



Mark Scheme

Jan 2020

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

Unit 6: Citizenship, Society and 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	C - the right to education	1

Question Number	Answer	Mark
2	<p>Accept any two of the following answers:</p> <ul style="list-style-type: none"> • maintain professional standards (1) • follow codes of practice (1) • promote diversity (1) • follow anti-discrimination policies (1) • follow procedures for complaints (1) • follow bullying and harassment policies (1) • respect service users (1) <p>Award any other valid responses.</p>	2

Question Number	Answer	Mark
3	<p>Accept any two of the following answers:</p> <ul style="list-style-type: none"> • provide safe working environments (1) • provide training (1) • enable redress (1) • enable whistleblowing (1) • provide equipment (1) • pay wages/salary (1) <p>Award any other valid responses.</p>	2

Question Number	Answer	Mark
4	<p>Accept any two of the following answers:</p> <ul style="list-style-type: none"> • communicating with citizens/public safety announcements (1) • diagnosing/treating health conditions/radiotherapy (1) • rescuing citizens trapped in dangerous situations (1) • monitoring traffic(1) • gathering data/evidence for prosecutions (1) • analysing data (1) <p>Award any other valid responses.</p>	2

Question Number	Answer	Mark
5	<p>Accept any two of the following answers:</p> <ul style="list-style-type: none"> • support other public services during floods (1) • support the police at major events (1) • provide bomb disposal services (1) • provide emergency fire cover (1) • undertake promotional activities to reassure communities (visiting schools/colleges/fares) (1) <p>Accept any other valid responses.</p>	2

Question Number	Answer	Mark
6	<p>Answers might refer to:</p> <ul style="list-style-type: none"> • local authorities use CCTV to deter fly tipping (1) • local authorities use energy efficient light bulbs in street lights/switch off street lighting to reduce light pollution (1) • the police service patrol on foot/bicycles to make the environment safer/reduce carbon footprint(1) <p>Award any other valid responses.</p>	1

Question Number	Answer	Mark
7	<p>Accept any two of the following answers:</p> <ul style="list-style-type: none"> • encourages commitment to citizenship (1) • prevents discrimination through respect for individual cultural preferences (1) • protects vulnerable people, e.g. children who are at risk (1) • encourages people to participate in community life • encourages volunteering (1) • enables people to gain qualifications/skills that can help them to get employment (1) • encourages commitment to healthy living/gain life skills (1) • reinforces norms and values (moral compass/right from wrong) (1) • promotes equality in society (1) <p>Award any other valid responses.</p>	2

Question Number	Answer	Mark
8	Accept any two of the following answers: <ul style="list-style-type: none"> • rehabilitate offender to prevent re-offending (1) • hold offenders securely in prison to stop further offences being committed (1) • educate/train offenders to give them the opportunity to gain employment (1) Award any other valid responses.	2

Question Number	Answer	Mark
9	Accept any two of the following answers: <ul style="list-style-type: none"> • police/ambulance service arrange for a responsible person to accompany a vulnerable individual (1) • the fire and rescue service would provide fire safety guidance to vulnerable individuals (1) • work in partnership with other agencies (1) • have policies and procedures for dealing with vulnerable people (1) • publicity campaigns to raise awareness (1) • provide guidance/refer them for specialist support (1) • provide emergency first response assistance (1) • ambulance service transport vulnerable people to and from hospital (1) Accept any other valid responses.	2

Question Number	Answer	Mark
10	<p>Accept any two of the following answers:</p> <ul style="list-style-type: none"> • increased cost of advertising(1) • increased cost of training employees (1) • increased bureaucracy of monitoring (1) • increased bureaucracy of reporting (1) • increased cost of adapting working environments (1) • potential for negative public opinion/perception (1) <p>Accept any other valid responses.</p>	2

