

Please check the examination details below before entering your candidate information

Candidate surname

Other names

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

Centre Number

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Learner Registration Number

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Tuesday 15 January 2019

Morning (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 ►

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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 Identify **two** public services that provide support to vulnerable elderly people.

1

2

(Total for Question 1 = 2 marks)

2 One reason public services exist is to improve the quality of life for individuals.

Give **two other** reasons why public services exist.

1

2

(Total for Question 2 = 2 marks)

3 State **three** different types of discrimination covered by the Equality Act 2010.

1

2

3

(Total for Question 3 = 3 marks)

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4 One right that people have when using public services is to be treated without discrimination.

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

1

2

(Total for Question 4 = 2 marks)

5 Give **two** measures of inequality.

1

2

(Total for Question 5 = 2 marks)

6 Define the term 'democracy'.

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(Total for Question 6 = 2 marks)

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7 Some public service employees demonstrate good citizenship by volunteering.

(a) Give **two other** ways that public service employees demonstrate good citizenship.

(2)

1

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2

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(b) Describe **two** ways that the promotion of volunteering by public services benefits communities.

(4)

1

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2

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(Total for Question 7 = 6 marks)

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8 To vote in a local government election in England, Northern Ireland or Wales you need to be 18 years of age.

Identify which **one** of the following requirements also needs to be met.

- A Be a homeowner
- B Be UK citizen
- C Be a taxpayer
- D Be married

(Total for Question 8 = 1 mark)

9 All employers are responsible for the safety of their employees by making sure that they are trained appropriately.

(a) Outline **two** ways that the training of emergency service employees helps keep them safe.

(2)

1

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2

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(b) Explain **one other** responsibility of public service employees.

(2)

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(Total for Question 9 = 4 marks)



10 One responsibility of public service users is to take part in a review of their entitlement to public service provision.

(a) Explain why it is a responsibility of a person claiming benefits to participate in a review of their entitlement to benefits.

(2)

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(b) Explain **one other** responsibility of public service users.

(2)

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(Total for Question 10 = 4 marks)

11 Give **two** ways that immigration affects public service provision.

1

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2

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(Total for Question 11 = 2 marks)

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12 Some changes in society are a result of government policy.

(a) Describe **one** change in government policy that has had an impact on the lives of individuals.

(2)

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Other changes in society are as a result of the growth in information and communications technology.

(b) Explain **one** impact that the growth of information and communications technology has had on the lives of individuals.

(2)

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(c) Explain **two** ways public service organisations use technology for surveillance.

(4)

1

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2

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(Total for Question 12 = 8 marks)



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13 Having legal representation, the right to remain silent and the right to a fair trial are rights within the criminal justice system.

Explain **two other** rights of an individual held in custody.

1

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2

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(Total for Question 13 = 4 marks)

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(Total for Question 14 = 8 marks)

TOTAL FOR PAPER = 50 MARKS



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