



Mark Scheme

January 2018

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.
- Phonetic spelling should be accepted.

Question Number	Answer	Mark
1	<p>Correct answers</p> <ul style="list-style-type: none"> • Royal National Lifeboat Institution with Supporting Emergency Services • British Heart Foundation with Supporting Health 	(2)

Question Number	Answer	Mark
2	<p>Answers might refer to:</p> <ul style="list-style-type: none"> • Public disorder (1) • Fire (1) • Accident (1) • Injury (1) <p>Award any other valid responses.</p>	(2)

Question Number	Answer	Mark
3	<p>Answers might refer to:</p> <ul style="list-style-type: none"> • Local authorities (1) • Ambulance service (1) • Police (1) • Fire and rescue (1) • Army (1) <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"> • Rescue operations (1) • Protect the UK and its interests (1) • Food and humanitarian relief (1) • Natural disaster relief (1) • Law enforcement (1) <p>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"> • Defend the nation (1) • Support the civil authorities (1) <p>Award any other valid responses.</p>	(1)

Question Number	Answer	Mark
5 (a)	<p>Correct answer:</p> <ul style="list-style-type: none"> • Private sector (1) • Public sector (1) • Voluntary/third sector (1) 	(1)

Question Number	Answer	Mark
5 (b)	<p>Answers might refer to:</p> <ul style="list-style-type: none"> • Greater availability of services (1) the customer will get treated quicker (1) • Sharing of skills between partners (1) the customer could receive a better quality of service (1) <p>Ensure answer refers to how it supports the customer not the partnership. Award any other valid responses.</p>	(2)

Question Number	Answer	Mark
5 (c)	<p>Answers might refer to:</p> <p>Disadvantages</p> <ul style="list-style-type: none"> • Difficult to set up (1) as no one service wants to take responsibility for the partnership (1) • Poor communication (1) as services use different systems that are not always compatible (1) • Costly to set up (1) reducing funds for each service to spend (1) <p>Award 1 mark for the disadvantage. Award 1 mark for an explanation. Award any other valid responses.</p>	(2)

Question Number	Answer	Mark
6	<p>Answers might refer to:</p> <ul style="list-style-type: none"> • Patrol a perimeter (1) • Sign in / out anyone who needs access to the scene (1) • Wear protective clothing to ensure evidence is not contaminated (1) <p>Award any other valid responses.</p>	(2)

Question Number	Answer	Mark
7 (a)	<p>Answers might refer to:</p> <ul style="list-style-type: none"> • Victim Support (1) • Help the Aged (1) • Trade unions (1) • Samaritans (1) • NSPCC (1) • Citizens Advice Bureau (1) <p>Award any other valid responses.</p>	(2)

Question Number	Answer	Mark
7 (b)	<p>Correct answer:</p> <ul style="list-style-type: none"> • Charitable donations (1) • Government funding (1) • European grants (1) • Lottery funding (1) <p>Award any other valid responses.</p>	(2)

Question Number	Answer	Mark
8	<p>Answers might refer to:</p> <ul style="list-style-type: none"> • Responsibility for a specific area (e.g. MOD, health, transport) (1) to ensure the best use of limited resources (1) • Reporting to government ministers (1) on developments in their area of responsibility (1) <p>Award any other valid responses.</p>	(2)

Question Number	Answer	Mark
9	<p>Answers might refer to:</p> <ul style="list-style-type: none"> • Assess the risks of the situation (1) in order to prepare a contingency plan to deal with the situation (1) • Put in place agreed emergency plans (1) in order to support the public and return normality as soon as possible (1) • Ensure information is shared between services and the public (1) in order to warn, inform, advise the public (1) • Share information with other responders at the incident (1) in order to enhance the efficiency of the response (1) <p>For each of the advantages given:</p> <p>Award 1 mark for the advantage / 1 mark for an explanation.</p> <p>Award any other valid responses.</p> <p>Ensure all responses relate to more than one public sector organisation.</p>	(4)

Question Number	Answer	Mark
10 (a)	<p>Answers might refer to:</p> <ul style="list-style-type: none"> • Parliament (1) • Regulators (1) • Independent agencies (1) <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"> • Published reports (1) • News reporting (1) • Government reviews (1) <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"> • Ensure that the incident does not escalate (1) • Ensure staff involved in dealing with the incident are aware of their role without any confusion (1) • Ensuring continuity of day to day life (1) • To deal with the incident as quickly as possible (1) • To mitigate the risk of mistakes (1) <p>Award any other valid responses.</p>	(2)

Question Number	Answer	Mark
11 (b)	<p>Answers might refer to:</p> <ul style="list-style-type: none"> • Being subject to public scrutiny (1) creates an obligation to explain actions (1) • Implementing remedial actions (1) in order to promote public confidence (1) • Additional workload/additional expenditure (1) resulting in additional strain/pressure for the organisation (1) <p>Award any other valid responses. Ensure answers refer to consequences for the organisation not the individual/employee.</p>	(2)

Question Number	Answer	Mark
12 (a)	<p>Answers might refer to:</p> <ul style="list-style-type: none"> • When organisations each have their own responsibilities that are their top priority (1) but this differs to that of other organisations they are working with (1) <p>Award any other valid responses.</p>	(2)

Question Number	Answer	Mark
12 (b)	<p>Answers might refer to:</p> <ul style="list-style-type: none"> • Ensure goals are specific and agreed (1) to make sure all parties have the same agenda and are working towards the same goal (1) • Ensure all partners are fully committed to the project (1) which means they will all give it the same level of priority within their workload (1) • Ensure any resources needed are provided by agreement of those involved in the partnership (1) which means all services are financially invested on an agreed basis in the project (1) • Ensure accountability for the project is agreed in advance (1) which ensures that those who take on the responsibility are aware from the beginning of the project it is their responsibility (1) <p>For each of the ways the public and private sector could overcome conflicting priorities: Award 1 mark for the way they overcome conflicting priorities Award 1 mark for an explanation.</p> <p style="text-align: center;">Award any other valid responses.</p>	(4)

Question Number	Answer	Mark
13	<p>Answers might refer to:</p> <ul style="list-style-type: none"> • When public services ensure that they are clear, open and honest in their work (1) and that the public can understand how services are delivered (1) <p>Award any other valid responses.</p>	(2)

Question Number	Answer	Mark
14	<p>Answers might refer to:</p> <p>The Army might need to</p> <ul style="list-style-type: none"> • ensure all staff follow the MOD’s code of practice • ensure staff present at these types of event have appropriate first aid qualifications • give relevant and appropriate training to those involved in these types of event including assessing risks / being aware of what checks to complete at checkpoints / how to evacuate casualties • ensure those in charge (leaders) give appropriate briefings to all staff covering all risks (e.g. weather) so they understand the risks of heat, illness and what the emergency plans are for these situations • ensure there is sufficient water available for all those involved in exercises • check fitness levels of participants prior to exercise <p>Other considerations</p> <p>The need to</p> <ul style="list-style-type: none"> • work more closely with local emergency services who would be familiar with the terrain / lack of cell signal etc. • ensure all equipment is fit for purpose and not out-of-date <p>Award any other valid responses.</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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