

Please check the examination details below before entering your candidate information

Candidate surname

Other names

Pearson BTEC  
Level 1/Level 2  
First Certificate/  
Extended Certificate  
and Diploma

Centre Number

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Learner Registration Number

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**Tuesday 12 January 2021**

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 ►

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**Answer ALL questions.**

**1** Principles of the Human Rights Act 1998 include having freedom of thought, religion and belief, to be free from discrimination and the right to life.

State **two other** principles of the Human Rights Act 1998.

1 .....

2 .....

**(Total for Question 1 = 2 marks)**

**2** One type of discrimination stated in the Equality Act 2010 relates to religion and belief.

State **two other** types of discrimination prevented by the Equality Act 2010.

1 .....

2 .....

**(Total for Question 2 = 2 marks)**

**3** One reason public services are in place is to improve the quality of life for people.

State **two other** reasons why public services are in place.

1 .....

2 .....

**(Total for Question 3 = 2 marks)**

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4 One responsibility of all public service employees is to promote diversity.

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

1 .....

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2 .....

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(Total for Question 4 = 2 marks)

5 One way of being a good citizen is to challenge injustice.

Outline **two other** ways of being a good citizen.

1 .....

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2 .....

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(Total for Question 5 = 2 marks)

6 One right that people have when using public services is to have individual choice.

State **two other** individual rights of public service users.

1 .....

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2 .....

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(Total for Question 6 = 2 marks)

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7 Give **two** ways public services provide for different groups in society.

1 .....

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2 .....

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**(Total for Question 7 = 2 marks)**

8 Some changes in society are a result of government policy, such as the level of tax that people pay.

(a) Outline **two other** changes in government policy that have affected people's lives.

(2)

1 .....

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2 .....

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Another change in society is the growth in the use of information and communications technology (ICT).

(b) Outline **two** ways that the growth of ICT has affected the lives of individuals.

(2)

1 .....

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2 .....

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**(Total for Question 8 = 4 marks)**

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9 The law protects the rights of all people including people held in custody.

Describe **two** measures that are in place to protect the rights of people held in custody.

1

2

(Total for Question 9 = 4 marks)

10 One responsibility of public service employers is to enable whistleblowing.

(a) Explain what is meant by the term 'whistleblowing' in the context of an employer's responsibilities to their employees.

(2)

(b) Explain **one other** responsibility a public service employer has to their employees.

(2)

(Total for Question 10 = 4 marks)



**11** One responsibility of public service users is not to discriminate against those working for the public services.

Explain **one other** responsibility of public service users.

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**(Total for Question 11 = 2 marks)**

**12** One way that inequality can be measured is by the level of poverty.

State **two other** ways that inequality can be measured.

1 .....

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2 .....

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**(Total for Question 12 = 2 marks)**

**13** Public service organisations are required to have equal opportunities policies in place.

(a) Explain **two** benefits to public service organisations of following equal opportunities policies.

**(4)**

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(b) Explain the term 'positive discrimination'.

(2)

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**(Total for Question 13 = 6 marks)**

**14** Public service organisations use technology for surveillance, such as doing online workplace surveys to assess health risks.

Outline **two other** ways public service organisations use technology for surveillance.

1 .....

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2 .....

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**(Total for Question 14 = 2 marks)**

**15** Explain **one** positive and **one** negative way changing levels of immigration may affect public services.

1 .....

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2 .....

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**(Total for Question 15 = 4 marks)**



**16** Education services meet the needs of society by giving young people and adults the opportunity to gain qualifications, knowledge and skills in order to improve the quality of their lives.

Discuss the extent to which provision of education contributes to improving the quality of life for individuals.

(8)

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**(Total for Question 16 = 8 marks)**

**TOTAL FOR PAPER = 50 MARKS**





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