



Mark Scheme

January 2020

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 judgment 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"> • London Ambulance Service – emergency service • Royal Navy - armed services 	(2)

Question Number	Answer	Mark
2a	<p>Answers might refer to:</p> <ul style="list-style-type: none"> • The National Society for the Prevention of Cruelty to Children (NSPCC) • Shelter • Royal Voluntary Service • Red Cross • Age UK • Barnardo's <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"> • Recover injured climbers from cliffs and bring them to the ambulance (1) • Support the police by searching for missing children and vulnerable adults in the hills (1) • Support the fire and rescue services by searching riverbanks and helping flood victims (1) • Support the fire and rescue services by rescuing animals in inaccessible places (1) <p>Award any other valid responses.</p>	(2)

Question Number	Answer	Mark
3a	<p>Correct Answer</p> <ul style="list-style-type: none"> Department for Environment, Food, and Rural Affairs (DEFRA). 	(1)

Question Number	Answer	Mark
3 (b)	<p>Answers might refer to:</p> <ul style="list-style-type: none"> Collect taxes such as; income tax, inheritance tax, corporation tax, capital gains tax, stamp duty (1) Collect duties such as; customs and excise duty (1) Pay child benefit (1) Enforcing minimum wage (1) Recover student loan payments (1) <p>Award any other valid responses.</p>	(1)

Question Number	Answer	Mark
4 (a)	<p>Correct Answer</p> <ul style="list-style-type: none"> B – By the public service 	(1)

Question Number	Answer	Mark
4 (b)	<p>Answers might refer to:</p> <ul style="list-style-type: none"> A legal document that states your wishes regarding distribution of your property/assets after your death (1) <p>Award any other valid responses.</p>	(1)

Question Number	Answer	Mark
4 (c)	<p>Answers might refer to:</p> <ul style="list-style-type: none"> Increase training opportunities available (1) will help to upskill the workforce (1) Fewer staff due to redundancies and less recruitment (1) putting pressure on existing staff/decreasing levels of service (1) Fewer resources available to support school/college outreach programmes (1) means a 	

	<p>reduced understanding of the work the army undertakes (1)</p> <ul style="list-style-type: none"> • Less money for equipment (1) meaning broken equipment cannot be replaced/staff must make the most of existing equipment (1) <p>Accept answers that refer to increased or decreased levels of funding. Award one mark for the impact. The second mark requires a development of the impact.</p> <p>Award any other valid responses.</p>	(2)
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Question Number	Answer	Mark
5	<p>Answers might refer to:</p> <ul style="list-style-type: none"> • Decreases public perception of the service/damages their reputation (1) meaning remedial action is needed to restore confidence (1) • Increased scrutiny (1) creates an obligation to take responsibility for/explain the services actions (1) • Additional work may be needed because of the ineffective performance (1) this puts financial pressure on the organisation (1) <p>Award one mark for the consequence. The second mark requires an appropriate extension</p> <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"> • Equipment can be expensive/specialist (1) • The public rely on public services to provide a quality service (1) • Cost implications if tools and equipment are not used effectively (1) • They are publicly funded, so they need to provide best possible value for money (1) • Save lives/prevent injury (1) • Increase effectiveness (1) <p>Award any other valid responses.</p>	(2)

Question Number	Answer	Mark
6 (b)	<p>Answers might refer to:</p> <ul style="list-style-type: none"> • Take greater care when using equipment (1) • Maintain/store equipment properly (1) • Use equipment properly (1) • Consider cost implications before using/ordering resources (1) • Re-purpose equipment where possible (1) <p>Award any other valid responses.</p>	(2)

Question Number	Answer	Mark
7a	<p>Answers might refer to:</p> <ul style="list-style-type: none"> • Decide charges (1) • Prosecute (1) • Weight up evidence against evidential test (1) • Consider public interest test (1) • Plea bargaining (1) • Seek justice (1) <p>Award any other valid responses.</p>	(1)

Question Number	Answer	Mark
7b	<p>Correct answers are:</p> <ul style="list-style-type: none"> • County court • High court • Court of Appeal • Supreme court • Magistrates' court 	(1)

Question Number	Answer	Mark
7c	<p>Answers might refer to:</p> <ul style="list-style-type: none"> • Victims/witnesses gain peace of mind (1) as they can see offenders being sentenced (1) • The public may feel more secure (1) seeing that crime is being prosecuted (1) • It provides justice (1) as the defendants are provided with a fair trial (1) <p>Award one mark for the advantage. The second mark requires a development of the advantage.</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"> • Create policies (1) • Funding (1) • Deciding current threat levels (1) • Scrutiny (1) • Recruitment (1) <p>Award any other valid responses.</p>	(1)

