



Pearson



Mark Scheme (Results)

Summer 2017

BTEC Level 1/Level 2 Firsts in Public
Services

Unit 6: Citizenship, Society and the Public
Services (20537G)

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General Marking Guidance

- All candidates must receive the same treatment. Examiners must mark the first candidate in exactly the same way as they mark the last.
- Mark schemes should be applied positively. Candidates must be rewarded for what they have shown they can do rather than penalised for omissions.
- Examiners should mark according to the mark scheme not according to their perception of where the grade boundaries may lie.
- All marks on the mark scheme should be used appropriately.
- All marks on the mark scheme are designed to be awarded. Examiners should always award full marks if deserved, i.e. if the answer matches the mark scheme. Examiners should also be prepared to award zero marks if a candidate's response is not worthy of credit according to the mark scheme.
- Where some judgment is required, mark schemes will provide the principles by which marks will be awarded and exemplification may be limited.
- When examiners are in doubt about applying the mark scheme to a candidate's response, the team leader must be consulted.
- Crossed-out work should be marked UNLESS the candidate has replaced it with an alternative response.

Question	Answer	Mark
1	<p>Accept any two of the following answers:</p> <ul style="list-style-type: none"> • through place of birth (1) • family membership (1) • residency (1) • learning (1) • working (1) • paying taxes (1) • voting (1) <p>Award any other valid responses.</p>	(2)

Question	Answer	Mark
2	<p>Accept any one of the following answers:</p> <ul style="list-style-type: none"> • prohibition of discrimination (1) • freedom of thought, belief and religion (1) • freedom from inhuman or degrading treatment (1) • right to liberty and security (1) • right to a fair trial (1) • no punishment without law (1) • respect for private and family life, home and correspondence (1) • right to the peaceful enjoyment of property and possessions (1) • right to education (1) <p>Award any other valid responses.</p>	(1)

Question	Answer	Mark
3	C - Leisure	(1)

Question	Answer	Mark
4	<p>Accept any three of the following answers:</p> <ul style="list-style-type: none"> • promotes diversity / respect for others (1) • raises awareness of the need to protect the environment (1) • to improve the quality of life for individuals (1) • increase opportunity to gain / further career (1) • develops interpersonal skills / behaviours (1) • it is a legal requirement (1) <p>Award any other valid responses.</p>	(3)

Question Number	Answer	Mark
5(a)	<p>Accept any two of the following answers:</p> <ul style="list-style-type: none"> • supply information that should be verifiable and accurate (1) • use services appropriately / not attempt to defraud public service providers (1) • be willing to participate in a review of entitlement to public service provision (1) • show respect to / not discriminate against those working for the public services (1) • respect the human rights of those involved in service provision (1) • not use any form of violence towards other service users or those involved in service provision (1) <p>Award any other valid responses.</p>	(2)

Question Number	Answer	Mark
5 (b)	<p>Answers might refer to:</p> <p>Where public service employees:</p> <ul style="list-style-type: none"> ● are open minded (1) and accept cultural differences (1) ● do not engage in discrimination (1) and treat service users equally (1) <p>Award any other valid responses.</p>	(2)

Question Number	Answer	Mark
6	<p>Answers might refer to:</p> <ul style="list-style-type: none"> ● having a workforce that is not diverse (1) could be seen as discriminatory (1) ● not being able to meet the needs of vulnerable members of society (1) results in exclusion (1) ● work patterns / excessive workload/ low morale of public service employees (1) may result in a reduction in the number of them participating in voluntary / community activities (1) ● media portrayal of public service provision / failure in service provision (1) may result in lack of confidence in the service (1) ● undertaking some "unpopular" activities (1) such as a wrongful arrest / conviction ● poor communication (1) may result in minority groups feeling excluded (1) ● lack of funding (1) may result in public services being unable to offer support to community initiatives (1) <p>Award any other valid responses.</p>	(2)

Question Number	Answer	Mark
7	<p>Accept either one of the following answers:</p> <ul style="list-style-type: none"> ● a desire to improve society (1) ● protect individuals (1) ● supporting the community (1) ● protecting the environment (1) 	(1)

