



# Mark Scheme (Results)

January 2021

Pearson BTEC Firsts In Public Services (21484F)  
Unit 1: The Role and Work of the Public Services

## Edexcel and BTEC Qualifications

Edexcel and BTEC qualifications come from Pearson, the world's leading learning company. We provide a wide range of qualifications including academic, vocational, occupational and specific programmes for employers. For further information visit our qualifications website at <http://qualifications.pearson.com/en/home.html> for our BTEC qualifications.

Alternatively, you can get in touch with us using the details on our contact us page at <http://qualifications.pearson.com/en/contact-us.html>

If you have any subject specific questions about this specification that require the help of a subject specialist, you can speak directly to the subject team at Pearson. Their contact details can be found on this link:

<http://qualifications.pearson.com/en/support/support-for-you/teachers.html>

You can also use our online Ask the Expert service at <https://www.edexcelonline.com>  
You will need an Edexcel Online username and password to access this service.

### **Pearson: helping people progress, everywhere**

Our aim is to help everyone progress in their lives through education. We believe in every kind of learning, for all kinds of people, wherever they are in the world. We've been involved in education for over 150 years, and by working across 70 countries, in 100 languages, we have built an international reputation for our commitment to high standards and raising achievement through innovation in education. Find out more about how we can help you and your learners at: [www.pearson.com/uk](http://www.pearson.com/uk)

January 2021

Publications Code 21484F\_2101\_ER

All the material in this publication is copyright

© Pearson Education Ltd 2021

## Unit 1: The Role and Work of 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>Correct answer</p> <ul style="list-style-type: none"> <li>• HM Treasury - Central government (1)</li> </ul>	(1)

Question Number	Answer	Mark
2a	<p>Answers might refer to:</p> <ul style="list-style-type: none"> <li>• Town councils (1)</li> <li>• District councils (1)</li> <li>• Unitary authorities (1)</li> <li>• City councils (1)</li> <li>• County councils (1)</li> <li>• Town councils (1)</li> <li>• Parish councils (1)</li> </ul> <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"> <li>• Traffic management (1)</li> <li>• Road maintenance (1)</li> <li>• Street lighting (1)</li> <li>• Transport (1)</li> <li>• Housing (1)</li> <li>• Libraries (1)</li> <li>• Education (1)</li> <li>• Leisure (1)</li> <li>• Child protection (1)</li> <li>• Social care (1)</li> </ul> <p>Award any other valid responses.</p>	(2)

Question Number	Answer	Mark
3a	<p>Answers might refer to:</p> <ul style="list-style-type: none"> <li>• Additional services provided that are not required by law (1)</li> </ul> <p>Award any other valid responses.</p>	(1)

Question Number	Answer	Mark
3b	<p>Answers might refer to:</p> <ul style="list-style-type: none"> <li>• St John Ambulance (1)</li> <li>• Red Cross (1)</li> <li>• The Royal National Lifeboat Institution (RNLI) (1)</li> <li>• NHS walk-in centres (1)</li> <li>• Reserve forces (1)</li> <li>• Cancer research (1)</li> <li>• Libraries (1)</li> </ul> <p>Award any other valid responses.</p>	(2)

Question Number	Answer	Mark
4a	<p>Answers might refer to:</p> <ul style="list-style-type: none"> <li>• Recruitment campaigns (1)</li> <li>• Training provision (1)</li> <li>• Services offered/delivered (1)</li> <li>• Quality of service (1)</li> <li>• Resources/equipment/staff (1)</li> </ul> <p>Accept answers that refer to increases and decreases in funding. Award any other valid responses.</p>	(2)

Question Number	Answer	Mark
4b	<p>Answers might refer to:</p> <ul style="list-style-type: none"> <li>• Grants/taxation (1) from central government (1)</li> <li>• Special educational needs funding (1) from local authority (1)</li> <li>• Direct charges (1) such as private education (1)</li> <li>• Higher education student loans (1) from government taxation (1)</li> <li>• From employers (1) through apprenticeship schemes (1)</li> </ul> <p>Award any other valid responses.</p>	(2)

