

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

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

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

Tuesday 14 January 2020

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 ►

P64067A

©2020 Pearson Education Ltd.

1/1/1/1/1



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 Identify which **one** of the following is a principle of the Human Rights Act 1998.

- A** The right to volunteer
- B** The right to welfare benefits
- C** The right to education
- D** The right to free healthcare

(Total for Question 1 = 1 mark)

2 One responsibility of public service employees is to obey the law.

State **two other** responsibilities of public service employees.

1

2

(Total for Question 2 = 2 marks)

3 Give **two** responsibilities that public service employers have for their employees.

1

2

(Total for Question 3 = 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



4 Public service organisations use technology for surveillance.

Give **two other** ways public service organisations use technology.

1

.....

2

.....

(Total for Question 4 = 2 marks)

5 The main role of the armed services is to defend the UK and its interests at home and abroad.

Give **two** ways the armed services provide support to communities in the UK during peacetime.

1

.....

2

.....

(Total for Question 5 = 2 marks)

6 Local authorities protect the environment by collecting domestic waste material for recycling.

State **one other** way that a public service organisation protects the environment.

.....

.....

(Total for Question 6 = 1 mark)



7 Give **two** ways the education service improves people's quality of life.

1

.....

2

.....

(Total for Question 7 = 2 marks)

8 Outline **two** ways that the Prison Service protects citizens.

1

.....

2

.....

(Total for Question 8 = 2 marks)

9 The emergency services and health and welfare services often deal with vulnerable people.

Outline **two** ways that an emergency service supports vulnerable people.

1

.....

2

.....

(Total for Question 9 = 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



10 Give **two** negative impacts of implementing equal opportunity measures in public service organisations.

1

2

(Total for Question 10 = 2 marks)

11 Social welfare services support vulnerable people in society by visiting them in their homes and providing cleaning services and help with meals.

(a) Name **two other** public services that regularly support vulnerable people in the community.

(2)

1

2

(b) Give **two** responsibilities of a person who uses social welfare services.

(2)

1

2

One right of a person who uses social welfare services is to have access to high quality services.

(c) Explain **one other** right of a person who uses social welfare services.

(2)

.....

.....

.....

(Total for Question 11 = 6 marks)



12 One benefit of equality in society is that all people have the same rights under the law.

Describe **one other** benefit of equality in society.

.....

.....

.....

.....

(Total for Question 12 = 2 marks)

13 One quality of good citizenship is volunteering.

Explain **one other** quality of good citizenship.

.....

.....

.....

.....

(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



14 One aspect of a fair trial is the right to legal representation.

(a) Explain **one other** aspect of a fair trial.

(2)

.....

.....

.....

.....

(b) State **two other** rights people have when they are detained in the criminal justice system.

(2)

1

.....

.....

2

.....

.....

(Total for Question 14 = 4 marks)

15 Explain **one** way that security services, such as counter-terrorism units or MI5, protect society.

.....

.....

.....

.....

(Total for Question 15 = 2 marks)



16 Discrimination towards service users undermines confidence in public services.

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

(2)

.....

.....

.....

(b) Explain the term 'direct discrimination'.

(2)

.....

.....

.....

(Total for Question 16 = 4 marks)

17 (a) Give **two** benefits to society of public services having a diverse workforce.

(2)

1

.....

2

.....

(b) Explain **one** positive impact for public service organisations of employing female staff in a wider range of roles.

(2)

.....

.....

.....

(Total for Question 17 = 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



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

Area with horizontal dotted lines for writing.

(Total for Question 18 = 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

DO NOT WRITE IN THIS AREA

DO NOT WRITE IN THIS AREA

DO NOT WRITE IN THIS AREA

BLANK PAGE



P 6 4 0 6 7 A 0 1 1 1 2

DO NOT WRITE IN THIS AREA

DO NOT WRITE IN THIS AREA

DO NOT WRITE IN THIS AREA

BLANK PAGE

