

Write your name here

Surname

Other names

Pearson BTEC
Level 1/Level 2
First Certificate

Centre Number

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Learner Registration Number

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Public Services

Unit 6: Citizenship, Society and the Public Services

Tuesday 17 January 2017 – Morning

Time: 1 hour

Paper Reference

20537G

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.

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Turn over ►



Pearson

Answer ALL questions.

Some questions must be answered with a cross in a box ☒. If you change your mind about an answer, put a line through the box ☒ and then mark your new answer with a cross ☒.

1 Individuals have the right to obtain employment. Age should not stop individuals from obtaining employment.

Give **two** other characteristics of an individual that should not prevent them obtaining employment.

1

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2

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(Total for Question 1 = 2 marks)

2 Public service employees are required to follow bullying and harassment policies.

Identify which **one** of the following is harassment.

- A** When an individual receives a penalty as retribution for an offence.
- B** When an individual behaves in a way that makes you feel distressed.
- C** When an individual is not treated on their individual merit or ability.
- D** When an individual carries out a physical attack on another person.

(Total for Question 2 = 1 mark)

3 Public services are in place to protect and assist vulnerable people.

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

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(Total for Question 3 = 2 marks)

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4 Outline **two** ways that people who work in the public services can demonstrate good citizenship.

1

2

(Total for Question 4 = 2 marks)

5 The fire and rescue service support individuals by visiting them in their homes and offering advice on fire safety.

Name **two** other public services that routinely support individuals in their homes.

1

2

(Total for Question 5 = 2 marks)

6 State **two** ways in which the need for equal opportunities has affected public sector organisations.

1

2

(Total for Question 6 = 2 marks)

7 Define the term 'multiculturalism'.

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(Total for Question 7 = 1 mark)

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8 One responsibility of employees working in central government is that they must obey the law.

State **three** other responsibilities of employees working in central government.

1

2

3

(Total for Question 8 = 3 marks)

9 Outline **two** ways public services are provided for different groups in society.

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(Total for Question 9 = 2 marks)

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10 Rights are an important aspect of citizenship.

(a) Explain **one** aspect of a fair trial.

(2)

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(b) Explain **one** aspect of the right to respect for a private and family life.

(2)

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(Total for Question 10 = 4 marks)

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11 Public services support communities by providing a range of facilities.

Draw a line to match each public service to the facilities it provides.

Public Service

Facilities

Leisure services

Environmental services

Providing nurseries, schools and colleges

Providing immigration and detention centres

Providing recycling centres and landfill sites

Providing rehabilitation centres to support young offenders

Providing parks and recreation centres

(Total for Question 11 = 2 marks)

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12 Explain **two** ways that the growth of information and communication technology (ICT) affects how individuals interact with public services.

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(Total for Question 12 = 4 marks)

13 One responsibility of individuals when using public services is to supply information that should be verifiable and accurate.

(a) Outline **two** reasons why information supplied by individuals should be verifiable and accurate.

(2)

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(b) Explain **one** way in which public services use information supplied to them by individuals.

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(Total for Question 13 = 4 marks)



14 Public sector organisations have a responsibility to enable their employees to seek redress.

Explain **one** way in which a public service employee may seek redress.

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(Total for Question 14 = 2 marks)

15 People working in public services have a responsibility to obey the law. This type of responsibility is a legal one.

Identify **one** other type of responsibility people have when working in public services.

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(Total for Question 15 = 1 mark)

16 Female operational staff constitute a small percentage of the fire and rescue service.

(a) Outline **two** ways in which the fire and rescue services or other emergency services could attract more women to apply.

(2)

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(b) Explain **one** other way public service organisations try to promote equality.

(2)

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(Total for Question 16 = 4 marks)

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17 Explain **two** ways in which the police protect individuals and communities.

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(Total for Question 17 = 4 marks)

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18 Discuss the impact of demographic change, such as the growth of an ageing population, on public services.

(8)

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TOTAL FOR PAPER = 50 MARKS



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