



Pearson



Mark Scheme (Results)

Summer 2017

BTEC Level 1/Level 2 Firsts in Public  
Services

Unit 1: The Role and Work of the Public  
Services (21484F)

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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>• St John Ambulance (1)</li> <li>• Red Cross (1)</li> <li>• Oxfam (1)</li> <li>• Water Aid (1)</li> </ul> <p>Award any other valid responses.</p>	(2)

Question Number	Answer	Mark
2	<p>Answers might refer to:</p> <ul style="list-style-type: none"> <li>• continuity of business and day-to-day life (1)</li> <li>• effective utilisation of resources (1)</li> <li>• public health and safety (1)</li> <li>• prevention of terrorism (1)</li> <li>• inform others of current situation (1)</li> <li>• strengthen relationships (1)</li> </ul> <p>Award any other valid responses.</p>	(2)

Question Number	Answer	Mark
3a	<p>Answers might refer to provision of:</p> <ul style="list-style-type: none"> <li>• repair/maintain highways (1)</li> <li>• child / adult social services (1)</li> <li>• leisure services (1)</li> <li>• housing (1)</li> <li>• environmental services / cleaning up the local area (1)</li> <li>• planning &amp; development (1)</li> <li>• education (1)</li> </ul> <p>Award any other valid responses.</p>	(2)

Question Number	Answer	Mark
3b	<p>Answers might refer to:</p> <ul style="list-style-type: none"> <li>• libraries (1)</li> <li>• museums (1)</li> <li>• art galleries (1)</li> </ul> <p>Award no mark for named examples (e.g. Tate Modern). Award any other valid responses.</p>	(2)

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Question Number	Answer	Mark
4 (a)	<p>Answers might refer to:</p> <ul style="list-style-type: none"> <li>• The Fire and Rescue Service (1)</li> <li>• Coastguard (1)</li> <li>• Ambulance Service (1)</li> </ul> <p>Do not award mark for naming personnel. Award any other valid responses.</p>	(2)

Question Number	Answer	Mark
4 (b)	<p>Answers might refer to:</p> <ul style="list-style-type: none"> <li>• respond quickly and effectively in case of incident, accident or emergency (1)</li> <li>• prevent incidents such as crime, public disorder, fire, accident and injury (1)</li> <li>• protect the public (1)</li> </ul> <p>Award any other valid responses.</p>	(2)

Question Number	Answer	Mark
5 (a)	<ul style="list-style-type: none"> <li>• D Central government (1)</li> </ul>	(1)

Question Number	Answer	Mark
5 (b)	<p>Answers might refer to:</p> <ul style="list-style-type: none"> <li>• nursing homes / refuge centres (1) to provide care for the elderly/vulnerable (1)</li> <li>• respite care (1) to provide support for families/carers (1)</li> </ul> <p>Award any other valid responses.</p>	(2)

Question Number	Answer	Mark
5 (c)	<p>Answers might refer to:</p> <p>Advantages</p> <ul style="list-style-type: none"> <li>• Provides additional funds (1) to spend on repairs/new facilities (1)</li> <li>• Less income needed from other sources (1) so funds can be directed elsewhere (1)</li> </ul> <p>Award 1 mark for the advantage. Award 1 mark for an explanation.</p>	(2)

Question Number	Answer	Mark
6 (a)	<p>Answers might refer to:</p> <ul style="list-style-type: none"> <li>• criminal (1)</li> <li>• civil (1)</li> <li>• magistrate (1)</li> <li>• family (1)</li> <li>• county (1)</li> <li>• high (1)</li> </ul> <p>Award any other valid responses.</p>	(1)

Question Number	Answer	Mark
6 (b)	<ul style="list-style-type: none"> <li>• Ministry of Justice (1)</li> </ul> <p>Do not accept Department of Justice.</p>	(1)

Question Number	Answer	Mark
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6 (c)	<p>Answers might refer to:</p> <ul style="list-style-type: none"> <li>• deliver justice by convicting/sentencing those found guilty (1)</li> <li>• mediation in disputes/family matters (1)</li> <li>• give a fair trial (1)</li> <li>• protecting the public (1)</li> </ul> <p><b>Award any other valid responses.</b></p>	(1)
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Question Number	Answer	Mark
6 (d)	<p>Answers might refer to:</p> <ul style="list-style-type: none"> <li>• work performed by a lawyer / solicitor for a client (1)</li> </ul> <p>Award no marks for examples, e.g. representation in court. <b>Award any other valid responses.</b></p>	(1)

