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Surname					Other names					
Pearson BTEC Level 1/Level 2 First Certificate	Centre Number					Learner Registration Number				
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<h1>Public Services</h1> <h2>Unit 6: Citizenship, Society and the Public Services</h2>										
Tuesday 23 May 2017 – Afternoon						Paper Reference				
Time: 1 hour						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.

Turn over ►

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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** One way people can become citizens in society is by being members of a community, state or nation.

State **two** other ways in which people can become citizens in society.

1

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2

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(Total for Question 1 = 2 marks)

- 2** Under the Human Rights Act 1998, individuals have certain rights and freedoms, such as the right to life.

State **one** other human right included in the Human Rights Act 1998.

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(Total for Question 2 = 1 mark)

- 3** Identify which **one** of the following areas **is not** covered by the Equality Act 2010.

- A** Education
- B** Employment
- C** Leisure
- D** Criminal justice

(Total for Question 3 = 1 mark)

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4 Education supports and reinforces the rights of citizens.

Identify **three** other reasons why education is in place.

1

2

3

(Total for Question 4 = 3 marks)

5 (a) Give **two** responsibilities of an individual when using the National Health Service.

(2)

1

2

Public service employees have a responsibility to promote diversity.

(b) Describe **one** way a public service employee meets their responsibility to promote diversity.

(2)

(Total for Question 5 = 4 marks)



6 How public services are viewed can be affected when individual public sector workers behave inappropriately. This can make it more difficult for the public services to promote good citizenship.

Describe **one** other factor that limits public services in promoting good citizenship.

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(Total for Question 6 = 2 marks)

7 Give **one** public service view of citizenship.

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(Total for Question 7 = 1 mark)

8 Explain **one** approach used by public service employers to attract a more diverse workforce.

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(Total for Question 8 = 2 marks)

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9 Explain **one** way the armed services assist vulnerable citizens in the UK.

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(Total for Question 9 = 2 marks)

10 Local authorities have a responsibility to provide a range of public services, such as leisure services.

(a) State **two** other public services provided by local authorities.

(2)

1

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2

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(b) Explain **one** way that leisure services meet the needs of society.

(2)

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(Total for Question 10 = 4 marks)



11 Despite financial constraints, public services aim to meet expectations.

(a) Explain **one** way that public services aim to meet expectations within financial constraints.

(2)

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(b) Explain how the use of Special Constables helps the police to meet the expectations of the communities they serve.

(2)

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(Total for Question 11 = 4 marks)

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12 Surveillance is used to protect people from harm.

Explain **two** ways surveillance is used to protect people from harm.

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(Total for Question 12 = 4 marks)

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13 Social factors such as race and gender should not limit an individual's access to public services.

(a) Describe **one** other social factor that should not limit access to public service provision.

(2)

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(b) Explain **one** reason why someone who is transgender might experience problems accessing public services.

(2)

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(Total for Question 13 = 4 marks)

14 Changes in government policy can affect an individual's entitlement to social welfare.

Give **two** government policies that can affect an individual's entitlement to social welfare.

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2

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(Total for Question 14 = 2 marks)

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15 (a) Outline **one** way the implementation of the Equality Act 2010 has affected public sector organisations.

(2)

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(b) Explain **two** ways in which the Equality Act 2010 has affected public service employees.

(4)

1

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(Total for Question 15 = 6 marks)

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16 Individuals held in custody have rights such as the entitlement to legal representation.

Discuss the measures put in place to ensure that other rights of those held in custody are upheld.

(8)

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Handwriting practice area with 20 horizontal dotted lines.

(Total for Question 16 = 8 marks)

TOTAL FOR PAPER = 50 MARKS



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