



Mark Scheme (Results)

June 2019

Pearson BTEC Level 1/Level 2 First
Certificate, Extended Certificate and
Diploma in
Public Services

Unit 6: Citizenship, Society and the
Public Services

BTEC Qualifications from Pearson

BTEC qualifications from Pearson, the world's leading learning company. We provide a wide range of qualifications including academic, vocational, occupational and specific programmes for employers. For further information visit our qualifications websites at www.btec.co.uk for our BTEC qualifications.

Pearson: helping people progress, everywhere

Our aim is to help everyone progress in their lives through education. We believe in every kind of learning, for all kinds of people, wherever they are in the world. We've been involved in education for over 150 years, and by working across 70 countries, in 100 languages, we have built an international reputation for our commitment to high standards and raising achievement through innovation in education. Find out more about how we can help you and your students at: www.pearson.com/uk

June 2019

Publications Code 20537G_1906_MS

All the material in this publication is copyright

© Pearson Education Ltd 2019

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 judgement 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>Award one mark for any of the following up to a maximum of two marks.</p> <ul style="list-style-type: none"> • Human Rights Act 1998 (1) • Equality Act 2010 (1) • Disability Discrimination Act 1998 (1) <p>Accept any other valid responses.</p>	2

Question Number	Answer	Mark
2	<p>Award one mark for any of the following up to a maximum of three marks.</p> <ul style="list-style-type: none"> • Disability (1) • Age (1) • Race (1) • Religion and belief (1) • Sexual orientation (1) • Gender reassignment (1) • Marital status and civil partnership (1) • Pregnancy and maternity (1) <p>Accept any other valid responses.</p>	3

Question Number	Answer	Mark
3	B - Respect human rights	1

Question Number	Answer	Mark
4	<p>Award one mark for any of the following up to a maximum of two marks.</p> <ul style="list-style-type: none"> • CCTV (1) • Speed cameras (1) • Automatic number plate recognition (ANPR) (1) • Biometric fingerprinting (1) <p>Accept any other valid response.</p>	2

Question Number	Answer	Mark
5	<p>Award one mark for identifying the right (two max) and a further mark for each explanation, up to four marks.</p> <p>Answers might refer to:</p> <ul style="list-style-type: none"> • protection where individuals are at risk (1) • to be treated without discrimination (1) • confidentiality when disclosing personal and private information (1) • consent when receiving treatment (1) • individual choice in relation to public services (1) <p>Example answers might include:</p> <ul style="list-style-type: none"> • to be treated without discrimination (1) so they receive the same level of service as anyone else (1) • confidentiality when disclosing personal and private information (1) such as their name and address not being given out (1) • consent when receiving treatment (1) by having someone they know/can trust/impartial (e.g. social worker) advise them (1) <p>Accept any other valid responses.</p>	4

Question Number	Answer	Mark
6a	<p>Award one mark for identification and one additional mark for appropriate development.</p> <p>Responses that may include:</p> <ul style="list-style-type: none"> • there must be reasonable grounds for arrest (1) such as being seen committing an offence/meeting the description of someone suspected of committing an offence/planning to commit an offence (1) • being presumed innocent until proven guilty (1) so you can have legal representation to present your case (1) • a fair trial must be held (1) in which questions can be asked of those accusing the defendant/in front of an impartial judge/ jury (1) <p>Accept any other valid responses.</p>	2

Question Number	Answer	Mark
6b	<p>Award one mark for any of the following up to a maximum of two marks.</p> <ul style="list-style-type: none"> • Access to appropriate toilet facilities (1) • Access to appropriate washing facilities (1) • Provision of appropriate clothing (1) • Access to worship (1) • Explaining their rights/what is happening (1) <p>Accept any other valid responses.</p>	2

Question Number	Answer	Mark
7a	<p>Award one mark for any of the following up to a maximum of two marks.</p> <ul style="list-style-type: none"> • Police (1) • Fire and Rescue service (1) • Prison Service (1) • Ambulance Service (1) • Environmental services (1) • Social Welfare services (1) • Health services (1) • Coastguard (1) • RNLI (1) <p>Accept any other valid responses.</p>	2

Question Number	Answer	Mark
7b	<p>Award one mark for the identification and one additional mark for expansion to a maximum of two marks.</p> <p>Answers might refer to:</p> <ul style="list-style-type: none"> • provide additional and specialist resources (1) during emergencies such as flooding (1) • provide emergency fire cover (1) during industrial disputes (1) • provide additional security and resources (1) following terrorist incidents (1) • provide emergency healthcare (1) during global disasters (1) • Provide humanitarian aid (1) such as food, water and shelter (1) <p>Accept any other valid responses.</p>	2

Question Number	Answer	Mark
8	<p>Award one mark for identification and one additional mark for appropriate development.</p> <p>Answers might refer to:</p> <p>Might lead to:</p> <ul style="list-style-type: none"> • improvements in performance (1) such as higher crime detection rates/greater productivity (1) • reduction in number of accidents/injuries (1) which can save money/reduce stress (1) • improved level of staff motivation (1) as the staff are more skilled and confident in their work/improved job satisfaction (1) • improved levels of service provision (1) which results in improved public confidence/fewer complaints from service users (1) • a more effective/competent workforce (1) due to higher level of skills and knowledge (1) <p>Accept any other valid responses.</p>	2

