



Mark Scheme (Results)

January 2021

Pearson BTEC Firsts In Public Services (20537G)
Unit 6: Citizenship, Society and the Public Services

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Unit 6: Citizenship, Society and the Public Services

General marking guidance

- All learners must receive the same treatment. Examiners must mark the first learner in exactly the same way as they mark the last.
- Mark grids should be applied positively. Learners must be rewarded for what they have shown they can do rather than be penalised for omissions.
- Examiners should mark according to the mark grid, not according to their perception of where the grade boundaries may lie.
- All marks on the mark grid should be used appropriately.
- All the marks on the mark grid are designed to be awarded. Examiners should always award full marks if deserved. Examiners should also be prepared to award zero marks, if the learner's response is not rewardable according to the mark grid.
- Where judgement is required, a mark grid will provide the principles by which marks will be awarded.
- When examiners are in doubt regarding the application of the mark grid to a learner's response, a senior examiner should be consulted.

Specific marking guidance

The mark grids have been designed to assess learners' work holistically.

Rows in the grids identify the assessment focus/outcome being targeted. When using a mark grid, the 'best fit' approach should be used.

- Examiners should first make a holistic judgement on which band most closely matches the learner's response and place it within that band. Learners will be placed in the band that best describes their answer.
- The mark awarded within the band will be decided based on the quality of the answer in response to the assessment focus/outcome and will be modified according to how securely all bullet points are displayed at that band.
- Marks will be awarded towards the top or bottom of that band depending on how they have evidenced each of the descriptor bullet points.

Question Number	Answer	Mark
1	<p>Accept any two of the following answers:</p> <ul style="list-style-type: none"> • freedom from inhuman or degrading treatment (1) • right to liberty and security (1) • right to a fair trial (1) • no punishment without law (1) • respect for private and family life, home and correspondence (1) • right to the peaceful enjoyment of property and possessions (1) • right to education (1) <p>Accept any other valid responses.</p>	(2)

Question Number	Answer	Mark
2	<p>Accept any two of the following answers:</p> <ul style="list-style-type: none"> • age (1) • disability (1) • gender (1) • race (1) • sexual orientation (1) <p>Accept 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"> • to meet the needs of a diverse society (1) • to support and reinforce the rights of citizens (1) • to protect and assist vulnerable people (1) • to protect the environment (1) <p>Accept 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"> • maintain professional standards (1) • follow codes of practice (1) • obey the law (1) • follow anti-discrimination policies (1) • follow procedures for complaints (1) • follow bullying and harassment policies (1) • maintain health and safety in the work place (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"> • giving up your time to fundraise for charity (1) • supporting the community by joining neighborhood watch (1) • recycling to protect the environment (1) • being a role model for people to follow (1) <p>Award any other valid responses.</p>	(2)

Question Number	Answer	Mark
6	<p>Accept any two of the following answers:</p> <ul style="list-style-type: none"> • access to high-quality services (1) • protection where individuals are at risk (1) • to be treated without discrimination (1) • confidentiality when disclosing personal and private information (1) • consent when receiving treatment (1) • dignity when using services (1) <p>Award any other valid responses.</p>	(2)

Question Number	Answer	Mark
7	<p>Accept any two of the following answers:</p> <ul style="list-style-type: none"> • provide information in different languages (1) • use of liaison officers (1) • having a diverse workforce (1) • respecting different cultures and needs (1) • provide welfare benefits (1) • provide support in education (1) <p>Award marks for other valid responses.</p>	(2)

Question Number	Answer	Mark
8 (a)	<p>Accept any two of the following answers:</p> <ul style="list-style-type: none"> • the requirement for young people to remain in education until the age of 18 improves employment chances (1) • having to pay higher education fees means that young people from low income families are less likely to go to university (1) • minimum wage which means that people should earn fair pay for the work they do (1) <p>Award any other valid responses.</p>	(2)

Question Number	Answer	Mark
8 (b)	<p>Accept any two of the following answers:</p> <ul style="list-style-type: none"> • people can keep in contact with their family and friends (1) • fund raising and good causes can benefit from social media campaigns (1) • people can raise awareness of areas of concern (1) • people are becoming less active (1) • loss of face-to-face interaction (1) • people potentially becoming more susceptible to radicalisation (1) • more people becoming depressed over the growth of online bullying (1) • vulnerable people potentially placed at risk of being exploited (1) <p>Award marks for other valid responses.</p>	(2)

Question Number	Answer	Mark
9	<p>Award one mark for identifying each measure and one mark for the development up to a maximum of four marks.</p> <p>Answers might refer to:</p> <ul style="list-style-type: none"> • when in prison/custody individuals must not be discriminated against (1) on the grounds of ethnic background/sexual orientation/religion (1) • when arrested or detained individuals must be treated humanely (1) given food/allowed to sleep (1) • legal representation (1) throughout the prosecution (1) • a fair trial (1) with impartial judiciary (1) • appropriate custodial care (1) including provision of medication where necessary (1) <p>Award any other valid responses</p>	(4)

