



Mark Scheme (Results)

June 2015

NQF BTEC Level 1/Level 2 Firsts in Public Services

Unit 1: The Role and Work of the Public Services (21484F)

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Question Number	Answer	Mark
1	Correct answers <ul style="list-style-type: none"> <li>• Fire &amp; Rescue with Emergency Services</li> <li>• Royal Air Force with Armed Services</li> </ul>	(2)

Question Number	Answer	Mark
2 (a) (i)	Answers might refer to:  saving life at sea (1)  Award any other valid responses.	(1)

Question Number	Answer	Mark
2 (a) (ii)	Answers might refer to: <ul style="list-style-type: none"> <li>• Mountain Rescue (1)</li> <li>• Royal Voluntary Service (1)</li> <li>• Red Cross (1)</li> <li>• St John Ambulance (1)</li> </ul> Do not Accept RNLI Award any other valid responses.	(1)

Question Number	Answer	Mark
2 (b)	Answers might refer to: <ul style="list-style-type: none"> <li>• transport (1)</li> <li>• education (1)</li> <li>• services to support the environment (1)</li> <li>• health (1)</li> <li>• business &amp; skills (1)</li> <li>• social services (1)</li> </ul> Award any other valid responses.	(2)

Question Number	Answer	Mark
2 (c)	Answers might refer to: <ul style="list-style-type: none"> <li>• respond to incident/accident/emergency (1)</li> <li>• prevent crime/fire/accident/injury (1)</li> <li>• maintain public order (1)</li> </ul> Award any other valid responses/examples.	(1)

Question Number	Answer	Mark
2 (d)	<p>Answers might refer to:</p> <ul style="list-style-type: none"> <li>• provide support whilst serving sentence in the community (1) in order to enable people on probation to continue working/supporting their families (1)</li> <li>• helps prevent reoffending (1) through education/rehabilitation (1)</li> <li>• provide advice to the courts (1) to assist them with sentencing</li> <li>• supervise community orders/licences (1) in order to ensure the sentences are carried out fully (1)</li> </ul> <p>Award any other valid responses</p>	(2)

Question Number	Answer	Mark
3 (a)	<p>Accept any two of the following:</p> <ul style="list-style-type: none"> <li>• donations (1)</li> <li>• sponsorship (1)</li> <li>• funding events (1)</li> <li>• legacies (1)</li> <li>• wills/trusts (1)</li> <li>• central government</li> <li>• local authorities/council tax</li> <li>• charities (which funds other part of the voluntary sector)</li> </ul>	(2)

Question Number	Answer	Mark
3 (b)	<p>Correct answer</p> <p>A (rents)</p>	(1)

Question Number	Answer	Mark
3 (c) (i)	<p>Answers might refer to:</p> <p>Advantages</p> <ul style="list-style-type: none"> <li>• funding is guaranteed (1) this enables services to be delivered (1)</li> <li>• amount of funding per year is known in advance (1) enables budgeting / investment (1)</li> </ul> <p>Award any other valid responses</p>	(2)

Question Number	Answer	Mark
3 (c) (ii)	<p>Answers might refer to:</p> <p>Disadvantages</p> <ul style="list-style-type: none"> <li>• funding may be affected by economic conditions (1) which can make it difficult to maintain service provision / could extend waiting lists (1)</li> <li>• High demand for services (1) as these are free (1)</li> </ul> <p>Award any other valid responses</p>	

Question Number	Answer	Mark
3 (d)	<p>Department for Environment, Food and Rural Affairs (Defra) (1)</p>	(1)

Question Number	Answer	Mark
3 (e)	<p>Answers might refer to:</p> <ul style="list-style-type: none"> <li>• by targeting risk groups (1) they are able to reduce the likelihood of burglary (1)</li> <li>• It allows the police to meet their key performance targets (KPTs) (1) by reducing the number of burglaries (1)</li> <li>• It helps to reassure the public (1) because the police give crime prevention advice (1)</li> </ul> <p>Award any other valid responses</p>	(2)

Question Number	Answer	Mark
4 (a)	<p>Answers might refer to:</p> <ul style="list-style-type: none"> <li>• universal access (1)</li> <li>• means testing (1)</li> <li>• charging (1)</li> </ul> <p>Accept other valid response</p>	(2)

Question Number	Answer	Mark
4 (b) (i)	<p>Answers might refer to:</p> <ul style="list-style-type: none"> <li>• ensuring appropriately trained staff / ensure availability of appropriate equipment (1) so they are able to respond to incidents (1)</li> <li>• When fire service is effective (meet response times) (1) outcome is public feels reassured/enhanced reputation of fire service (1)</li> <li>• they can direct resources (1) to incidents as required (1)</li> </ul> <p>Award any other valid responses</p>	(2)