Question Number	Answer	Mark
5a	<p>Answers might refer to:</p> <ul style="list-style-type: none"> <li>• A member of the public is injured (1) as a result of a public service's failure to meet response times (1)</li> <li>• A prisoner is restrained by a prison officer (1) and in the process receives a broken arm (1)</li> <li>• A suspect dies in police custody (1) because the police failed to let the suspect seek medical assistance (1)</li> <li>• Inappropriate use of public money (1) such as expensive social events (1)</li> <li>• A service covers up a mistake made by its staff (1) to protect its reputation (1)</li> </ul> <p>NOTE: accept answers relating to uniformed and non-uniformed services.</p> <p>Award 1 mark for the example. Award 1 mark for an explanation.</p> <p>Award any other valid responses.</p>	(2)

Question Number	Answer	Mark
5b	<p>Answers might refer to:</p> <ul style="list-style-type: none"> <li>• Costs (1)</li> <li>• Quality of service (1)</li> <li>• Legal compliance (1)</li> <li>• Ensuring transparency (1)</li> </ul> <p>Award any other valid responses.</p>	(2)

Question Number	Answer	Mark
6	<p>Answers might refer to:</p> <ul style="list-style-type: none"> <li>• Road traffic collisions (RTC) (1)</li> <li>• Flooding (1)</li> <li>• People/animals trapped (1)</li> </ul> <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"> <li>• Gather evidence at a crime scene (1)</li> <li>• Arrest suspects where grounds for arrest exist (1)</li> <li>• Take statements from witnesses/suspects (1)</li> <li>• Give evidence in court (1)</li> <li>• Respond to emergencies (1)</li> </ul> <p>Award any other valid responses.</p>	(1)

Question Number	Answer	Mark
7b	<p>Answers might refer to:</p> <ul style="list-style-type: none"> <li>• Supervise offenders in the community (1) by having regular/scheduled meetings (1)</li> <li>• Provide advice and guidance to offenders (1) on issues such as housing/employment (1)</li> <li>• Meet with offenders in prison (1) to help them prepare for release (1)</li> </ul> <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"> <li>• School children sit GCSEs to gain proficiency in English and Maths (1) this gives them greater access to FE courses and employment (1)</li> <li>• Colleges provide vocational courses that develop work skills (1) which directly prepares students for work, increasing chances of employment (1)</li> <li>• Apprenticeships allow people to gain training/qualifications whilst working (1) which provides financial benefits (1)</li> <li>• Schools offer work experience (1) so that students can gain an insight into future career paths (1)</li> <li>• People benefit from treatment by medical staff (1) who are qualified, skilled and trained (1)</li> </ul> <p>For each of the examples given: Award 1 mark for the way. Award 1 mark for an appropriate expansion.</p> <p>Award any other valid responses.</p>	(4)

Question Number	Answer	Mark
9	<p>Answers might refer to:</p> <ul style="list-style-type: none"> <li>• Hospitals provide patient care/surgery (1)</li> <li>• Clinics provide a variety of specialist services (1)</li> <li>• Dentistry services provide dental surgery (1)</li> <li>• Optical services provide eyesight tests/treatment (1)</li> </ul> <p>Award any other valid responses.</p>	(1)

Question Number	Answer	Mark
10a	<p>Correct answers are:</p> <ul style="list-style-type: none"> <li>• Public sector (1)</li> <li>• Private sector (1)</li> <li>• Voluntary/third sector (1)</li> </ul> <p>Award any other valid responses.</p>	(2)

Question Number	Answer	Mark
10b	<p>Answers might refer to:</p> <ul style="list-style-type: none"> <li>• Share equipment (1)</li> <li>• Share staff (1)</li> <li>• Joint budgets (1)</li> <li>• Share training (1)</li> <li>• Share expertise (1)</li> </ul> <p>Award any other valid responses.</p>	(2)

Question Number	Answer	Mark
11a	<p>Answers might refer to:</p> <ul style="list-style-type: none"> <li>• Enables services to share resources/costs (1)</li> <li>• Provides greater variety of skills (1)</li> <li>• Allows services to learn from each other (1)</li> <li>• Communication can be more effective (1)</li> <li>• Improve the quality of the service (1)</li> </ul> <p>Award any other valid responses.</p>	(2)



