

Write your name here

Surname	Other names
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Edexcel
Principal Learning

Centre Number

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Candidate Number

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Public Services

Level 3

Unit 1: Public Services and Collaborative Working

Thursday 24 May 2012 – Afternoon
Time: 1 hour 30 minutes

Paper Reference
PS301/01

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 candidate 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 60.
- 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.
- Keep an eye on the time.
- Try to answer every question.
- Check your answers if you have time at the end.

Turn over ►

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PEARSON

Answer ALL questions. Write your answers in the space provided.

1 Public service employees are expected to demonstrate core public service values in their work.

Explain the following public service values.

(a) Political neutrality

(3)

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(b) Transparency

(3)

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(c) Responsible use of power

(3)

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(Total for Question 1 = 9 marks)



2 Local authorities and central government work together with public, private and third sector organisations to deliver health and social services.

(a) Identify how health and social services are delivered by:

(3)

(i) public sector organisations

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(ii) private sector organisations

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(iii) third sector organisations

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3 When providing education services, further education colleges must ensure they meet the needs of all members of the community.

(a) Outline the services further education colleges provide.

(3)

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(b) Assess how effective these services are in meeting the needs of the community.

(6)

Handwriting practice area consisting of 20 horizontal dotted lines.

(Total for Question 3 = 9 marks)



4 When preparing responses to major incidents in urban areas, all public services are involved in producing strategies for civil contingencies.

Explain why public services need to prepare for civil contingencies in urban areas.

A series of horizontal dotted lines for writing a response.

(Total for Question 4 = 9 marks)



5 Public services in the EU such as policing are delivered differently compared to the UK.

Evaluate the UK structure of policing in comparison with that of another EU country.

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(Total for Question 5 = 9 marks)



6 Public services work together to respond to a major incident such as a fire at an oil refinery.

(a) Explain the collaborative working approaches used by public, private and third sector organisations in a response to these types of incident.

(9)

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(b) Recommend improvements to the collaborative working practices used in these types of incident.

(6)

Area with horizontal dotted lines for writing.

(Total for Question 6 = 15 marks)

TOTAL FOR PAPER = 60 MARKS



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