

Please check the examination details below before entering your candidate information

Candidate surname

Other names

Centre Number

Learner Registration Number

Pearson BTEC Level 1/
Level 2 First Certificate/
Extended Certificate
and Diploma

--	--	--	--	--	--	--

--	--	--	--	--	--	--	--	--	--

Thursday 23 May 2019

Afternoon (Time: 1 hour)

Paper Reference **20537G**

Public Services

Unit 6: Citizenship, Society and the Public Services

You do not need any other materials.

Total Marks

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 ►

P61139A

©2019 Pearson Education Ltd.

1/1/1




Pearson

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 State **two** pieces of legislation that relate to the rights of individuals in the UK.

1

.....

2

.....

(Total for Question 1 = 2 marks)

2 The gender of an individual should not affect their civil rights.

Give **three other** characteristics of an individual that should not affect their civil rights.

1

.....

2

.....

3

.....

(Total for Question 2 = 3 marks)

3 Which **one** of the following is a responsibility of a public service user?

- A Vote in a democratic election
- B Respect human rights
- C Promote diversity
- D Volunteer in the community

(Total for Question 3 = 1 mark)

DO NOT WRITE IN THIS AREA

DO NOT WRITE IN THIS AREA

DO NOT WRITE IN THIS AREA

DO NOT WRITE IN THIS AREA

DO NOT WRITE IN THIS AREA

DO NOT WRITE IN THIS AREA



4 Give **two** ways the police use technology when carrying out surveillance to protect and defend the public.

1

.....

.....

2

.....

.....

(Total for Question 4 = 2 marks)

5 Citizens have a right to be treated with dignity when they use public services.

Explain **two other** rights of an individual who uses health and welfare services.

1

.....

.....

2

.....

.....

.....

(Total for Question 5 = 4 marks)

DO NOT WRITE IN THIS AREA

DO NOT WRITE IN THIS AREA

DO NOT WRITE IN THIS AREA

DO NOT WRITE IN THIS AREA

DO NOT WRITE IN THIS AREA

DO NOT WRITE IN THIS AREA



6 It is a right of individuals suspected of committing an offence to be treated humanely.

(a) Explain **one other** right of an individual suspected of committing a criminal offence.

(2)

.....

.....

.....

(b) Identify **two** ways that a public service organisation ensures that an individual being detained is treated with dignity.

(2)

1

.....

2

.....

(Total for Question 6 = 4 marks)

DO NOT WRITE IN THIS AREA

DO NOT WRITE IN THIS AREA

DO NOT WRITE IN THIS AREA

DO NOT WRITE IN THIS AREA

DO NOT WRITE IN THIS AREA

DO NOT WRITE IN THIS AREA



7 The armed services protect citizens.

(a) Give **two other** public services whose main role is to protect citizens.

(2)

1

2

(b) Explain **one** way the armed services provide support to communities during peacetime.

(2)

(Total for Question 7 = 4 marks)

8 Explain **one** benefit of a trained workforce to a public service organisation.

(Total for Question 8 = 2 marks)



DO NOT WRITE IN THIS AREA

DO NOT WRITE IN THIS AREA

DO NOT WRITE IN THIS AREA

DO NOT WRITE IN THIS AREA

DO NOT WRITE IN THIS AREA

DO NOT WRITE IN THIS AREA

9 (a) Explain **two** ways public services prevent discrimination towards service users.

(4)

1

2

(b) Discrimination towards service users undermines confidence in public services.

Explain **one other** impact that discrimination might have on the use of public services.

(2)

(Total for Question 9 = 6 marks)

DO NOT WRITE IN THIS AREA

DO NOT WRITE IN THIS AREA

DO NOT WRITE IN THIS AREA

DO NOT WRITE IN THIS AREA

DO NOT WRITE IN THIS AREA

DO NOT WRITE IN THIS AREA



10 One example of demographic change is an ageing population.

(a) Give **two other** examples of demographic change in society.

(2)

1

2

(b) Explain **two** effects on public service provision of an increasingly elderly population.

(4)

1

2

(Total for Question 10 = 6 marks)

11 Explain **one** way public service organisations prevent bullying and harassment.

(Total for Question 11 = 2 marks)



12 Explain **one** way **each** service improves a citizen's quality of life.

Use **one** emergency service and **one other** type of public service.

1 Emergency service

.....

.....

.....

2 Other type of public service

.....

.....

.....

(Total for Question 12 = 4 marks)

13 Explain **one** way that education promotes equality.

.....

.....

.....

(Total for Question 13 = 2 marks)

DO NOT WRITE IN THIS AREA

DO NOT WRITE IN THIS AREA

DO NOT WRITE IN THIS AREA

DO NOT WRITE IN THIS AREA

DO NOT WRITE IN THIS AREA

DO NOT WRITE IN THIS AREA



DO NOT WRITE IN THIS AREA

DO NOT WRITE IN THIS AREA

DO NOT WRITE IN THIS AREA

DO NOT WRITE IN THIS AREA

DO NOT WRITE IN THIS AREA

DO NOT WRITE IN THIS AREA

BLANK PAGE

QUESTION 14 BEGINS ON THE NEXT PAGE.



P 6 1 1 3 9 A 0 9 1 2

DO NOT WRITE IN THIS AREA

DO NOT WRITE IN THIS AREA

DO NOT WRITE IN THIS AREA

DO NOT WRITE IN THIS AREA

DO NOT WRITE IN THIS AREA

DO NOT WRITE IN THIS AREA

Handwriting practice area with 20 horizontal dotted lines.

(Total for Question 14 = 8 marks)

TOTAL FOR PAPER = 50 MARKS



DO NOT WRITE IN THIS AREA

DO NOT WRITE IN THIS AREA

DO NOT WRITE IN THIS AREA

BLANK PAGE

