



Pearson



Mark Scheme

June 2018

Pearson BTEC Level 1/Level 2 Firsts in Public Services

Unit 6: Citizenship, Society and the Public Services (20537G)

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June 2018

Publications Code 20537G_1806_ms*

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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	Identify which one of the following is a suitable treatment in prison.	Mark
1	D - being offered legal representation	1

Question Number	Being treated with dignity and without discrimination are individual rights of public service users. State two other individual rights of public service users.	Mark
2	<p>Accept any two of the following answers:</p> <ul style="list-style-type: none"> • access to high-quality services (1) • protection where individuals are at risk (1) • confidentiality when disclosing personal and private information (1) • consent when receiving treatment (1) • individual choice in relation to public services (1) <p>Award any other valid responses.</p>	2

Question Number	One quality of good citizenship is obeying the law. State two other qualities of good citizenship.	Mark
3	<p>Accept any two of the following answers:</p> <ul style="list-style-type: none"> • promoting values and standards for self and others by using suitable language (1) • showing fairness (1) • respect (1) • discipline and empathy to others (1) • participation in community activities (1) • volunteering (1) • challenging injustice (1) • protecting the environment (1) • membership of organisations (1) <p>Award any other valid responses.</p>	2

Question Number	Give two ways that public service organisations use technology in surveillance.	Mark
4	Accept any two of the following answers: <ul style="list-style-type: none"> • CCTV (1) • monitor emails (1) • monitor mobile phones (1) • monitor social networking sites (1) • aerial surveillance/drones (1) • satellites (1) • Automatic Number Plate Recognition (ANPR) (1) • trackers (1) • biometrics (1) Award any other valid responses.	2

Question Number	State two ways that the need for equal opportunities has affected public services.	Mark
5	Accept any two of the following answers: <ul style="list-style-type: none"> • representation of different groups in public services (1) • anti-discrimination approaches in public services (1) • the costs of implementing equal opportunity measures (1) • attitudes to equality (1) • lengthens the recruitment process (1) Award any other valid responses.	2

Question Number	State two ways that the armed services protect citizens.	Mark
6	Accept any two of the following answers: <ul style="list-style-type: none"> • defending the country from attack (1) • providing security at major national events (1) • intervening in times of national emergency (1) • providing emergency fire and rescue cover (1) Award any other valid responses.	2

Question Number	Give two ways that public services improve the lives of individuals.	Mark
7	Accept any two of the following answers: <ul style="list-style-type: none"> • increase in life expectancy (1) • reduction of infant mortality rates (1) • reduction of morbidity rates (1) • reduction in crime levels (1) • exam results (1) • providing healthcare • providing education <p>Award any other valid responses.</p>	2

Question Number	Education services aim to improve the quality of life for citizens. Identify one other service whose main role is to improve the quality of life for citizens.	Mark
8	Accept any one of the following answers: <ul style="list-style-type: none"> • National Health Service (1) • leisure services (1) • social welfare services (1) • prison/probation service (1) <p>Award any other valid responses.</p>	1

Question Number	Citizens have a right not to be victims of crime. Describe one way that the police service supports this right.	Mark
9	Answers might refer to: <ul style="list-style-type: none"> • patrol areas (1) to deter crime and protect individuals (1) • provide advice (1) to help protect your property (1) • arrest (1) those who are suspected of committing criminal acts (1) <p>To gain the mark there must be more than just a statement of an action, e.g. 'patrolling/advice/arrest'. The description must include some development.</p> <p>Award any other valid responses.</p>	2

Question Number	Principles of the Human Rights Act 1998 include the right to life and the right to private life and family. State two other principles of the Human Rights Act 1998.	Mark
10	<p>Answers might refer to:</p> <ul style="list-style-type: none"> • freedom from inhuman or degrading treatment (1) • right to a fair trial (1) • no punishment without law (1) • right to education (1) <p>Award 1 mark for each aspect.</p> <p>Award any other valid responses.</p>	2

Question Number	One responsibility of public service employees is to follow Anti-discrimination policies. State two other responsibilities of public service employees.	Mark
11	<p>Answers might refer to:</p> <ul style="list-style-type: none"> • obey the law (1) • maintaining professional standards/following codes of practice (1) • promoting diversity (1) • following anti-bullying and harassment policies (1) • be respectful to public service users/ fellow employees (1) • follow health and safety procedures (1) <p>Award 1 mark for each responsibility.</p> <p>Award any other valid responses.</p>	2

Question Number	Explain one reason why it is important for citizens to vote in elections.	Mark
12	<p>Answers might refer to:</p> <ul style="list-style-type: none"> • politicians make decisions that affect people's lives (1), such as levels of taxation/where government money is spent (1) • it allows for democracy/they have a right to vote (1) there are millions of people around the world who are not allowed to vote (1) • it enables an individual to influence how an elected body should act (1) such as how public services are funded/should operate (1) • so you can elect politicians to represent you (1) and improve society / make new laws (1) • every vote is important (1) to help choose who governs the country (1) 	2

	<ul style="list-style-type: none"> it gives the opportunity to decide (1) who they want to run the country (1) <p>Award 1 mark for the reason and 1 mark for explanation.</p> <p>Award any other valid responses.</p>	
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Question Number	One responsibility of a public service user is to participate in a review of their entitlement to public service provision. Give two other responsibilities of public service users.	Mark
13	<p>Answers might refer to:</p> <ul style="list-style-type: none"> supply information that should be verifiable and accurate (1) not claim benefits or other forms of support that you are not legally entitled to (1) do not discriminate (1) respect the human rights of those involved in service provision (1) do not physically assault or threaten to assault other public service users or public service employees (1) use the service when needed (1) <p>Award 1 mark for each responsibility.</p> <p>Award any other valid responses.</p>	2