Question Number	Answer	Mark
9a	<p>Award one mark for the identification and one additional mark for the appropriate expansion to a maximum of four marks.</p> <p>Answers might refer to:</p> <ul style="list-style-type: none"> • through the provision of training in anti-discrimination approaches (1) so that staff are aware of their obligations (1) • by enabling service users to report discrimination (1) so that it is identified and resolved (1) • by having codes of practice and values and standards (1) which ensure staff are accountable (1) <p>Accept any other valid responses.</p> <p>Responses must relate to the Public Service organisation not employees.</p>	4

Question Number	Answer	Mark
9b	<p>Award one mark for identification and one additional mark for appropriate expansion.</p> <p>Answers might refer to:</p> <ul style="list-style-type: none"> • discrimination towards service users reinforces negative views about public services (1) which could result in fewer people using the service (1) • fewer people from groups that have been discriminated against may apply to join public services (1) which may result in public services being less representative of society (1) • discrimination is against the law, which could result in prosecution of public services (1) which could result in less money being available for other aspects of service delivery (1) <p>Accept any other valid responses.</p>	2

Question Number	Answer	Mark
10a	<p>Award one mark for any of the following up to a maximum of two marks.</p> <ul style="list-style-type: none"> • Patterns of health/illness (1) • The structure of the family (1) • Immigration (1) • Social inequality (1) <p>Accept any other valid responses.</p>	2

Question Number	Answer	Mark
10b	<p>Award one mark for identification and one additional mark for appropriate expansion to a maximum of four marks.</p> <p>Answers might refer to:</p> <ul style="list-style-type: none"> • increased demand for police service/victim support (1) as elderly people may feel vulnerable (1) • increasing provision of social care services (1) because of rising levels of vulnerability (1) • an increase in health service provision (1) because the types and frequency of illness increase (1) • increasing use of residential care homes (1) because family members may not be able to provide care (1) • increased pressure on health service providers to provide beds (1) due to insufficient accommodation available for elderly people in need (1) <p>Accept any other valid responses.</p>	4

Question Number	Answer	Mark
11	<p>Award one mark for identification and one additional mark for appropriate development.</p> <p>Answers might refer to:</p> <ul style="list-style-type: none"> • having codes of practice/procedures in place (1) which enable people to report bullying and harassment (1) • having employee representatives (1) where employees are unable to speak on their own behalf (1) • having zero tolerance policies (1) with clear sanctions for breach (1) <p>Award marks for other valid responses.</p>	2

Question Number	Answer	Mark
12	<p>Accept one mark for identifying the way and one mark for an appropriate explanation up to a maximum of four marks.</p> <ul style="list-style-type: none"> • Schools help young people get a good education (1) which leads to better career prospects/job opportunities (1) • The police patrol areas (1) which makes neighbourhoods safer (1) • The health service provide life-saving healthcare (1) which leads to longer life expectancy (1) • Social services provide support/places of safety (1) for vulnerable people such as looked after children (1) • Age UK provide emotional and practical advice (1) on combating age-related issues to vulnerable elderly people and their carers/family (1) <p>Award one mark for identifying the way that the quality of life can be improved and one mark for explaining the impact.</p> <p>Accept any other valid responses.</p>	4

Question Number	Answer	Mark
13	<p>Award one mark for the identification and one additional mark for the appropriate expansion to a maximum of two marks.</p> <p>Answers might refer to:</p> <ul style="list-style-type: none"> • can teach that everyone should have the same chances in life (1) and all can contribute to society (1) • young people under 18 have access to free education (1) so they have a greater opportunity to learn and gain qualifications (1) <p>Accept any other valid responses.</p>	2

Question Number	Indicative content	Mark
14	<p>Responses may include the following.</p> <p>Limitations of public service provision in promoting good citizenship:</p> <ul style="list-style-type: none"> • financial constraints can result in low morale of staff • overdependence on members of the public to undertake community-based activities, such as voluntary work • poor publicity can quickly undermine the good work put in by the public services to improve society • public service involvement in policing demonstrations relating to human rights and social inequality can be seen negatively • NHS not funding expensive treatments can have a negative impact on public perceptions • takes significant time, effort and commitment for public service employees • overenthusiasm can cause volunteers/good citizens to over extend themselves and inadvertently put themselves and others at risk • good citizens being active can suffer from perceived lack of authority/seen as 'busy bodies' • public service organisations can be 'politicised', which can cause tensions in society <p>Factors enabling public services to promote good citizenship:</p> <ul style="list-style-type: none"> • promoting values and standards for self and others by using social media • actively show fairness, respect, discipline and empathy to others • enabling participation in community activities by supporting equality and diversity groups • actively incorporating diversity into recruitment activities • increased range of volunteering opportunities • providing platforms to challenge injustice • caring for the environment • promoting awareness of importance of community to all members of society • encouraging public service employees to act as role models • increased involvement in voluntary and community groups (e.g. Neighbourhood Watch Coordinators) <p>Accept any other valid responses.</p>	8

Level	Descriptor
0 0 marks	No rewardable material
1 1-3 marks	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.
2 4-6 marks	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.
3 7-8 marks	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.

Ofqual



Llywodraeth Cymru
Welsh Assembly Government



Pearson Education Limited. Registered company number 872828
with its registered office at Edinburgh Gate, Harlow, Essex CM20 2JE