7Question Number	Answer	Mark
11 (a)	<p>Accept any two of the following answers:</p> <ul style="list-style-type: none"> • NHS (1) • Police (1) • Victim support (1) • Ambulance service (1) • Fire and Rescue service (1) <p>Award any other valid response, including two different examples from the same service.</p>	2

Question Number	Answer	Mark
11 (b)	<p>Accept any two of the following answers:</p> <ul style="list-style-type: none"> • supply information that should be verifiable and accurate (1) • not attempt to defraud public service providers (1) • willingness to participate in a review of entitlement to public service provision (1) • not discriminate against those working for the public services (1) • respect the human rights of those involved in service provision (1) 	2

	<ul style="list-style-type: none"> not use any form of violence towards other service users or those involved in service provision (1) <p>Award any other valid response.</p>	
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Question Number	Answer	Mark
11 (c)	<p>Award one mark for the identification and one additional mark for the appropriate expansion.</p> <p>Answers might refer to:</p> <ul style="list-style-type: none"> protection where individuals are at risk to be treated without discrimination confidentiality when disclosing personal and private information consent when receiving treatment dignity when using services individual choice in relation to public services <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>	2

Question Number	Answer	Mark
12	<p>Award one mark for identifying one benefit of equality in society and a further mark for development, up to two marks.</p>	2

	<p>Answers might refer to:</p> <ul style="list-style-type: none"> • individuals are free from the effects of discrimination and prejudice (1) and have the same opportunities as one another (1) • access to services is not affected by social factors (1) such as income, class, age, disability, gender, race, religion and belief, sexual orientation (1) <p>Accept any other valid responses.</p>	
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Question Number	Answer	Mark
13	<p>Award one mark for identifying a quality and a further mark for explanation, up to two marks.</p> <p>Answers might refer to:</p> <ul style="list-style-type: none"> • showing fairness, respect, discipline and empathy to others (1) and not discriminating (1) • participation in community activities (1) such as fundraising events • protecting the environment (1) by recycling/disposing of litter responsibly (1) • membership of organisations (1) such as political parties/pressure groups/Scouting Associations/sports clubs (as attendees not volunteer leaders) (1) • being honest/trustworthy (1) and complying with the law/societal norms (1) • serving others/self-sacrificing (1) such as putting the needs of others before their own needs (1) • being public spirited (1) such as being a good citizen/leading by example/engaging with the community (1) <p>Accept any other valid responses.</p>	2

Question Number	Answer	Mark
14 (a)	<p>Award one mark for identifying one aspect of a fair trial and a further mark for development, up to two marks.</p> <p>Answers might refer to:</p> <ul style="list-style-type: none"> • reasonable grounds for arrest/lawfully acquired evidence (1) that can be presented in court (1) • legal aid (1) for those unable to afford to pay for their defence (1) • treated as innocent (1) so the accused has an equal chance of proving their innocence (1) • treated as innocent until proven guilty (1) in the court of law (1) • cases heard by an impartial judge/jury (1) who decide the outcome of the trial based on the evidence presented (1) • the accused has sufficient time/resources (1) to prepare their defence (1) <p>Accept any other valid responses.</p>	2

Question Number	Answer	Mark
14 (b)	<p>Accept any two of the following answers:</p> <ul style="list-style-type: none"> • humane treatment while being detained/in custody (1) • access to medical treatment/care (1) • right to be fed whilst in custody/prison (1) • right to a phone call/someone informed of your arrest (1) <p>Accept any other valid responses.</p>	2

Question Number	Answer	Mark
15	<p>Accept any two of the following answers:</p> <p>Answers might refer to:</p> <ul style="list-style-type: none"> • they carry out surveillance to monitor individuals (1) suspected of planning to commit an offence (1) • gather intelligence on criminal activity/criminals (1) and share information with other services (1) • monitor emails/social media/phone calls (1) in order to prevent crimes being committed (1) • they visit schools (1) to warn young people of the dangers of terrorism/extremism (1) <p>Award any other valid responses.</p>	2

