

Please check the examination details below before entering your candidate information

Candidate surname

Other names

**Pearson BTEC
Level 1/Level 2
First Award**

Centre Number

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

Learner Registration Number

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

Friday 8 January 2021

Morning (Time: 1 hour)

Paper Reference **21484F**

Public Services

Unit 1: The Role and Work of 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 ►

P67324A

©2021 Pearson Education Ltd.

1/1/1/1



Pearson

Answer ALL questions.

1 Draw a line to match the public service with the group it operates in.

Public service

HM Treasury

Group

Emergency services

Local authorities

Voluntary/third sector

Armed services

Central government

(Total for Question 1 = 1 mark)

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



2 One type of local authority is a borough council.

(a) Name **two other** types of local authorities.

(2)

1

2

Local authorities provide many services including refuse collection and other environmental services.

(b) Name **two other** services they provide.

(2)

1

2

(Total for Question 2 = 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



3 (a) Give the meaning of the term non-statutory services.

(1)

.....

.....

(b) Name **two** non-statutory services.

(2)

1

.....

2

.....

(Total for Question 3 = 3 marks)

4 Public services are funded in a number of ways.

(a) Give **two** ways a change in funding could impact on the Royal Air Force (RAF).

(2)

1

.....

2

.....

(b) Describe **one** way that education in the UK is funded.

(2)

.....

.....

(Total for Question 4 = 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



5 Public services are accountable for their actions in a range of situations. For example if an armed police officer decides to shoot a suspect and, as a result, the suspect is injured.

(a) Explain **one other** example of a situation where a public service could be held accountable.

(2)

.....

.....

.....

Public services are accountable for their actions.

(b) State **two other** things public services are accountable for.

(2)

1

.....

2

.....

(Total for Question 5 = 4 marks)

6 Fire and rescue services attend fire incidents.

Name **two other** types of incidents fire and rescue services may be called to attend.

1

.....

2

.....

(Total for Question 6 = 2 marks)



7 One role of a police constable is to maintain order at public events such as demonstrations.

(a) Outline **one other** role of a police constable.

(1)

.....
.....

(b) Describe **one** role of the probation service.

(2)

.....
.....
.....
.....

(Total for Question 7 = 3 marks)

8 Education and training can bring many benefits to an individual. For example, completing a university degree will increase the chance of employment in a professional role.

Explain **two other** ways education and training can benefit people.

1

.....
.....
.....

2

.....
.....
.....

(Total for Question 8 = 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



9 General practitioners' (GP) surgeries are a key part of the National Health Service (NHS). Their role is to provide general health care.

Outline the role of **one other** key part of the NHS.

.....
.....

(Total for Question 9 = 1 mark)

10 The government encourages public services to work in partnerships.

(a) Name **two** sectors that can be involved in public service partnerships.

(2)

1

2

(b) Give **two** ways that working in partnership can reduce costs for public services.

(2)

1

2

(Total for Question 10 = 4 marks)



11 (a) Outline **two** advantages of public services working in partnerships to deliver services.

(2)

1

2

Public services often work in partnerships together. One disadvantage of these partnerships is that it can be difficult to coordinate the public services involved.

(b) Explain **one** reason why it is difficult to coordinate members of public service partnerships.

(2)

.....
.....
.....
.....

(Total for Question 11 = 4 marks)

12 Public services have a wide range of skills and expertise.

(a) Outline **one** way public service organisations can share these skills and expertise with other services.

(1)

.....
.....

(b) Outline **one** benefit of public service organisations sharing skills and expertise.

(1)

.....
.....

(Total for Question 12 = 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



13 Community protection is provided by many public services such as local authorities and environmental health.

Explain **two** ways public service organisations provide community protection.

1

.....

.....

.....

2

.....

.....

.....

(Total for Question 13 = 4 marks)

14 Explain **one** reason why public services should be transparent with the public.

.....

.....

.....

.....

(Total for Question 14 = 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



15 A Royal Air Force (RAF) recruit was seriously injured during a training exercise. Afterwards an independent report found that:

- equipment was outdated and could have contributed to the incident
- a delay in the recruit receiving medical care may have contributed to the severity of their injuries
- military staff were insufficiently qualified to run the training exercise
- the exercise was not sufficiently planned.

Discuss the impact of this report on the Royal Air Force (RAF).

In your answer include what they can do so that this type of incident does not happen again.

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

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 15 = 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