Question Number	Answer	Mark
10 (a)	<p>Award one mark for stating it relates to employees reporting wrong doing and one mark for a relevant development, up to a maximum of two marks.</p> <p>Answers might refer to:</p> <ul style="list-style-type: none"> • when a worker reports suspected wrongdoing (1) that may cause harm to service users/employees (1) • when a worker reports suspected wrongdoing (1) where health and safety is compromised/the environment is harmed/a criminal offence is committed/a public service employee disobeys the law (1) • when an employee reports suspected wrongdoing (1) and is encouraged/allowed to report it (1) <p>Award any other valid responses.</p>	(2)

Question Number	Answer	Mark
10(b)	<p>Award one mark for the identification and one additional mark for the appropriate expansion to a maximum of two marks.</p> <p>Answers might refer to:</p> <ul style="list-style-type: none"> • providing safe working environments for employees (1) by ensuring that risk assessments are in place (1) • providing personal protective equipment (PPE) where necessary (1) to ensure that the employee is protected from hazardous substances/situations (1) • preventing discrimination (1) by having anti-discrimination policies and procedures in place (1) • providing training on safe working practices / equipment (1) in order to minimize the risk of accidents/incidents (1) • enabling redress (1) so that employee have the confidence that concerns/complaints regarding safety matters are dealt with (1) <p>Accept any other valid response.</p>	(2)

Question Number	Answer	Mark
11	<p>Award one mark for identifying the responsibility and one mark for the development up to a maximum of two marks.</p> <p>Answers might refer to:</p> <ul style="list-style-type: none"> • participate in a review of entitlement to public service provision (1) to ensure accurate payments of benefits (1) • respect the human rights of those working for the public services (1) such as not using threatening or abusive behavior (1) • supply information that is verifiable and accurate (1) such as providing your name and address when asked by a public service employee (1) • not attempt to defraud public service providers (1) by accessing services/benefits they are not entitled to (1) • Use public services responsibly (1) such as contacting them as and when needed (1) <p>Accept any other valid response.</p>	(2)

Question Number	Answer	Mark
12	<p>Award one mark for each correct answer up to a maximum of two marks.</p> <p>Accept any two of the following answers:</p> <ul style="list-style-type: none"> • age (1) • disability (1) • gender (1) • race (1) • religion (1) • income (1) • locality/housing (1) • education/qualifications (1) <p>Where two methods of research are identified, award a maximum of one mark.</p> <p>Accept any other valid response.</p>	(2)

Question Number	Answer	Mark
13 (a)	<p>Award one mark for each benefit and one additional mark for the appropriate expansion to a maximum of two marks per benefit.</p> <p>Answers might refer to:</p> <ul style="list-style-type: none"> • reflect the composition of the communities that the public services serve (1) which will lead to improved community relations (1) • attract new employees (1) to ensure that they have the widest pool of available talent (1) • retaining existing employees (1) as those in minority groups will not feel so isolated (1) • improving public confidence/faith in the public services (1) as minority groups will feel represented (1) <p>Award marks for other valid responses.</p>	(4)

Question Number	Answer	Mark
13 (b)	<p>Answers might refer to:</p> <p>The practice/policy of favoring individuals from groups that have been discriminated against (1) such as religious groups/gender/race/disability/sexual orientation (1)</p> <p>Award marks for other valid responses.</p>	(2)

Question Number	Answer	Mark
14	<p>Accept any two of the following answers:</p> <ul style="list-style-type: none"> • mobile phone traffic is monitored to prevent crime (1) • ANPR cameras to identify uninsured/taxed vehicles (1) • CCTV is used to monitor activity in city centres/public areas (1) • electronic tags are used to ensure curfews are observed (1) • drones are used for monitoring traffic flows and congestion (1) <p>To gain marks there needs to be more than the technology stated.</p> <p>Award marks for other valid responses.</p>	(2)

Question Number	Answer	Mark
15	<p>Award one mark for identifying each measure and one mark for the development up to a maximum of four marks.</p> <p>Answers might refer to:</p> <p>Immigration</p> <ul style="list-style-type: none"> • increases range of available skills (1) such as doctors in the NHS/engineers (1) • affects costs of public service provision (1) of providing translators/translation services (1) • increases need for training (1) to raise awareness/understanding of different cultures (1) • increased levels of immigration without increased level of resources (1) may result in delays in service delivery (1) • increased immigration levels raise tax revenue (1) resulting in increased funding for public services (1) <p>Award marks for other valid responses.</p>	(4)

Question Number	Answer	Mark
16	<p>Responses may include the following.</p> <p>How education improves quality of life:</p> <ul style="list-style-type: none"> • encourages commitment to citizenship • prevents discrimination through respect for individual cultural preferences • protects vulnerable people, e.g. children who are at risk • encourages people to participate in community life • encourages volunteering • helps people to gain employment • encourages commitment to healthy living • reinforces norms and values • promotes equality in society. <p>How education does not improve quality of life:</p> <ul style="list-style-type: none"> • reinforces inequality through the public service/unequal access to education provision • may fail to recognise importance of vocational education • limits access to a range of types of education • causes the stigmatisation of those who fail to obtain qualifications • fails the most needy • does not guarantee employment. <p>Accept any other valid response.</p>	(8)

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. Only one viewpoint considered. 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. 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.
3 7-8 marks	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.



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