



Mark Scheme (Results)

June 2016

Pearson BTEC Level 1/Level 2 First
Certificate, Extended Certificate and
Diploma in Public Services
Unit 6: Citizenship, Society 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	<p>Accept the following:</p> <ul style="list-style-type: none"> • Human Rights Act 1998 (1) • Equality Act 2010 (1) • Disability Discrimination Act 1998 (1) <p>Accept any other valid responses</p>	(2)

Question Number	Answer	Mark
2	C - social welfare services	(1)

Question Number	Answer	Mark
3	<p>Acceptable definitions include:</p> <ul style="list-style-type: none"> • A community or organised group of people living as a nation (1) • Living within a defined territory under one government (1) <p>Accept any other valid responses.</p> <p>Do not award definitions of the verb 'state'. Do not award examples of states.</p>	(1)

Question Number	Answer	Mark
4	<p>Accept any two of the following responses:</p> <ul style="list-style-type: none"> • awareness training (1) • increasing employee diversity (1) • having inclusion policies (1) • having an equal pay policy (1) • anti-harassment procedures (1) • whistle blowing (1) • grievance procedures (1) <p>Accept any other valid responses</p>	(2)

Question Number	Answer	Mark
5	<p>Accept two of the following:</p> <p>Local councils may view citizenship as:</p> <ul style="list-style-type: none"> • recycle house hold rubbish (1) • disposing of litter appropriately (1) • voting in elections (1) • pay their council tax (1) • using council services appropriately (1) • being neighbourly/volunteering (1) • Through place of birth (1) • Family membership (1) • Residency (1) • Learning/working (1) • Obeying the law (1) <p>Accept any other valid responses</p>	(2)

Question Number	Answer	Mark
6(a)	<p>Accept one of the following</p> <ul style="list-style-type: none"> • Police Service (1) • Prison Service (1) • NHS (1) <p>Accept any other valid responses.</p>	(1)

Question Number	Answer	Mark
6(b)	<p>Answers might refer to:</p> <ul style="list-style-type: none"> • Access to appropriate toilet facilities (1) • Access to appropriate washing facilities (1) • Provision of appropriate clothing (1) • Access to worship (1) • Explaining their rights / what is happening (1) <p>Accept any other valid responses</p>	(2)

6 (c)	<p>Accept any two of the following responses:</p> <ul style="list-style-type: none"> • reasonable grounds for arrest (1) • legal representation (1) • legal aid (1) • a fair trial (1) • suitable treatment in prison (1) • have the right to remain silent (1) • no punishment without law (1) <p>Accept any other valid responses. Do not award for being treated humanely/dignity/general human rights not relating to detention in the criminal justice system.</p>	(2)
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Question Number	Answer	Mark
7	<p>Accept any two of the following:</p> <ul style="list-style-type: none"> • by being an active member of a community / state / nation (1) • through place of birth (1) • family membership (1) • residency (1) • learning (1) • working (1) • paying taxes (1) <p>Award marks for elements of the process of becoming UK citizen e.g. Taking Life in the UK test/Marriage. Accept any other valid responses</p>	(2)

Question Number	Answer	Mark
8(a)	<p>Accept two of the following:</p> <ul style="list-style-type: none"> • Police / Ambulance service arrange for a responsible person to accompany a vulnerable individual (1) • the Fire and Rescue service would provide fire safety guidance to vulnerable individuals (1) • work in partnership with other agencies (1) • have policies and procedures for dealing with vulnerable people (1) • publicity campaigns to raise awareness (1) • refer them for specialist support (1) <p>Accept any other valid responses</p>	(2)
8(b)	<p>Answers might refer to:</p> <ul style="list-style-type: none"> • protection where individuals are at risk (1) • to be treated without discrimination (1) • confidentiality when disclosing personal and private information (1) • consent when receiving treatment (1) • individual choice in relation to public services (1) • be treated with dignity when using services (1) <p>Award 1 mark for identifying the right (2 Max) and a further mark for each explanation, up to 4 marks Total Marks = (1+1) x 2</p> <p>Example answers might include:</p> <ul style="list-style-type: none"> • to be treated without discrimination (1) so they are receive the same level of service as anyone else (1) • confidentiality when disclosing personal and private information (1) such as their name and address not being given out (1) • consent when receiving treatment (1) by having someone they know / can trust / impartial (e.g. social worker) advise them (1) <p>Accept any other valid responses</p>	(4)

Question Number	Answer	Mark
9	<p>Accept any two of the following:</p> <ul style="list-style-type: none"> • the growth of an ageing population (1) • patterns of health/illness (1) • the structure of the family (1) • immigration (1) • social inequality (1) <p>Accept any other valid responses</p>	(2)