Question Number	Answer	Mark
4 (b) (ii)	<p>Answers might refer to:</p> <ul style="list-style-type: none"> <li>• conflicting priorities (1) can cause operational difficulties when responding to incidents (1)</li> <li>• knowledge /skills gaps (1) where services are deployed outside of their normal duties (1)</li> <li>• where service personnel are on strike (1) other organisations have to provide the service (1)</li> <li>• Where services cannot respond effectively (1) this undermines their reputation (1)</li> </ul> <p>Award any other valid responses</p>	(2)

Question Number	Answer	Mark
5 (a)	<p>Answers might refer to:</p> <ul style="list-style-type: none"> <li>• Ambulance/paramedics</li> <li>• Fire and rescue services</li> <li>• RAF search and rescue</li> </ul> <p>Award any other valid responses</p>	(1)

Question Number	Answer	Mark
5 (b)	<p>Answers might refer to:</p> <ul style="list-style-type: none"> <li>• Coastguard</li> <li>• RAF Search and Rescue</li> <li>• Navy Rescue</li> <li>• Fire and rescue services</li> </ul>	(1)

Question Number	Answer	Mark
5 (c)	<p>Award two marks for two linked pairs for a total of four marks.</p> <p>Answers might refer to:</p> <ul style="list-style-type: none"> <li>• orders and instructions are passed quickly and accurately (1) ensure the incident is dealt with efficiently / quickly (1)</li> <li>• leaders are kept informed of developments (1) helps them to decide what action to take next quickly (1)</li> <li>• communication systems / technologies are compatible (1) this enables service personnel to communicate most effectively (1)</li> <li>• information can be passed to relevant people not at the scene (1) enables the public to be kept up-to-date with what is happening / risks to themselves (1)</li> <li>• ensuring that relevant response personnel are available to manage long-term impact (1) to minimise disruption (1)</li> </ul> <p>Award <b>one</b> mark identifying the reason Award <b>one</b> mark for an explanation/justification</p> <p>Do <b>not</b> award marks for describing type of incident Award any other valid responses</p>	(4)

Question Number	Answer	Mark
6	<p>Answers might refer to:</p> <ul style="list-style-type: none"> <li>• Police maintaining access routes (1) to enable paramedic access / evacuation procedures (1)</li> <li>• Police assessing situation (1) in order to communicate resource needs (1)</li> <li>• Police restricting access to incident (1) to minimise health and safety risks (1)</li> <li>• Police set up casualty bureau (1) to coordinate patient priority (1)</li> </ul> <p>Award <b>one</b> mark identifying the reason Award <b>one</b> mark for an explanation/justification Award maximum of <b>two</b> marks where no connection/link is made between police and health services. Award any other valid responses</p>	(4)

Question Number	Answer	Mark
7 (a)	<p>Answers might refer to:</p> <ul style="list-style-type: none"> <li>• council tax charges to households</li> <li>• business rates charged to businesses in the area</li> </ul> <p>Award any other valid responses</p>	(1)

Question Number	Answer	Mark
7 (b)	<p>Answers might refer to:</p> <ul style="list-style-type: none"> <li>• reduction of sports facilities (1) means that people have fewer opportunities to maintain healthy lifestyles (1)</li> <li>• reduction of access to museums/galleries (1) impact on tourism as tourists may choose not to visit city (1)</li> <li>• reduction of access to libraries (1) impact on people studying who need access to reading materials/support literacy &amp; numeracy (1)</li> <li>• closure of theatres and cultural activities (1) impact on people living in area as less entertainment for them (1)</li> </ul> <p>Award <b>one</b> mark for identifying the impact Award <b>one</b> mark for an explanation / justification Award any other valid responses</p>	(4)



Question Number	Answer	Mark
8	<p>Answers might refer to:</p> <ul style="list-style-type: none"><li>• Continuation of service provision (1)</li><li>• Service improvement (1)</li><li>• Charging limits the impact of misuse of services (1)</li><li>• Enables additional services to be provided (1)</li></ul> <p>Award any other valid responses</p>	(2)

Question Number	Indicative content	Mark
9	<p>Answers might refer to:</p> <p>The prison service might demonstrate</p> <ul style="list-style-type: none"> <li>• more transparency in its procedures</li> <li>• its ability to increase public confidence</li> <li>• that it can improve morale amongst prison staff</li> <li>• that it has more effective monitoring of vulnerable and violent prisoners</li> <li>• improved scrutiny of the way prison staff carry out their duties</li> <li>• better staff training.</li> </ul> <p>Other considerations</p> <p>The need to</p> <ul style="list-style-type: none"> <li>• increase staffing levels</li> <li>• increase funds</li> <li>• build modern prisons which meet prisoners' needs more effectively</li> <li>• manage the levels and cost of legal action against prison service.</li> </ul> <p>Award any other valid responses</p>	(8)

Level	Descriptor	Marks
Level 0	No rewardable material	0
Level 1	A few key points identified, <b>or</b> 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, <b>or</b> 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. Most points made will be relevant to the situation in the question, but the link will not always be clear.	4 to 6
Level 3	Range of points described, <b>or</b> 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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