Question Number	Answer	Mark
11b	<p>Answers might refer to:</p> <ul style="list-style-type: none"> <li>• Organisations may be based at different locations (1) making it difficult to get together in person (1)</li> <li>• There may be multiple organisations in the partnership (1) making it difficult to find times that they are all free (1)</li> <li>• Unclear allocations of responsibilities (1) leading to ineffective performance (1)</li> <li>• Conflict within the partnership (1) due to confusion over organisational responsibilities/objectives (1)</li> </ul> <p>Award any other valid responses.</p>	(2)

Question Number	Answer	Mark
12a	<p>Answers might refer to:</p> <ul style="list-style-type: none"> <li>• Providing training to other services (1)</li> <li>• Learning from each other, such as attending conferences where examples of best practice can be discussed/shared with other experts (1)</li> <li>• Working together allows services to learn from observing each other (1)</li> </ul> <p>Award any other valid responses.</p>	(1)

Question Number	Answer	Mark
12b	<p>Answers might refer to:</p> <ul style="list-style-type: none"> <li>• Improves the quality of service (1)</li> <li>• Promotes good working relationships between services (1)</li> <li>• It is cost effective (1)</li> </ul> <p>Award any other valid responses.</p>	(1)

Question Number	Answer	Mark
13	<p>Answers might refer to:</p> <ul style="list-style-type: none"> <li>• Police patrol areas (1) to deter criminal activity (1)</li> <li>• Local authorities install safety equipment such as street lighting/CCTV (1) to prevent/record/monitor evidence of criminal behaviour (1)</li> <li>• Environmental health officers conduct health inspections (1) to minimise the risk to the public (1)</li> <li>• Police issue fixed penalty tickets (1) for littering/graffiti (1)</li> <li>• Local authorities install traffic safety measures (1) such as parking restrictions near schools/speed bumps (1)</li> <li>• Housing associations enforce housing restrictions/ evictions (1) to combat nuisance tenants (1)</li> <li>• Public services providing safety information (1) by means of campaigns in the community (1)</li> </ul> <p>Award 1 mark for the example. Award 1 mark for an explanation. Award any other valid responses.</p>	(4)

Question Number	Answer	Mark
14	<p>Answers might refer to:</p> <ul style="list-style-type: none"> <li>• Public services are funded by the public (1) therefore the public want to know that the money is spent wisely (1)</li> <li>• Leads to greater cooperation from the public (1) which will enable the public service to operate more effectively (1)</li> <li>• Helps the public to build trust in the public service (1) which enables the public service to do its job more efficiently (1)</li> </ul> <p>Award any other valid responses.</p>	(2)

Question Number	Answer	Mark
15	<p>Answers might refer to the need for:</p> <ul style="list-style-type: none"> <li>• Ensure all staff follow the Ministry of Defence (MOD) code of practice</li> <li>• Creation of new policies to prevent reoccurrence</li> <li>• Ensure staff present at these types of event have the appropriate first aid qualifications</li> <li>• Have medical aid on stand-by at these types of event</li> <li>• Give appropriate training to staff running these events, e.g. risk assessments and evacuation procedures</li> <li>• Ensure all equipment is fit for purpose and not out-of-date by checking equipment before use/periodically</li> <li>• Provision of additional staff to reduce time delays</li> <li>• Ensure events are sufficiently planned by conducting risk assessments</li> <li>• Ensure appropriate educational requirement for recruits and trainers</li> </ul> <p>Other considerations:</p> <ul style="list-style-type: none"> <li>• Cost of changes <ul style="list-style-type: none"> <li>• Availability of funding</li> <li>• Willingness to allocate funding</li> <li>• Impact on other aspects of service delivery</li> </ul> </li> <li>• Personnel considerations <ul style="list-style-type: none"> <li>• Resistance to change</li> <li>• Competency to adapt to new procedures</li> </ul> </li> <li>• Reputational damage</li> <li>• Increase scrutiny from the MOD</li> <li>• Possible legal consequences, i.e. criminal and civil actions</li> <li>• Involvement of other services to increase support available, such as St John Ambulance.</li> </ul> <p>Award any other valid responses.</p>	(8)

Level	Descriptor	Marks
Level 0	No rewardable material	0
Level 1	A few key points identified, <b>or</b> 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, <b>or</b> 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, <b>or</b> 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



Llywodraeth Cymru  
Welsh Assembly Government

Pearson Education Limited. Registered company number 872828  
with its registered office at 80 Strand, London, WC2R 0RL, United Kingdom

