



Mark Scheme (Results)

June 2019

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 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>Correct answer</p> <ul style="list-style-type: none"> • Mountain Rescue - voluntary/third sector • Department for Education - central government 	(2)

Question Number	Answer	Mark
2a	<p>Answers might refer to:</p> <ul style="list-style-type: none"> • UK emergency response (1) • Support victims of modern slavery/trafficking (1) • Support refugees (1) • Protect people in war and conflict (1) • Humanitarian aid (1) <p>Award any other valid responses.</p>	(2)

Question Number	Answer	Mark
2b	<p>Answers might refer to:</p> <ul style="list-style-type: none"> • Respond to floods (1) • Provide emergency search and rescue/saving lives at sea (1) • To support other services i.e. coast guard (1) • Maintain lifeboats (1) • RNLI lifeguards patrol beaches (1) • Train lifeguards (1) • Run safety campaigns (1) <p>Award any other valid responses.</p>	(2)

Question Number	Answer	Mark
3 (a)	<p>Correct answer:</p> <p>B - A bid or proposal (1)</p>	(1)

Question Number	Answer	Mark
3(b)	<p>Answers might refer to:</p> <ul style="list-style-type: none"> • Competitive process (1) • Gain expertise (1) • Cost saving (1) <p>Award any other valid responses.</p>	(1)

Question Number	Answer	Mark
3(c)	<p>Answers might refer to:</p> <ul style="list-style-type: none"> • Lower-cost tenders are not always the best provider (1) • Problems with accountability (1) • The process is time consuming (1) <p>Award any other valid responses.</p>	(1)

Question Number	Answer	Mark
4(a)	<p>Answers might refer to:</p> <ul style="list-style-type: none"> • Her Majesty's Inspectorate (HMI) of Probation (1) • Independent Office for Police Conduct (IOPC), formally known as the Independent Police Complaints Commission (IPCC) (1) • Care Quality Commission (CQC) (1) • Her Majesty's Inspectorate (HMI) of Constabulary and Fire and Rescue (1) <p>Award any other valid responses.</p>	(1)

Question Number	Answer	Mark
4(b)	<p>Answers might refer to:</p> <ul style="list-style-type: none"> • Check service performance (1) by conducting visits/investigations (1) • Write a report on their findings (1) including suggestions or improvement (1) <p>Award any other valid responses.</p>	(2)

Question Number	Answer	Mark
4(c)	<p>Answers might refer to:</p> <ul style="list-style-type: none"> The process of examining something carefully/in detail (1) <p>Award any other valid responses.</p>	(1)

Question Number	Answer	Mark
5(a)	<p>Answers might refer to:</p> <ul style="list-style-type: none"> A public service outsources the operational delivery of a particular service (1) to a private or voluntary provider (1) <p>Award any other valid responses.</p>	(2)

Question Number	Answer	Mark
5(b)	<p>Answers might refer to:</p> <ul style="list-style-type: none"> IT services (1) Security services (1) Electronic tagging (1) Social housing repairs (1) Translation services (1) Meals on wheels (1) Adult social care (1) Environmental services (1) Catering (1) Cleaning services (1) Parking facilities at hospitals (1) <p>Award any other valid responses.</p>	(2)

Question Number	Answer	Mark
6(a)	<p>Answers might refer to:</p> <ul style="list-style-type: none"> Central government taxation (1) Police Transformation Fund (1) Specialist police services (direct charges for additional services such as policing football matches) (1) <p>Award any other valid responses.</p>	(1)

Question Number	Answer	Mark
6(b)	<p>Answers might refer to:</p> <ul style="list-style-type: none"> • Street lighting (1) • Environmental services (1) • Schools (1) • Libraries (1) • Fire services (1) • Social services (1) • Recreational facilities (1) <p>Award any other valid responses.</p>	(3)

Question Number	Answer	Mark
7	<p>Answers might refer to:</p> <ul style="list-style-type: none"> • Fewer/more resources, equipment, staff (1) causing a decrease/increase in efficiency of the service (1) • Reduced provision (1) leading to longer response times (1) • Reduction in fire safety services (1) such as education or community work (1) <p>Award 1 mark for the reason. Award 1 mark for an explanation.</p> <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"> • Children in Need (1) • Red Nose Day (1) • Cancer Research Race for Life (1) • MacMillan coffee mornings (1) • Movember (1) • Save the Children Xmas jumper day (1) • Cancer Research Stoptober (1) <p>Award any other valid responses.</p>	(2)

