

Write your name here

Surname					Other names				
Centre Number					Learner Registration Number				
Pearson BTEC Level 1/Level 2 First Award									

Public Services

Unit 1: The Role and Work of the Public Services

Wednesday 18 May 2016 – Afternoon Time: 1 hour	Paper Reference 21484F
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You do not need any other materials.	Total Marks
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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.



(Source: © sturti/Getty Images)

1 Identify **two** purposes of the service that is responding to the incident shown in the picture.

1

2

(Total for Question 1 = 2 marks)

DO NOT WRITE IN THIS AREA



2 The Territorial Army is a reserve organisation.

(a) Outline what is meant by a 'reserve organisation'.

(1)

.....

.....

(b) Outline **one** way that reserve organisations support the armed services.

(1)

.....

.....

(Total for Question 2 = 2 marks)

3 State **two** different roles of the fire and rescue service.

1

.....

2

.....

(Total for Question 3 = 2 marks)

4 (a) Give **one** example of a local authority.

(1)

.....

.....

(b) State **two** functions of a local authority.

(2)

1

.....

2

.....

(Total for Question 4 = 3 marks)

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5 Emergency services including the fire and rescue service are funded directly by central government.

(a) Give **one other** example of an emergency service.

(1)

.....

.....

(b) Explain **two** advantages for the emergency services of being directly funded by central government.

(4)

1

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.....

2

.....

.....

(Total for Question 5 = 5 marks)

6 (a) Name the government department responsible for the Army.

(1)

.....

.....

The Army is involved in international peacekeeping duties.

(b) Give **two** ways the Army supports international peacekeeping.

(2)

1

.....

2

.....

(Total for Question 6 = 3 marks)

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7 Entry to leisure facilities is an example of a direct charge made for the use of services.

Give **two other** examples of direct charges for the use of services.

1

2

(Total for Question 7 = 2 marks)

8 St John Ambulance supports the work of the ambulance service.

Outline **two** ways St John Ambulance supports the ambulance service.

1

2

(Total for Question 8 = 2 marks)

9 Services are often delivered through partnership delivery models.

Explain **two** disadvantages for public service organisations of using partnership delivery models.

1

2

(Total for Question 9 = 4 marks)

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10 (a) State **one** function of HM Revenue & Customs (HMRC).

(1)

.....

.....

(b) State **one** function of the Department for Environment, Food and Rural Affairs (Defra).

(1)

.....

.....

(Total for Question 10 = 2 marks)

11 Schools and colleges provide education for different age ranges.

(a) Identify **two** different types of school or college.

(2)

1

.....

2

.....

(b) Give **two** ways education and training are provided for people looking for work.

(2)

1

.....

2

.....

(Total for Question 11 = 4 marks)

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12 Local authorities are involved in community protection.

Explain **two** ways that local authorities provide community protection.

(4)

1

2

(Total for Question 12 = 4 marks)



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13 (a) Voluntary sector organisations receive donations through legacies.

Define the term 'legacy'.

(1)

.....

.....

Funding for the voluntary sector varies year on year.

(b) Explain **one** way this affects the support the voluntary sector provides to:

The police service

(2)

.....

.....

.....

.....

Social services.

(2)

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(Total for Question 13 = 5 marks)

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14 The Courts and Tribunals Services deal with civil issues.

Explain **one** example of an issue that may be dealt with by a civil court.

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(Total for Question 14 = 2 marks)

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(Total for Question 15 = 8 marks)

TOTAL FOR PAPER = 50 MARKS



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