



Mark Scheme (Results)

June 2016

Pearson BTEC Level 1/Level 2 First  
Award in Public Services

Unit 1: The Role and Work of 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>Answers might refer to:</p> <ul style="list-style-type: none"> <li>• Respond to situations (1)</li> <li>• Prevent further injury/ensure patient is safe (1)</li> <li>• Transport patient to hospital (1)</li> <li>• Provide treatment/first aid/care at emergency scene (1)</li> </ul> <p>Award any other valid responses. Award maximum 2 marks.</p>	(2)

Question Number	Answer	Mark
2 (a)	<p>Answers might refer to:</p> <ul style="list-style-type: none"> <li>• A reserve organisation consists of part time/voluntary personnel who work alongside the public services (1)</li> </ul> <p>NB since paper was written, Territorial Army (TA) has been renamed Army Reserves. Award any other valid responses. No mark for only naming a reserve organisation. No mark for 'support full-time public services' as this is given to the learners in 2b.</p>	(1)

Question Number	Answer	Mark
2 (b)	<p>Answers might refer to:</p> <ul style="list-style-type: none"> <li>• provide soldiers to work alongside regular soldiers (1)</li> <li>• gives people with specialist skills (e.g. medics/engineers) the opportunity to use them in different ways (1)</li> </ul> <p>Award any other valid responses.</p>	(1)

Question Number	Answer	Mark
3	<p>Answers might refer to:</p> <ul style="list-style-type: none"> <li>• respond to incidents e.g. fires / accidents / emergencies (1)</li> <li>• provide fire safety advice (1)</li> <li>• undertake home fire risk assessments (1)</li> </ul> <p>Award any other valid responses.</p>	(2)

Question Number	Answer	Mark
4 (a)	<p>Answers might refer to:</p> <ul style="list-style-type: none"> <li>• City council/Town council/county council/unitary authority (1)</li> </ul> <p>Award mark if specific local authority/council is named</p> <p>Award any other valid responses.</p>	(1)

Question Number	Answer	Mark
4 (b)	<p>Answers might refer to:</p> <ul style="list-style-type: none"> <li>• provide social services e.g. support families with children, support the elderly, support health care (1)</li> <li>• provide environmental/leisure services e.g. public toilets, parks, allotments, local tips (1)</li> <li>• provide street lighting (1)</li> <li>• Road maintenance (1)</li> </ul> <p>Award any other valid responses.</p>	(2)

Question Number	Answer	Mark
5 (a)	<p>Correct answers:</p> <ul style="list-style-type: none"> <li>• The police service (1)</li> <li>• Ambulance (1)</li> <li>• Coastguard (1)</li> </ul>	(1)

Question Number	Answer	Mark
5 (b)	<p>Answers might refer to:</p> <p>Advantages</p> <ul style="list-style-type: none"> <li>• funding is guaranteed (1) this enables services to be delivered/ means less need for fund raising/reliance on volunteers (1)</li> <li>• amount of funding per year is known in advance (1) enables budgeting / investment/enables cost effectiveness (1)</li> </ul> <p>Award 1 mark for the advantage Award 1 mark for an explanation</p> <p>Award any other valid responses.</p>	(4)

Question Number	Answer	Mark
6 (a)	Ministry of Defence (MOD) (1)	(1)

Question Number	Answer	Mark
6 (b)	<p>Answers might refer to:</p> <ul style="list-style-type: none"> <li>• Deployment of military forces in an area (1)</li> <li>• The maintenance of security (1)</li> <li>• Prevent conflict/war/terrorism (1)</li> <li>• Sending in resources / aid (1)</li> <li>• Protect civilians/refugees (1)</li> <li>• Follow international laws/Geneva convention (1)</li> </ul> <p>Award any other valid responses. Accept examples of peacekeeping award 1 mark max.</p>	(2)

Question Number	Answer	Mark
7	<p>Answers might refer to:</p> <ul style="list-style-type: none"> <li>• fees for car parking (1)</li> <li>• housing rents (1)</li> <li>• universities tuition fees (1)</li> <li>• dental/optical services/prescription (1)</li> </ul> <p><b>Award any other valid responses.</b></p>	(2)

Question Number	Answer	Mark
8	<p>Answers might refer to:</p> <ul style="list-style-type: none"> <li>• provide medical care at public events (1)</li> <li>• provide support at disasters /emergencies (1)</li> <li>• Patient transport (1)</li> </ul> <p><b>Award any other valid responses.</b></p>	(2)

Question Number	Answer	Mark
9	<p>Answers might refer to:</p> <ul style="list-style-type: none"> <li>• cost of setting up (1) organisations reluctant to hand over their budget (1)</li> <li>• coordinating the member organisations (1) difficult to get staff available to meet regularly/distribute workload (1)</li> <li>• accountability for partnership (1) reflects badly on individual service if partnership is unsuccessful (1)</li> <li>• poor communication (1) incompatible equipment/systems (1)</li> </ul> <p>For each of the disadvantages given: Award 1 mark for the disadvantage Award 1 mark for an explanation</p> <p><b>Award any other valid responses.</b></p>	(4)