	<ul style="list-style-type: none"> respecting others / not discriminating (1) <p>Award any other valid responses.</p>	
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Question Number	Answer	Mark
8	<p>Answers might refer to:</p> <ul style="list-style-type: none"> using initiatives such as positive action (1) to encourage applications from minority groups (1) encouraging staff to join groups / associations (1) to represent / support minority groups (1) advertising / promoting campaigns (1) that target minority groups (1) show that they already have employees from diverse backgrounds (1) to show that applications from all parts of the community are welcome (1) <p>Award 1 mark for identifying the approach and a further 1 mark for development.</p> <p>Do not accept 'positive discrimination' unless it is linked to positive action initiatives, such as those associated with the employment of people with disabilities.</p> <p>Award any other valid responses.</p>	(2)

Question Number	Answer	Mark
9	<p>Answers might refer to:</p> <ul style="list-style-type: none"> in national emergencies, such as natural disasters may provide additional support (1) to the 999 emergency services (1) provide specialist support during national disasters (such as flooding) (1) by providing sandbags / evacuating vulnerable people (1) <p>Award 1 mark for identifying the way in which protection and assistance is provided and a further 1 mark for development.</p> <p>Award any other valid responses.</p>	(2)

Question Number	Answer	Mark
10 (a)	<p>Answers might refer to:</p> <ul style="list-style-type: none"> • social welfare services (1) • environmental services (1) • education (1) <p>Award any other valid responses.</p>	(2)

Question Number	Answer	Mark
10 (b)	<p>Answers might refer to:</p> <ul style="list-style-type: none"> • sports halls / fitness classes (1) meet the need for a healthy lifestyle (1) • country parks and recreation areas (1) meet the need for a healthy community (1) • museums (1) protect and maintain the nation's heritage (1) <p>Award 1 mark for identifying the way and a further 1 mark for development.</p> <p>Award any other valid responses.</p>	(2)

Question Number	Answer	Mark
11 (a)	<p>Answer might refer to:</p> <ul style="list-style-type: none"> • maintain levels of use of public services (1) through changing the ways public services are provided and delivered (1) • provision of library services is maintained (1) through reduced opening hours (1) <p>Award any other valid responses.</p>	(2)

Question Number	Answer	Mark
11 (b)	<p>Answers might refer to:</p>	(2)

	<ul style="list-style-type: none"> enables the police to provide more street patrols (1) and in doing so reassure the public (1) <p>Award 1 mark for identifying the way in which they provide a service and a further 1 mark for development.</p> <p>Award any other valid responses.</p>	
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Question Number	Answer	Mark
12	<p>Answers might refer to:</p> <ul style="list-style-type: none"> traffic cameras may be used to monitor an accident black spot (1) in order to deter poor driving / gather evidence of poor driving (1) smart traffic cameras may be used to monitor a busy road (1) in order to ease congestion (1) plain clothes officers may be used to follow a suspect / gather evidence (1) in order to stop a crime being committed / secure a conviction (1) email can be monitored (1) in order to gather intelligence of a criminal activity being planned (1) <p>Award 1 mark for identifying each of the two methods and a further 1 mark for developing each point, up to a maximum of 4 marks.</p> <p>Award any other valid responses.</p>	(4)

Question Number	Answer	Mark
13(a)	<p>Typical answers could be:</p> <ul style="list-style-type: none"> social class is a way of ordering people in society (1) based on their occupation (1) disability is a physical and/or mental condition (1) that limits someone's movements / senses / activities / ability to think (1) <p>Answers might include social factors such as:</p> <ul style="list-style-type: none"> income age 	(2)

- religion and belief
- sexual orientation

The description must be more than just stating the factor.

Award **1 mark** for identification and 1 mark for extension.

Award any other valid responses.

