



Pearson



Mark Scheme  
June 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"> <li>• Ministry of Defence with central government</li> <li>• Cancer Research with voluntary sector</li> </ul>	(2)

Question Number	Answer	Mark
2	<p>Answers might refer to:</p> <ul style="list-style-type: none"> <li>• Afghanistan (1)</li> <li>• Iraq (1)</li> <li>• Falklands (1)</li> <li>• Libya (1)</li> </ul> <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"> <li>• Sponsorship (1)</li> <li>• Private donations (1)</li> <li>• Fundraising events (1)</li> <li>• Wills/legacies (1)</li> <li>• Government (1)</li> </ul> <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"> <li>• Education (1)</li> <li>• Social (1)</li> <li>• Child protection (1)</li> <li>• Leisure (1)</li> <li>• Environmental (1)</li> <li>• Infrastructure (1)</li> </ul> <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"> <li>• City councils (1)</li> <li>• Town councils (1)</li> <li>• County councils (1)</li> <li>• Unitary authority (1)</li> </ul>	(1)

	Award any other valid responses.	
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Question Number	Answer	Mark
5 (a)	<p>Answers might refer to:</p> <ul style="list-style-type: none"> <li>• Issues concerning coordination (1)</li> <li>• Difficulty allocating costs between partners (1)</li> </ul> <p>Award any other valid responses.</p>	(1)

Question Number	Answer	Mark
5 (b)	<p>Answers might refer to:</p> <ul style="list-style-type: none"> <li>• Information is shared (1) so the public service can be more efficient (1)</li> <li>• Costs are shared (1) which supports the service in being able to manage its reduced budgets without compromising the service it provides (1)</li> <li>• Sharing expertise and specialist equipment (1) to restore business continuity (1)</li> </ul> <p>Award 1 mark for the advantage. Award 1 mark for an explanation.</p>	(4)

Question Number	Answer	Mark
6	<p>Answers might refer to:</p> <ul style="list-style-type: none"> <li>• Preserve life (1)</li> <li>• Provide emergency first aid (1)</li> <li>• Ensure the scene is secure/safe (1)</li> </ul> <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"> <li>• RAF (1)</li> <li>• Army (1)</li> <li>• Navy (1)</li> <li>• Police (1)</li> <li>• Ambulance (1)</li> <li>• Fire and rescue (1)</li> <li>• Prison (1)</li> </ul> <p>Award any other valid responses.</p>	(2)

Question Number	Answer	Mark
7 (b)	<p>Answers might refer to:</p> <ul style="list-style-type: none"> <li>• Government funding (1)</li> <li>• Council tax (1)</li> <li>• Direct charges (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>• Volunteers work for free (1) meaning the money/donations received by the organisation can be used on equipment/facilities rather than wages (1)</li> <li>• Volunteers offer flexibility (1) meaning you can get as many or as few as you need for the task without being under/over staffed (1)</li> </ul> <p><b>Award any other valid responses.</b></p>	(2)

Question Number	Answer	Mark
9	<p>Award 1 mark for the reason/award 1 mark for an associated explanation</p> <p>Answers might refer to:</p> <ul style="list-style-type: none"> <li>• Keep the area clear (1) to allow the emergency services to have quick access to the incident (1)</li> <li>• Keep the public up to date (1) to ensure that the public stay away from the affected area in order to speed the recovery/business continuity (1)</li> <li>• Preserve evidence (1) to allow an investigation to be completed if necessary (1)</li> </ul> <p><b>Award any other valid responses.</b></p>	(4)

Question Number	Answer	Mark
10 (a)	<p>Answers might refer to:</p> <ul style="list-style-type: none"> <li>• Detailed examination by the public (1) in order to establish the validity of the actions of the public services (1)</li> </ul> <p><b>Award any other valid responses.</b></p>	(2)

Question Number	Answer	Mark
10 (b)	<p>Answers might refer to:</p> <ul style="list-style-type: none"> <li>• To ensure the public feel confident in the work of the public services (1)</li> <li>• To ensure the public services comply with the law (1)</li> <li>• To ensure transparency (1)</li> </ul> <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>• To disseminate orders and instructions quickly (1)</li> <li>• So information can be passed on to people not on scene (1)</li> <li>• To ensure leaders are kept informed of developments (1)</li> </ul> <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"> <li>• Morale can be reduced (1) due to the lack of progress when dealing with the incident (1)</li> <li>• The overall goal/mission can be unclear (1) leading to confusion/inefficiency (1)</li> </ul> <p>Award any other valid responses.</p>	(2)

Question Number	Answer	Mark
12 (a)	<p>Answers might refer to:</p> <ul style="list-style-type: none"> <li>• A test involving the check of a person's income (1) in order to determine if they qualify for financial or social aid from the government (1)</li> </ul> <p>Award any other valid responses.</p>	(2)

Question Number	Answer	Mark
12 (b)	<p>Award 1 mark for the reason. Award 1 mark for an example.</p> <p>Answers might refer to:</p>	(4)

	<ul style="list-style-type: none"> <li>• Universal access/everyone can access the services equally (1) NHS service free at the point of delivery/police service responding to 999 call (1)</li> <li>• Charges for specific services (1) police will charge football clubs for policing football matches/fire service charge for animal rescue (1)</li> </ul> <p><b>Award any other valid responses.</b></p>	
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Question Number	Answer	Mark
13	<p>Answers might refer to:</p> <ul style="list-style-type: none"> <li>• To invite bids for a project submitted by an agreed date (1) project awarded to the highest/lowest bid (1)</li> </ul> <p><b>Award any other valid responses.</b></p>	(2)

Question Number	Answer	Mark
14	<p>Answers might refer to:</p> <p>NHS Foundations might need to:</p> <ul style="list-style-type: none"> <li>• Ensure transparency around investigations into deaths</li> <li>• Ensure the information reported presents an accurate picture in relation to deaths</li> <li>• Ensure those in charge take responsibility for the investigating and reporting of deaths</li> <li>• Ensure all investigations are completed in a timely fashion and that families and carers are included in the investigation</li> <li>• Learn how to change processes and procedures following a death</li> <li>• Provide staff with regular training and guidance to help them manage health conditions of long-term mental health service users</li> </ul> <p>Other considerations</p> <p>The need to:</p> <ul style="list-style-type: none"> <li>• Work more closely with families, carers and those involved with the primary care of the service users</li> <li>• Develop clearer guidelines for staff, including expected timescales and core standards</li> </ul> <p><b>Award any other valid responses.</b></p>	(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

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