total for Question 7 = 2 marks)

8 The emergency services and health and welfare services often deal with vulnerable individuals.

(a) State **two** ways that an emergency service supports vulnerable individuals.

(2)

1

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2

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(b) One right of an individual when using health and welfare services is to have access to high quality services.

Explain **two other** rights of an individual when using health and welfare services.

(4)

1

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2

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(Total for Question 8 = 6 marks)



9 Give **two** examples of demographic change in society.

1

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2

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(Total for Question 9 = 2 marks)

10 Explain **one** way that education promotes equality.

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(Total for Question 10 = 2 marks)

11 Give **one** negative impact of implementing equal opportunity measures in public sector organisations.

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(Total for Question 11 = 1 mark)

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13 (a) Outline **two** ways fire and rescue services ensure the safety of their employees.

(2)

1

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2

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(b) Explain **one** responsibility that a fire and rescue service employee has towards the public.

(2)

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(Total for Question 13 = 4 marks)

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14 The impact of public services on the lives of citizens can be measured in a number of ways. One way is by measuring the level of crime.

(a) Outline **two other** ways that the impact of public services on the lives of citizens can be measured.

(2)

1

2

Public service organisations improve the quality of life of citizens.

(b) Explain **two** ways that the quality of life of citizens can be improved by **one** public service organisation.

(4)

1

2

(Total for Question 14 = 6 marks)

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(Total for Question 15 = 8 marks)

TOTAL FOR PAPER = 50 MARKS



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