Question Number	Describe one way that social welfare services meet the needs of a diverse society.	Mark
14	<p>Answers might refer to:</p> <ul style="list-style-type: none"> support same sex couples (1) adopt/foster a child (1) support individuals with disabilities (1) so that they can live in the community (1) provide support for the carers (1) such as respite services (1) provide support for the elderly (1) such as panic alarms (1) <p>Award 1 mark for identifying the way they meet the need and 1 mark for extending the point.</p> <p>Award any other valid responses.</p>	2

Question Number	One Chief Constable was quoted as being in favour of using positive discrimination. State two other anti-discrimination approaches used by public service organisations.	Mark
15a	<p>Approaches may include:</p> <ul style="list-style-type: none"> • awareness training (1) • employee diversity (1) • inclusion / equal treatment/access (1) • equal pay (1) • anti-harassment procedures (1) • whistleblowing (1) • grievance procedures (1) <p>Award 1 mark for each aspect.</p> <p>Award any other valid responses.</p>	2

Question Number	Explain the meaning of the term prejudice.	Mark
15b	<p>Answers might refer to:</p> <ul style="list-style-type: none"> • prejudice is an unfavourable opinion/feeling (1) formed beforehand or without knowledge, thought or reason (1) • any preconceived opinion/feeling (1) either favourable or unfavourable (1) • judging a group/individual (1) based on a protected characteristic (1) <p>Award any other valid responses.</p>	2

Question Number	Explain one reason why it is important for public service employers to enable whistleblowing.	Mark
16	<p>Answers might refer to:</p> <ul style="list-style-type: none"> • enables employees to report wrongdoing by their employer (1) and ensures that the wrongdoing is stopped (1) • draws attention to a public service employer committing a crime (1) resulting in an increase in public confidence in the service (1) • to report wrongdoing to senior managers (1) in order to improve the situation/make the workplace safer (1) <p>Award 1 mark for stating what whistleblowing is and the second for the explanation.</p> <p>Award any other valid responses.</p>	2

Question Number	Describe one way that public service employees meet their professional responsibilities.	Mark
17	<p>Answers might refer to:</p> <ul style="list-style-type: none"> • not letting personal opinion affect judgements (1) which means making decisions based on facts/evidence (1) • maintain professional standards (1) by following codes of practice (1) • following complaints procedures (1) in order to maximise user satisfaction (1) • acting respectfully/with dignity (1) and not discriminating (1) • behaving professionally (1) and proudly representing their service (1) <p>Award 1 mark for identifying the point and 1 mark for development.</p> <p>Award any other valid responses.</p>	2

Question Number	Explain two ways that levels of immigration may affect society.	Mark
18a	<p>Answers might refer to:</p> <ul style="list-style-type: none"> • a reduction in immigration resulting in a shortage of skilled staff (1) affecting particular sectors, e.g. NHS (1) • an increase in immigration may result in fewer job opportunities being available (1) causing hardship and unemployment (1) • increased levels of immigration might result in a rise in tension in communities (1) and more hate crimes being committed (1) • increased demand for housing (1) resulting in homelessness/high rents/unaffordable house prices (1) • reduction in immigration may cause a reduction in government income (1) causing less funding for public services provision • increased demand for public services (1) which may cause a reduction in service standards / increase in costs (1) <p>Award 1 mark for identifying each factor and 1 mark for extending the factor (1+1) x 2.</p> <p>Award any other valid responses.</p>	4

Question Number	Explain two ways that public services have adapted their service delivery as a result of changes in society.	Mark
18b	<p>Answers might refer to:</p>	

	<ul style="list-style-type: none"> • schools have had to adapt their premises (1) to accommodate multi-faith prayer rooms (1) • public services have increased the use of social media / technology (1) in order to effectively communicate with the public (1) • public services have developed a more diverse workforce (1) in order to reflect the more diverse communities in society (1) • public services have put in place specific teams to deal with different groups in society (1) such as LGBT liaison officers (1) <p>Award 1 mark for identifying each factor and 1 mark for extending the factor (1+1) x 2.</p> <p>Award any other valid responses.</p>	4
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Question Number	Individuals expect to have their rights respected and met when they access public services. This can range from being able to access high quality services, to being treated without discrimination and with dignity. Public services need to ensure the rights of individual service users are met. Discuss how this impacts on public services.	Mark
19	<p>Answers might refer to:</p> <p>Individual rights of public service users that may be referred to include:</p> <ul style="list-style-type: none"> • access to high-quality services • protection where individuals are at risk • to be treated without discrimination • confidentiality when disclosing personal and private information • consent when receiving treatment • dignity when using services • individual choice in relation to public services <p>In order to ensure these rights are met, public services will have to:</p> <ul style="list-style-type: none"> • maintain high-quality services • have policies and procedures in place to safeguard those at risk • have policies in place to reduce the level of discrimination • train staff in equality and diversity • recruit and retain a diverse workforce • have policies and procedures in place to ensure client confidentiality • have policies and procedures in place to ensure client consent is given • have policies and procedures in place to ensure clients are treated with dignity 	8

	<ul style="list-style-type: none"> • train staff in matters relating to maintaining the dignity of the individual <p>Public services will also need to:</p> <ul style="list-style-type: none"> • ensure that they have adequate funding • have adequate levels of staff available • have the capacity to be able to satisfy the demand that giving individual choice brings • provide high-quality service in all areas of provision <p>Consequences of public services meeting/not meeting the rights of service users</p> <ul style="list-style-type: none"> • Reputation • financial/legal 	
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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

Ofqual



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Welsh Assembly Government



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