Question Number	Answer	Mark
13 (b)	<p>Typical answers could be:</p> <ul style="list-style-type: none"> • single sex prisons (1) do not accommodate the needs of a transgender prisoner (1) • schools and colleges (1) may not have the support networks in place that are needed by transgender students (1) • may face prejudice views (1) and be discriminated against (1) • public opinions / perceptions (1) may result in a transgender person not accessing public facilities (public changing rooms) (1) <p>Award 1 mark for identifying a reason and a further 1 mark for development.</p> <p>Award any other valid responses.</p>	(2)

Question Number	Answer	Mark
14	<p>Accept any two of the following answers:</p> <ul style="list-style-type: none"> • requirement to remain in education until the age of 18 (1) • introduction of the national living wage (1) <p>Do not accept answers that just state policy areas, e.g. education, health.</p> <p>Award any other valid responses.</p>	(2)

Question Number	Answer	Mark
15 (a)	<p>Answers might refer to:</p> <ul style="list-style-type: none"> • it has meant them changing some policies and procedures (1) in order to accommodate a more diverse workforce (1) • they have had to make physical changes to the workplace environment (1) in order to ensure accessibility for all (1) 	(2)

	<ul style="list-style-type: none"> • undertake more training (1) in order to raise awareness and understanding (1) <p>Award any other valid responses.</p>	
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Question Number	Answer	Mark
15 (b)	<p>Answers might refer to:</p> <ul style="list-style-type: none"> • enables all employees to have equal opportunity to access training / promotion (1) irrespective of social factors (1) • might improve level of motivation (1) and therefore job satisfaction / staff retention (1) • employees from a minority group may feel less isolated (1) as there is a more diverse workforce (1) • equal pay for employees (1) so women receive the same pay as men (1) • employees are treated equally (1) so feel less isolated (1) <p>Award 1 mark for identifying each impact and an additional 1 mark for the development, up to a maximum of 4 marks.</p> <p>Award any other valid responses.</p>	(4)

Question Number	Answer	Mark
16	<p>Answers might refer to:</p> <p>Factors that may be discussed and should be credited include:</p> <ul style="list-style-type: none"> • cost and resources required to put human rights in place such as segregation, rehabilitation, education, etc. • provide translation services for those in custody who cannot speak English <p>Factors relating to specific rights for those that come into contact with the criminal justice system that the public services have to consider:</p> <ul style="list-style-type: none"> • the police will need to have reasonable grounds for arrest 	(8)

	<ul style="list-style-type: none"> • humane treatment while being detained / in custody such as food and water • provide facilities for the individual to meet privately with their legal representative • to help ensure there is a fair trial the police will need to follow the requirements of the PACE Act 1984 to ensure that interview related evidence is gained fairly • suitable treatment in prison if sentenced • support religious beliefs i.e. access to religious material, prayer etc. <p>There may also be references to other rights that the public services will need to respect such as:</p> <ul style="list-style-type: none"> • access to high-quality services (e.g. healthcare for those with drug and substance abuse problems) • protection where individuals are at risk as everyone should feel safe (e.g. segregation) • to be treated without discrimination as every individual has the right to be free from discrimination • confidentiality when disclosing personal and private information as everyone has the right to have their privacy respected • consent when receiving treatment as everyone has the right to decide what medication or treatment they should receive • dignity when using services as everyone should be treated respectfully and humanely • individual choice in relation to public services, whether it be education, health, etc. 	
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Level	Descriptor	Marks
Level 0	No rewardable material.	0
Level 1	A few key points identified, or one point described in some detail. The answer is likely to be in the form of a list. Only one viewpoint considered. Points made will be superficial/generic and not applied/directly linked to the situation in the question.	1 to 3
Level 2	Some points identified, or a few key points described. Consideration of more than one viewpoint but there will be more emphasis on one of them. The answer is unbalanced.	4 to 6

	Most points made will be relevant to the situation in the question, but the link will not always be clear.	
Level 3	Range of points described, or a few key points explained in depth. All sides of the case are considered and the answer is well-balanced, giving weight to all viewpoints. The majority of points made will be relevant and there will be a clear link to the situation in the question.	7 to 8

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