Question Number	Answer	Mark
10	<p>Answers might refer to:</p> <p>Teaches people everyone should have the same chances in life (1) can all contribute to society (1) British values are embedded (1) and applied in a variety of lessons (1)</p> <p>Award 1 mark for identifying how education promotes equality and a further mark for explanation, up to 2 marks</p> <p>Accept any other valid responses</p>	(2)

Question Number	Answer	Mark
11	<p>Accept any one of the following:</p> <ul style="list-style-type: none"> • increased cost (e.g. of advertising) • increased bureaucracy of monitoring • increased bureaucracy of reporting • increased cost of adapting working environments <p>Accept any other valid response</p>	(1)

Question Number	Answer	Mark
12 (a)	<p>Answers might refer to:</p> <ul style="list-style-type: none"> • During national emergencies such as flooding (1) the military will support other public services by supplying resources (1) • Providing emergency fire cover (1) during industrial disputes (1) <p>Award 1 mark for providing an example and a further mark for explanation, up to 2 marks</p> <p>Accept any other valid responses</p>	(2)
12 (b)	<p>Answers might refer to:</p> <ul style="list-style-type: none"> • acting as a role model by working with young people who are at risk of getting involved in crime (1) and therefore reducing the likelihood of them offending (1) • using their skills / training by volunteering with the St John Ambulance Brigade / homeless charities (1) and reducing the demand on the public services (1) <p>Award 1 mark for identifying each benefit and a further mark for explanation (2x2 = 4 marks)</p> <p>Accept any other valid responses</p>	(4)

Question Number	Answer	Mark
13 (a)	<p>Answers might refer to:</p> <ul style="list-style-type: none"> • provide safe working environments for employees by providing fire kit (1) • provide training in how to lift / move a person safely at an incident (1) <p>Do not award a mark for simply stating the responsibility</p> <p>Accept any other valid responses</p>	(2)
13 (b)	<p>Example answers:</p> <ul style="list-style-type: none"> • Fire fighters have a duty of care to the public (1) which means they must provide high quality services (1) • Fire and rescue service personnel follow anti-discrimination policies (1) treating every member of the public equally and fairly (1) • Fire fighters follow codes of practice / observe professional standards (1) issued by Department for Communities and Local Government / DCLG (1) <p>Award 1 mark for identifying the responsibility and a further mark for a linked explanation</p> <p>Accept any other valid responses</p>	(2)

Question Number	Answer	Mark
14 (a)	<p>Accept two of the following:</p> <ul style="list-style-type: none"> • data from the Coroner's Office would show a reduction in the number of deaths in fire incidents (1) • data from government departments would show how health and social care affects life expectancy (1) • reduced morbidity rates would show research and treatment for diseases leads to people living longer (1) • Education success rate /employment data would show the effect the education service has on the lives of individuals (1) • Methods of research/statistical data/analysis (1) <p>Do not award mark for simply stating surveys or questionnaires</p> <p>Accept any other valid responses</p>	(2)
14 (b)	<p>Answers might refer to:</p> <p>Ways: By having:-</p> <ul style="list-style-type: none"> • trained personnel (1) • Suitable equipment (1) • A range of services available (1) • Rapid response times (1) • Accessible information (1) <p>Possible impacts:-</p> <ul style="list-style-type: none"> • Safer living environments (1) • Personalised care (1) • Appropriate services to meet needs (1) • Lives saved (1) • Improved life chances (1) <p>Both responses must link to one public service.</p> <p>Award 1 mark for identifying the way that the quality of life can be improved and 1 mark for explaining the impact.</p> <p>Where answers do not refer to specific public service organisations, but it is clear which service is meant, marks will be awarded.</p> <p>Accept any other valid responses</p>	(4)

Question Number	Answer	Mark
15	<p>Security services carrying out surveillance can have a positive impact on the rights of individuals in that:</p> <ul style="list-style-type: none"> • it can protect them from attacks • help to keep them safe • people may feel safer/people are reassured • protect their way of life, beliefs, values, etc • it can enable clear evidence of guilt or innocence of those accused of committing, or planning to commit a crime <p>The negative impact of surveillance can:</p> <ul style="list-style-type: none"> • infringe the right to privacy • cause innocent people could feel that they are being treated as guilty • cause people may feel that the government are watching them all the time • result in surveillance that becomes more widespread in its approach than a targeted approach and key information could be missed <p>References to relevant legislation will be rewarded.</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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