Question Number	Answer	Mark
9	<p>Answers might refer to:</p> <ul style="list-style-type: none"> • Identify roles of each service in advance (1) • Practise responses together / collaborative training exercises (1) • Create protocols for each organisation to follow (1) • Designated liaison person (1) • Constant and regular communication (1) <p>Award any other valid responses.</p>	(1)

Question Number	Answer	Mark
10	<p>Answers might refer to:</p> <ul style="list-style-type: none"> • To decide which services may be needed (1) • To decide roles at an incident (1) • To decide what equipment may be needed (1) • To risk assess the incident (1) • To prevent escalation (1) • To preserve/enable collection of evidence (1) • To assess injuries/enable them to prioritise treatment (1) • Prioritise allocation of resources (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"> • Joint briefings (1) • Email (1) • Meetings (1) • By telephone (1) • Conferences (1) 	(2)

	Award any other valid responses.
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Question Number	Answer	Mark
12	<p>Answers might refer to:</p> <ul style="list-style-type: none"> • To rescue a patient involved in a road traffic collision (RTC) (1) the ambulance service will treat the patient, whilst the fire service releases the patient from the wreckage safely (1) • To secure the scene and safety of the public at a fire (1) the police will cordon off the area to hold the public back, whilst the fire service tackles the blaze (1) • To safely attend an emergency call to a domestic violence victim (1) the police will attend the scene to ensure it is safe for the ambulance service to enter and treat the patient (1) <p>Award one mark for the example. The second mark requires an appropriate extension.</p> <p>Award any other valid responses.</p>	(2)

Question Number	Answer	Mark
13 (a)	<p>Answers might refer to:</p> <ul style="list-style-type: none"> • Support with accommodation (1) • Guidance on financial support available (1) • Assistance with obtaining employment (1) • Monitor offenders' behaviour/actions (1) • Provide advice and assistance to offenders (1) • Creation of pre-sentencing and pre-release reports for the courts/prison (1) • Overseeing community service work (1) • Liaising with the police, social services and other authorities (1) • Visit offenders at home/prison (1) <p>Award any other valid responses.</p>	(2)

Question Number	Answer	Mark
13 (b)	<p>Answers might refer to:</p> <ul style="list-style-type: none"> • Safeguard prisoners/staff (1) by referring vulnerable people/putting prisoners into isolation (1) • Conduct searches to look for contraband items (1) in order to improve safety/maintain discipline/increase security (1) • Escort prisoners on external visits to the courts/hospital (1) in order to minimise risks of escape/reduce opportunities to acquire contraband items (1) • Perform security checks on visitors (1) in order to improve safety (1) • Managing the custodial environment (1) by patrolling/securing prisoners/diffusing conflicts (1) • Prepare relevant reports and documentation such as prisoner reviews and records (1) in order to ensure prisoner welfare/maintain security (1) <p>Award one mark for each role and one mark for the linked extension up to a maximum of four marks. (2+2=4)</p> <p>Award any other valid responses.</p>	(4)

Question Number	Answer	Mark
14(a)	<p>Answers might refer to:</p> <ul style="list-style-type: none"> • Accept responsibility for actions/decisions/mistakes (1) by explaining them in a transparent manner (1) <p>Award one mark for the definition and one mark for the linked extension.</p> <p>Award any other valid responses.</p>	(2)

Question Number	Answer	Mark
14(b)	<p>Answers might refer to:</p> <ul style="list-style-type: none"> • They can be investigated by independent regulators (1) who will make their findings public (1) • They can be held to account by parliament (1) through the use of select committees (1) 	(4)

	<ul style="list-style-type: none"> • They can be held accountable to the government (1) as government departments scrutinise public service performance/using performance target data (1) • Judged on their performance by the public (1) through the use of public forums/video footage/because they are publicly funded (1) • Held accountable by the courts (1) fined for non-compliance (1) • Held accountable by local authority (1) by suspension of contracted out services (1) <p>Award one mark for each way and one mark for the linked extension up to a maximum of four marks. (2+2=4)</p> <p>Award any other valid responses.</p>	
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Question Number	Answer	Mark
15	<p>Answers might refer to the need for:</p> <ul style="list-style-type: none"> • Creation of new policies to improve performance • Provision of additional funding to increase support available • Increased scrutiny of case management/record keeping • Collaborative training/meetings with other agencies/departments • Work with voluntary organisations to provide additional specialist support to the elderly and people with disabilities • Provision of additional staff to reduce time delays <p>Other considerations;</p> <ul style="list-style-type: none"> • Cost of changes • Possible increase in council tax • Increased scrutiny from the DCLG • Cost of employing more staff • Possible legal consequences/negligence <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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Llywodraeth Cynulliad Cymru
Welsh Assembly Government