Question Number	Answer	Mark
7	<p>Answers might refer to:</p> <ul style="list-style-type: none"> <li>• enables them to gain further qualifications (1) which then enables them to change career paths / improve career and/or salary / share knowledge with others (1)</li> <li>• improve their basic skills such as English and Maths (1) to improve employability (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>• planning and coordination (1) to ensure services run without additional costs / issues (1)</li> <li>• teamwork (1) allowing work to be completed more quickly (1)</li> <li>• best use of expertise (1) to ensure services are provided appropriately (1)</li> <li>• working in partnerships (1) to reduce costs and streamline services (1)</li> <li>• Delivering services faster (1) Allowing for more customers/clients to be seen (1)</li> </ul> <p><b>For each advantage given:</b></p>	(4)

	<p>Award 1 mark for the advantage Award 1 mark for an explanation.</p> <p><b>Award any other valid responses.</b></p>	
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Question Number	Answer	Mark
9 (a)	<p>Answers might refer to:</p> <ul style="list-style-type: none"> <li>● levels of donation can vary from one year to another (1)</li> <li>● ability to provide services might be undermined (1)</li> <li>● reduction in number of employees (1)</li> <li>● reduces the scope of the work of the organisation (1)</li> </ul> <p><b>Award any other valid responses.</b></p>	(1)

Question Number	Answer	Mark
9 (b)	<p>Answers might refer to:</p> <p><b>Local authorities</b></p> <ul style="list-style-type: none"> <li>● Changes to refuse collection (1)</li> <li>● Parks and gardens not maintained/improved (1)</li> <li>● Changes to road maintenance (1)</li> </ul> <p><b>Armed services</b></p> <ul style="list-style-type: none"> <li>● Reduced provision to schools and colleges such as less activities and events (1)</li> <li>● Fewer support to domestic / international incidents (1)</li> <li>● Redundancies/Increase recruitment (1)</li> <li>● Changes to equipment budgets/resources</li> </ul> <p><b>Emergency services</b></p> <ul style="list-style-type: none"> <li>● Amendment to staffing levels / changes to patrol patterns (1)</li> <li>● Changes to response times (1)</li> <li>● Public perception (1)</li> </ul> <p><b>Generic statements award maximum 1 mark. Responses must be in context of service. Maximum 1 mark per service.</b></p> <p><b>Award any other valid responses.</b></p>	(3)



Question Number	Answer	Mark
10 (a)	<p>Answers might refer to:</p> <ul style="list-style-type: none"> <li>• people are supported/advised (1) about healthy living choices (1)</li> <li>• enables the population to be kept in good health (1) by preventing the spread of infection (1)</li> <li>• providing high quality health care (1) in order to save life (1)</li> </ul> <p>Award any other valid responses.</p>	(2)

Question Number	Answer	Mark
10 (b)	<p>Answers might refer to:</p> <ul style="list-style-type: none"> <li>• campaigns (1)</li> <li>• leaflets (1)</li> <li>• TV / radio advertising (1)</li> <li>• Information available online (1)</li> </ul> <p>Award no marks for specific examples.</p> <p>Award any other valid responses.</p>	(2)

Question Number	Answer	Mark
11 (a)	<p>Answers might refer to:</p> <ul style="list-style-type: none"> <li>• required or expected to justify actions or decisions (1)</li> <li>• responsible / liable for actions or decisions (1)</li> </ul> <p>Award any other valid responses.</p>	(1)

Question Number	Answer	Mark
11 (b)	<p>Answers might refer to:</p> <ul style="list-style-type: none"> <li>• cost of setting up the partnership (1) in times when funding is being restricted (1)</li> <li>• poor communication between organisations involved (1) services use different language/terminology causing instructions to be lost (1)</li> </ul>	(4)

	<ul style="list-style-type: none"> <li>• coordinating member organisation (1) who takes the lead / accountability</li> <li>• / disagreements about the process (1)</li> <li>• conflicting priorities (1) services have their own priorities and targets they must meet (1)</li> </ul> <p>For each of the disadvantages given: Award 1 mark for the disadvantage Award 1 mark for an explanation.</p> <p style="text-align: center;"><b>Award any other valid responses.</b></p>	
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Question Number	Answer	Mark
12	<p>Answers might refer to:</p> <ul style="list-style-type: none"> <li>• the process an organisation must follow (1) such as respecting the laws, regulations and ethical codes (1)</li> </ul> <p><b>Award any other valid responses.</b></p>	(2)

Question Number	Indicative content	Mark
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13

The MPS might need to:

- ensure all officers are given relevant and appropriate training
- ensure those in charge (leaders) are aware of the systems available to support people with mental health issues

Other considerations

The need to:

- increase staffing levels in order to support the wellbeing of the public
- provide specialist officers trained to deal more appropriately with people with mental health issues
- provide nursing staff at stations to care for vulnerable admissions
- provide additional resources to support those with mental health issues
- work more closely with other services (such as ambulance/paramedics) so they know when their services are required at an incident
- work more closely with voluntary organisations in the field of mental health to promote understanding amongst MPS staff
- checking custody records/history of illness
- treat people with respect and not discriminate

Award any other valid responses.

(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

