



Mark Scheme (Final)

January 2017

Pearson BTEC Level 1/Level 2 First
Certificate, Extended Certificate and
Diploma in Public Services

Unit 6: Citizenship, Society and 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 judgement 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 any two of the following answers:</p> <ul style="list-style-type: none"> • disability (1) • gender (1) • race (1) • religion and belief (1) • sexual orientation (1) • gender reassignment (1) • marriage and civil partnership (1) • pregnancy and maternity (1) 	(2)

Question Number	Answer	Mark
2	B	(1)

Question Number	Answer	Mark
3	<p>Accept the following answers:</p> <ul style="list-style-type: none"> • to meet the needs of a diverse society (1) • to support and reinforce the rights of citizens (1) • to improve the quality of life for individuals / prevent crime (1) • to protect the environment (1) <p>Award any other valid responses.</p>	(2)

Question Number	Answer	Mark
4	<p>Answers might refer to:</p> <ul style="list-style-type: none"> • volunteering to work in a youth club/youth organisations (1) • helping and supporting young people / those in need in the community (1) • participating in a sponsored run (1) • raising funds for medical equipment / community / charity (1) • acting as a positive role model (1) <p>Award 1 mark for identifying each way in which public service employees can demonstrate good citizenship .</p> <p>Do not accept single words, such as 'volunteering', 'fundraising', etc.</p> <p>Award any other valid response.</p>	(2)

Question Number	Answer	Mark
5	<p>Accept any two of the following answers:</p> <ul style="list-style-type: none"> • NHS (1) • Police (1) • Social services (1) • Meals on wheels (1) • Victim support (1) • Ambulance service (1) <p>Award 1 mark for each answer, up to 2 marks.</p> <p>Award any other valid response, including two different examples from the same service.</p>	(2)

Question Number	Answer	Mark
6	<p>Accept any two of the following answers:</p> <ul style="list-style-type: none"> • attitudes to equality in public services (1) • representation of different groups in public services (1) • anti-discrimination approaches (1) • costs of implementing equal opportunity measures (1) <p>Award any other valid responses.</p> <p style="text-align: right;">(2 x 1)</p>	(2)

Question Number	Answer	Mark
7	<p>Answer might refer to:</p> <ul style="list-style-type: none"> • A society that is diverse (1) • A society/community that consist of a range of different social groups (1) • A society where a range of different values are in place (1) <p>Award any other valid responses. Do not award any one word answers.</p>	(1)

Question Number	Answer	Mark
8	<p>Accept three of the following answers:</p> <ul style="list-style-type: none"> • Maintain professional standards and follow codes of practice (1) • Promote diversity (1) • Follow anti-discrimination policies (1) • Follow procedures for complaints (1) • Follow bullying and harassment policies (1) <p>Award 1 mark for each responsibility, up to 3 marks.</p> <p>Award any other valid responses.</p>	(3)

Question Number	Answer	Mark
9	<p>Answers might refer to:</p> <ul style="list-style-type: none"> • Information provided in different languages on their websites (1) • Information provided in large sized print (1) • The public services use of liaison officers (1) <p>Award any other valid responses.</p>	(2)

Question Number	Answer	Mark
10 (a)	<p>Answers may refer to:</p> <ul style="list-style-type: none"> • Individuals are presumed innocent until proven guilty (1) by a court (1) • Entitlement to a legally qualified representative to represent (1) and have them examine any witnesses (1) <p>Award 1 mark for aspect and 1 mark for development.</p> <p>Award any other valid responses.</p>	(2)

Question Number	Answer	Mark
10 (b)	<p>Answers may refer to:</p> <ul style="list-style-type: none"> • Correspondence ought to remain private (1) and ought not be interfered with unless appropriate permission is given (1) • Privacy should be maintained (1) so CCTV cameras ought not overlook property (1) • Personal information should remain confidential (1) e.g. medical records (1) <p>Award 1 mark for aspect and 1 mark for development.</p> <p>Award any other valid responses.</p>	(2)

Question Number	Answer	Mark
11	<p>Leisure services - Providing parks and recreation centres (1)</p> <p>Environmental services - Providing recycling centres and landfill sites (1)</p>	(2)

Question Number	Answer	Mark
12	<p>Answers might refer to:</p> <ul style="list-style-type: none"> • Social media makes it easier for the individual to give the public services important information (1) the public services use this information as evidence (1) • Facebook/twitter can be used by individuals to communicate with one another (1) this enables the police to provide safety information/traffic updates to a wide number of people (1) • Computers/internet being used to report crimes (1) making it easier to report/record crime (1) <p>Award 1 mark for the way and 1 mark for development.</p> <p>Award any other valid responses.</p> <p style="text-align: right;">(2 x 2)</p>	(4)

