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# Public Services

## Unit 6: Citizenship, Society and the Public Services

Monday 21 May 2018 – Afternoon <b>Time: 1 hour</b>	Paper Reference <b>20537G</b>
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<b>You do not need any other materials.</b>	Total Marks
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### Instructions

- Use **black** ink or ball-point pen.
- **Fill in the boxes** at the top of this page with your name, centre number and learner registration number.
- Answer **all** questions.
- Answer the questions in the spaces provided  
– *there may be more space than you need.*

### Information

- The total mark for this paper is 50.
- The marks for **each** question are shown in brackets  
– *use this as a guide as to how much time to spend on each question.*

### Advice

- Read each question carefully before you start to answer it.
- Try to answer every question.
- Check your answers if you have time at the end.

Turn over ►

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**Answer ALL questions.**

**Some questions must be answered with a cross in a box ☒. If you change your mind about an answer, put a line through the box ☒ and then mark your new answer with a cross ☒.**

**1** Individuals being held in custody have the right to humane treatment.

Identify which **one** of the following is a suitable treatment in prison.

- A** receiving corporal punishment
- B** being tortured during detention
- C** subjected to capital punishment
- D** being offered legal representation

**(Total for Question 1 = 1 mark)**

**2** Being treated with dignity and without discrimination are individual rights of public service users.

State **two other** individual rights of public service users.

1 .....

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2 .....

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**(Total for Question 2 = 2 marks)**

**3** One quality of good citizenship is obeying the law.

State **two other** qualities of good citizenship.

1 .....

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2 .....

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**(Total for Question 3 = 2 marks)**

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4 Give **two** ways that public service organisations use technology in surveillance.

1 .....

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2 .....

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**(Total for Question 4 = 2 marks)**

5 State **two** ways that the need for equal opportunities has affected public services.

1 .....

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2 .....

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**(Total for Question 5 = 2 marks)**

6 State **two** ways that the armed services protect citizens.

1 .....

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**(Total for Question 6 = 2 marks)**

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7 Give **two** ways that public services improve the lives of individuals.

1 .....

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2 .....

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(Total for Question 7 = 2 marks)

8 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.

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(Total for Question 8 = 1 mark)

9 Citizens have a right not to be victims of crime.

Describe **one** way that the police service supports this right.

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(Total for Question 9 = 2 marks)

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**10** 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.

1 .....

2 .....

**(Total for Question 10 = 2 marks)**

**11** One responsibility of public service employees is to follow anti-discrimination policies.

State **two other** responsibilities of public service employees.

1 .....

2 .....

**(Total for Question 11 = 2 marks)**

**12** Explain **one** reason why it is important for citizens to vote in elections.

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**(Total for Question 12 = 2 marks)**

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**13** 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.

1 .....

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2 .....

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**(Total for Question 13 = 2 marks)**

**14** Describe **one** way that social welfare services meet the needs of a diverse society.

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**(Total for Question 14 = 2 marks)**

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15 One Chief Constable was quoted as being in favour of using positive discrimination.

(a) State **two other** anti-discrimination approaches used by public service organisations.

(2)

1 .....

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2 .....

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(b) Explain the meaning of the term prejudice.

(2)

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(Total for Question 15 = 4 marks)

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**16** Explain **one** reason why it is important for public service employers to enable whistleblowing.

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**(Total for Question 16 = 2 marks)**

**17** Describe **one** way that public service employees meet their professional responsibilities.

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**(Total for Question 17 = 2 marks)**

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18 (a) Explain **two** ways that levels of immigration may affect society.

(4)

1 .....

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2 .....

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(b) Explain **two** ways that public services have adapted their service delivery as a result of changes in society.

(4)

1 .....

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2 .....

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**(Total for Question 18 = 8 marks)**



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**(Total for Question 19 = 8 marks)**

**TOTAL FOR PAPER = 50 MARKS**



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