Question Number	Answer	Mark
10(a)	<p>Answers might refer to:</p> <ul style="list-style-type: none"> <li>• monitor goods entering and leaving the UK (1)</li> <li>• to collect taxes / duties (1)</li> </ul> <p>Award any other valid responses.</p>	(1)

Question Number	Answer	Mark
10(b)	<p>Answers might refer to:</p> <ul style="list-style-type: none"> <li>• reduce pollution / waste (1)</li> <li>• respond to relevant emergencies (e.g. flooding) (1)</li> <li>• to support agriculture / farming (1)</li> </ul> <p>Award any other valid responses.</p>	(1)

Question Number	Answer	Mark
11 (a)	<p>Answers might refer to:</p> <ul style="list-style-type: none"> <li>• primary schools (1)</li> <li>• secondary schools (1)</li> <li>• independent schools (public or private) (1)</li> <li>• academies (1)</li> <li>• sixth form colleges (1)</li> <li>• FE/HE colleges (1)</li> </ul> <p>Award any other valid responses. Do not accept universities. Do not accept names of schools e.g. Teresa Green school.</p>	(2)

Question Number	Answer	Mark
11 (b)	<p>Answers might refer to:</p> <ul style="list-style-type: none"> <li>• vocational qualifications (1)</li> <li>• English / maths / ICT courses (1)</li> <li>• Apprenticeships (1)</li> <li>• Government Schemes (1)</li> <li>• Work Experience (1)</li> </ul> <p>Award any other valid responses.</p>	(2)



Question Number	Answer	Mark
12	<p>Answers might refer to:</p> <ul style="list-style-type: none"> <li>• Installing safety equipment e.g cctv/street lighting(1) to prevent/record/monitor/provide evidence for criminal behaviour (1)</li> <li>• housing enforcements (1) to evict nuisance tenants (1)</li> <li>• Crime Prevention Injunction (CPI) / Criminal Behaviour Order (CBO)/Public Space Protection Order (PSPO) (1) to keep the peace in the community and deal with offenders (1)</li> <li>• issue fixed penalty fines (1) for litter, graffiti, fly-posting, (1)</li> <li>• Work in community safety partnerships (1) looking at local issues such as anti-social behaviour, drugs or vandalism</li> <li>• Installing road traffic calming measures (1) e.g near schools to protect children and parents</li> </ul> <p>Award 1 mark for the identifying the purpose Award 1 mark for an explanation</p> <p>Do not award marks for references to voluntary sector organisations such as Neighbourhood Watch. Award any other valid responses.</p>	(4)

Question Number	Answer	Mark
13 (a)	<p>Answers might refer to:</p> <ul style="list-style-type: none"> <li>• leaving a gift/leaving money to an organisation (1)</li> <li>• leaving money to a charity following the death of the donor (1)</li> <li>• Gifts/money coming from a will (1)</li> </ul> <p><b>Award any other valid responses.</b></p>	(1)

Question Number	Answer	Mark
13 (b)	<p>Answers might refer to:</p> <p>Answers must show how support provided by voluntary sector affects the police :</p> <ul style="list-style-type: none"> <li>• reduction of support in incidents(1) means casualties may have a longer wait time (1)</li> <li>• reduce support for victim of crime (1) means the fear of crime is increased (1)</li> </ul> <p>Answers must show how support provided by voluntary sector affects social services:</p> <ul style="list-style-type: none"> <li>• reduction of helplines such as child line / NSPCC helpline (1) victims are less likely to report (1)</li> <li>• reduction in support (from e.g. Age UK) (1) means increased workload (1)</li> </ul> <p>For each of the two ways:</p> <p>Award 1 mark for the identifying the impact Award 1 mark for an explanation</p> <p><b>Award any other valid responses.</b></p>	(4)

Question Number	Answer	Mark
14	<p>Answers might refer to:</p> <ul style="list-style-type: none"> <li>• landlord/tenant (1) disputing repairs / payment of rent (1)</li> <li>• divorce (1) couple splitting up their assets (1)</li> <li>• child custody (1) parents deciding the residential status of their children (1)</li> <li>• personal injury (1) suing for falling in the street (1)</li> <li>• employment law (1) such as gender discrimination (1)</li> </ul> <p><b>Award any other valid responses.</b></p>	(2)

Question Number	Indicative content	Mark
15	<p>The hospital might demonstrate</p> <ul style="list-style-type: none"> <li>• clearer direction to staff who give sedatives</li> <li>• more transparency in operational procedures</li> <li>• improved scrutiny of the ways staff carry out their duties</li> <li>• improved staff training</li> <li>• the need to increase public confidence</li> <li>• greater awareness of service limitations</li> </ul> <p>Other considerations</p> <p>The need to</p> <ul style="list-style-type: none"> <li>• increase staffing levels</li> <li>• increase funds</li> <li>• manage the levels and cost of legal action against the hospital</li> </ul> <p>Award any other valid responses</p>	(8)

Level	Descriptor	Marks
Level 0	No rewardable material	0
Level 1	A few key points identified, <b>or</b> 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, <b>or</b> 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, <b>or</b> 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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