Question Number	Answer	Mark
9	<p>Correct answer:</p> <p>C - Organisational targets (1)</p>	(1)

Question Number	Answer	Mark
10(a)	<p>Answers might refer to:</p> <ul style="list-style-type: none"> • The police work with local councils to reduce antisocial behaviour (1) and therefore promote safer communities (1) • The NHS report suspicious injuries to social services (1) to protect the public (1) • The Prison Service works with voluntary services to provide rehabilitation activities such as art classes (1) to reduce reoffending rates (1) • The police work with health services to get statements from injured patients (1) to identify possible unlawful behaviour (1) • The fire and rescue services work with education services to educate children about the dangers of fireworks (1) to promote fire safety and reduce injury (1) <p>Examples must be specific to two or more Public Services and must say how/when they work together for the first mark. Second mark awarded for a link to their objectives.</p> <p>Award any other valid responses.</p>	(4)

Question Number	Answer	Mark
10(b)	<p>Answers might refer to</p> <ul style="list-style-type: none"> • Provides for best use of resources (1) • Allows a coordinated response/develop relations between services (1) • Prevents crime and terrorism (1) • Protects the public's health and safety (1) • Ensures continuity of day-to-day life and business (1) • Provides a more efficient/quicker service (1) • Improve quality of service (1) <p>Award any other valid responses.</p>	(2)

Question Number	Answer	Mark
11	<p>Answers might refer to:</p> <ul style="list-style-type: none"> • The public service remains in charge of the service (1) which allows it to better quality assure the service it provides (1) • Delivery by the public service itself allows for better continuity across services (1) which provides a more reliable service (1) • The public service can set its own standards in staff training (1) which makes the outcomes more targeted and effective (1) <p>Award 1 mark for the advantage. Award 1 mark for an explanation.</p> <p>Award any other valid responses.</p>	(4)

Question Number	Answer	Mark
12	<p>Answers might refer to:</p> <ul style="list-style-type: none"> • Substance misuse awareness (1) • Alcohol campaigns/guidelines/advice(1) • Sexual health campaigns/advice (1) • Eatwell Plate (1) • 5 a day (1) • Exercise guidelines (1) • Stop smoking campaign (1) <p>Award any other valid responses.</p>	(2)

Question Number	Answer	Mark
13	<p>Answers might refer to:</p> <ul style="list-style-type: none"> • Provide first aid at public events (1) which alleviates pressure on the ambulance service (1) • Provide first aid training to volunteers (1) so that they can support public services at events (1) • Visit schools to train children in first aid (1) so in an emergency they can provide this (1) • Attend emergency calls (1) to support the ambulance service when it is too busy (1) • Provide non-emergency transport (1) when NHS transport services are overstretched (1) <p>Award 1 mark for the way. Award 1 mark for an explanation.</p> <p>Award any other valid responses.</p>	(4)

Question Number	Answer	Mark
14	<p>Answers may refer to:</p> <p>The prison service will need to:</p> <ul style="list-style-type: none"> • Manage stricter adherence to prison capacity • Improve staff training on identifying and preventing substance misuse • Increase education for prisoners on the dangers of substance misuse • Increase cell searches • Provide greater scrutiny on visitors and staff entering the prison • Develop strategies to deal with violence in the prison • Review availability of education/rehabilitation support services such as counsellors, etc. • Provide more effective intervention for vulnerable inmates such as identifying those at risk of harm/self-harm • Increase training and scrutiny of staff regarding the use of force • Improve prison security to prevent importing of contraband items <p>Consequences of not attending to the issues:</p> <ul style="list-style-type: none"> • increasing levels of violence towards prison staff/inmates • higher number of prisoners self-harming puts a strain on prison resources • higher staff turnover • lowering of staff morale • damaged reputation of the service <p>May also consider:</p> <ul style="list-style-type: none"> • Greater involvement with other agencies such as NHS and third sector organisations, particularly relating to substance misuse • Cost of implementing new policies/addressing issues • Impact of the findings on recruitment • Potential for increased privatisation/less government control <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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