Question Number	Answer	Mark
16 (a)	<p>Award one mark for identifying an impact on the use of public services and one further mark for an appropriate extension.</p> <p>Answers might refer to:</p> <ul style="list-style-type: none"> • could result in fewer people using the service (1) as they no longer have faith/trust/fear of being discriminated against (1) • increased resources required to investigate complaints (1) which diverts resources from service delivery (1) • reduction of level of service (1) as there may be fewer citizens wanting to work in the service (1) <p>Award any other valid responses.</p>	2

Question Number	Answer	Mark
16 (b)	<p>Answers might refer to:</p> <ul style="list-style-type: none"> when someone is treated less favourably than another person (1), on the grounds of age/race/gender/disability/sexual orientation (1) <p>Accept as extensions any of the protected characteristics as listed in the Equality Act 2010.</p> <p>Accept any other valid responses.</p>	2

Question Number	Answer	Mark
17 (a)	<p>Accept any two of the following answers:</p> <ul style="list-style-type: none"> minority groups feel represented(1) greater understanding of minority groups' needs(1) increased trust in public services (1) improved opportunities for employment and promotion for minority groups (1) More minority groups likely to access services (1) <p>Accept any other valid responses.</p>	2

Question Number	Answer	Mark
17 (b)	<p>Award one mark for identification of consideration for public service organisations of employing female staff in a wider range of roles and one further mark for the justification / expansion up to a maximum of two marks.</p> <p>Answers might refer to:</p> <ul style="list-style-type: none"> improvement in operational effectiveness/have a more skilled 	2

	<p>workforce (1) because they will have a larger pool of talent to recruit from (1)</p> <ul style="list-style-type: none"> • need to provide positive role models (1) which will improve level of female participation/recruitment (1) • More females would apply to join the service (1) as existing female employees will be seen as role models (1) • Improve reputation of the organisation (1) by having a more diverse workforce (1) • enables female staff to feel more valued (1) and raises their profile amongst male personnel (1) <p>Award any other valid responses.</p>	
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Question Number	Indicative content	Mark
18	<p>Answers might refer to:</p> <p>Impact on public services</p> <ul style="list-style-type: none"> • increased pressure on NHS and other social welfare services to deal with associated physical and mental health needs • pressure on police and security services to deal with the threat of online radicalisation/grooming • police and security services require more complex skills sets to deal with complex threats such as online fraud, dark net activities • a greater risk of rapid escalation of relatively minor incidents due to individuals use of social media platforms • increased pressure on services to respond rapidly and effectively to 'live' postings • increased demand on police to manage vigilantism • public services can muster volunteer 	8

help/support for large-scale search operations

- public services can use social media to quickly raise public awareness

Only accept references to impacts on individuals if they are linked to the impact on public service delivery.

Negative effect of information and communication technology on individuals

- people are becoming less active and end up with health problems as a result of the loss of physical activity
- loss of human interaction and lose the ability to interact with one another
- growth of online bullying and vulnerable people could be put at risk of self-harming
- vulnerable people potentially placed at risk of being exploited and subject to physical, emotional or sexual abuse
- risk of personal data being compromised
- risk of identity theft/fraud
- potential for growth in vigilante type activities could cause distress
- risk of those individuals not being familiar with the use of social media/internet being disadvantaged when attempting to access services

Positive effect of information and communication technology on individuals

- people can keep in contact with their family and friends irrespective of wherever they are
- people can raise awareness of areas of concern on environmental/social issues
- it is easier and faster for individuals to communicate with public services
- fund raising and good causes can benefit from social media campaigns such as Stephen Sutton raising money for Teenage Cancer Trust

	<ul style="list-style-type: none"> increased use of social media by public service organisations makes it easier for some individuals to access services 	
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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. 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. 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. The majority of points made will be relevant and there will be a clear link to the situation in the question.

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Llywodraeth Cynulliad Cymru
Welsh Assembly Government