Question Number	Answer	Mark
13 (a)	<p>Answers might refer to:</p> <ul style="list-style-type: none"> • To confirm identity (1) • To confirm address (1) • To comply with the law (1) • To deploy the appropriate resources/take the right action/response (1) • To prioritise (1) • To use as evidence (1) <p>Award any other valid responses.</p>	(2)

Question Number	Answer	Mark
13 (b)	<p>Answers might refer to:</p> <ul style="list-style-type: none"> • when attending an A&E department in an emergency (1) staff may need to access medical records (1) • when calling 999 to report an incident in progress (1) emergency services need information to ensure a correct response (1) • they use it as an evidence in court (1) to help secure a conviction (1) • they use it as a witness statement (1) to help solve a crime/attend the incident (1) <p>Award 1 mark for identifying a way and 1 mark for saying how information is used.</p> <p>Award any other valid responses.</p>	(2)

Question Number	Answer	Mark
14	<p>Answers might refer to:</p> <ul style="list-style-type: none"> • An employee could use a grievance procedure (1) in order to identify their concerns as part of a formal process (1) • An employee could approach their line manager informally (1) in order to identify their concerns and reach an agreed solution (1) <p>Award 1 mark for identifying the way and 1 mark for a linked explanation, up to 2 marks.</p> <p>Accept any other valid responses.</p>	(2)

Question Number	Answer	Mark
15	<p>Answers might refer to:</p> <ul style="list-style-type: none"> • Professional (1) • Cultural (1) 	(1)

Question Number	Answer	Mark
16 (a)	<p>Answers might refer to:</p> <ul style="list-style-type: none"> • advertising to target groups in magazines/ newspapers/websites used by women (1) • promotional events / activities targeting women (1) • have policies and procedures that make it easier for female applicants to be recruited (1) • helping with childcare arrangements to enable women applicants to attend interviews (1) <p>Accept any other valid responses.</p>	(2)

Question Number	Answer	Mark
16 (b)	<p>Answers might refer to:</p> <ul style="list-style-type: none"> • ensuring that all employees understand what to do to ensure equality of service (1) by having guidelines and codes of practice (1) • reassuring the public that they treat everybody equally (1) such as having mission and values statements (1) • improving their performance with all aspects of equality (1) by having clear standards and targets, such as Equality Objectives (1) • by employing staff from a variety of backgrounds (1) this would promote a diverse workforce (1) <p>Award 1 mark for way and 1 mark for a linked explanation, up to 2 marks.</p> <p>Accept any other valid responses.</p>	(2)

Question Number	Answer	Mark
17	<p>Answers might refer to:</p> <ul style="list-style-type: none"> • Patrol (1) to deter people undertaking criminal behaviour (1) • Offer advice (1) on how to protect home/property (1) • Carry out surveillance (1) to monitor illegal/suspicious activities (1) • Pursue and arrest (1) those suspected of having committed a crime (1) <p>Award 1 mark for a way and 1 mark for each linked explanation, up to 4 marks.</p> <p>Accept any other valid responses.</p> <p style="text-align: right;">(2 x 2)</p>	<p style="text-align: right;">(4)</p>

Question Number	Indicative content	Mark
18	<p>Answers might refer to:</p> <p>Increased demand for:</p> <ul style="list-style-type: none"> • health services • social welfare services • leisure and recreational facilities • border agency personnel <p>Increased cost of providing care in hospitals/nursing care homes/residential care settings</p> <p>Increased burden on tax payers of providing care may lead to reduction in funding for other public services</p> <p>Increased demand for public transportation</p> <p>More retired people available to volunteer and support society (such as hospital/home visitors/hospital transport drivers, etc.</p> <p>Public service employers may need to adapt their working practices to accommodate employing older people</p> <p>Public services may benefit from employing more experienced and mature employees, such as long serving employees having to retire at a certain age.</p> <p>Any current issues relating to demographic change (e.g. patterns of health/illness, immigration, etc.) can and should be rewarded when the changing demographic has an impact on public service provision</p>	8
Level	Descriptor	
Level 0 0 marks	No rewardable material	
Level 1 1-3 marks	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.	
Level 2 4-6 marks	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.	

3 7-8 marks	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.
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