

Write your name here

Surname					Other names				
Centre Number					Learner Registration Number				
Pearson BTEC Level 1/Level 2 First Certificate									

# Public Services

## Unit 6: Citizenship, Society and the Public Services

Thursday 14 May 2015 – Morning <b>Time: 1 hour</b>	Paper Reference <b>20537G</b>
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<b>You do not need any other materials.</b>	Total Marks
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### 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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**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** State **one** key feature of a society.

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**(Total for Question 1 = 1 mark)**

**2** Identify **two** principles of the Human Rights Act 1998.

- A** the right to volunteer
- B** the right to education
- C** the right to welfare benefits
- D** the right to freedom of thought
- E** the right to free healthcare

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

**3** State **two** different types of discrimination prevented under the Equality Act 2010.

1 .....

2 .....

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

**4** One reason public services exist is to meet the needs of a diverse society.

State **two** other reasons why public services exist.

1 .....

2 .....

**(Total for Question 4 = 2 marks)**



5 One responsibility of a public service employee is to obey the law.

State **two** other responsibilities of people who work in the public services.

1 .....

2 .....

**(Total for Question 5 = 2 marks)**

6 Explain **one** quality of good citizenship.

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.....  
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**(Total for Question 6 = 2 marks)**

7 One right that people have when using public services is to be protected from risk.

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

1 .....

2 .....

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



**8** Some changes in society are a result of government policy, others are a result of the growth in information and communications technology (ICT).

(a) Describe **one** change in government policy that has had an impact on the lives of individuals.

(2)

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(b) Explain **one** impact that the growth of ICT has had on the lives of individuals.

(2)

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

**9** Identify **one** way public services are provided for different groups in society.

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**(Total for Question 9 = 1 mark)**



**10** The law protects the human rights of all individuals.

Explain **two** measures that are in place to protect the rights of an individual suspected of breaking the law.

1 .....

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2 .....

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**(Total for Question 10 = 4 marks)**



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

(a) Explain the term 'whistleblowing'.

(2)

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(b) Explain **one** other responsibility of a public service employer.

(2)

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**(Total for Question 11 = 4 marks)**

12 One responsibility of public service users is to willingly take part in a review of their entitlement to public service provision.

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

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



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

1 .....

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2 .....

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**(Total for Question 13 = 2 marks)**

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

(a) Explain the term 'equal opportunities'.

**(2)**

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(b) Assess **one** benefit to public service organisations of following equal opportunities policies.

**(4)**

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**(Total for Question 14 = 6 marks)**



**15** Public service organisations use technology for surveillance.

(a) Explain **one** way public service organisations use technology for surveillance.

(2)

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(b) Explain **two** ways technology is used in surveillance.

(4)

1 .....

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2 .....

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**(Total for Question 15 = 6 marks)**







Handwriting practice area with 25 horizontal dotted lines.

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

**TOTAL FOR PAPER = 50 MARKS**



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