

Mark Scheme (Results)

Summer 2013

Diploma in Public Services  
Level 2 Unit 1 (PS201)  
Getting to Know the Public Services

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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.
- There is no ceiling on achievement. All marks on the mark scheme should be used appropriately.
- All the 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 the candidate's response is not worthy of credit according to the mark scheme.
- Where some judgement is required, mark schemes will provide the principles by which marks will be awarded and exemplification may be limited.
- When examiners are in doubt regarding the application of 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.
- Mark schemes will indicate within the table where, and which strands of QWC, are being assessed. The strands are as follows:
  - i) ensure that text is legible and that spelling, punctuation and grammar are accurate so that meaning is clear*
  - ii) select and use a form and style of writing appropriate to purpose and to complex subject matter*
  - iii) organise information clearly and coherently, using specialist vocabulary when appropriate.*

Question Number	Correct Answer	Mark
<b>1 (a)</b>	<p>This question refers to LO1.1</p> <p>Any two of the following:</p> <ul style="list-style-type: none"> <li>• Police Service (1)</li> <li>• Fire and Rescue Service (1)</li> <li>• Courts Service (1)</li> <li>• National Health Service (1)</li> <li>• Ambulance Service (1)</li> <li>• Prison Service (1)</li> <li>• Local Government (1)</li> </ul> <p>Accept any other relevant answer</p>	<b>(2)</b>
Question Number	Correct Answer	Mark
<b>1 (b)</b>	<p>This question refers to LO1.1</p> <p>Any two of the following:</p> <ul style="list-style-type: none"> <li>• Community Groups (1)</li> <li>• riotcleanup.co.uk website (1)</li> <li>• Action for Sustainable Living in Manchester (1)</li> <li>• St John's Church in Birmingham (1)</li> <li>• Croydon Neighbourhood Care Association (1)</li> <li>• Tottenham Health (1)</li> <li>• St Luke's Community Centre (1)</li> </ul> <p>Accept any other relevant answer</p>	<b>(2)</b>
Question Number	Correct Answer	Mark
<b>1 (c)</b>	<p>This question refers to LO1.2</p> <p>Any three of the following:</p> <ul style="list-style-type: none"> <li>• providing accident and emergency care (1)</li> <li>• taking people to hospital (1)</li> <li>• dealing with casualties(1)</li> <li>• dealing with 5 deaths (1)</li> <li>• taking emergency calls. (1)</li> </ul> <p>Accept any other relevant answer</p>	<b>(3)</b>

Question Number	Correct Answer	Mark
2	<p>This question refers to LO3.4</p> <p>Any four of the following:</p> <ul style="list-style-type: none"> <li>• police overtime payments(1)</li> <li>• paying to bring police officers in from other parts of the country (1)</li> <li>• paying food and accommodation for additional police officers (1)</li> <li>• repairing police property (1)</li> <li>• paying for support staff overtime (1)</li> <li>• compensation payments under the Riot (Damages) Act (1)</li> <li>• damage to police vehicles (1)</li> <li>• buildings insurance excess (1)</li> <li>• cost of employing personnel to review CCTV footage both immediately after the riot and post the riots. (1)</li> </ul> <p>Accept any other relevant answer</p>	<b>(4)</b>

Question Number	Correct Answer	Mark
3 (a)	<p>This question refers to LO3.1</p> <p>Any two of the following:</p> <ul style="list-style-type: none"> <li>• Central government(1)</li> <li>• Communities and Local Government (1)</li> <li>• Business, Innovation and Skills. (1)</li> </ul>	(2)

Question Number	Correct Answer	Mark
3 (b)	<p>This question refers to LO3.3</p> <p>Answers might refer to</p> <p>The fund was used to:</p> <ul style="list-style-type: none"> <li>• reduce bills for business rates (1)</li> <li>• pay for repairing buildings (1)</li> <li>• try to encourage consumers back to riot affected areas (1)</li> <li>• defer tax payments by affected businesses (1)</li> <li>• make emergency cash payments to affected businesses.(1)</li> </ul> <p>1 mark: one way identified/limited explanation  2 marks: two ways identified/some attempt at explanation  3 marks: three ways identified/clear explanation  4 marks: four ways identified/comprehensive explanation</p> <p>Accept any other relevant answer</p>	(4)

Question Number	Indicative content	Mark
4	<p>This question refers to LO2.1</p> <p>Answers might refer to:</p> <p>The police</p> <ul style="list-style-type: none"> <li>• now have access to technology such as CCTV which records people/ vehicles</li> <li>• use facial recognition technology helps identify images from CCTV</li> <li>• can monitor social networking sites and use them to detect potential issues</li> <li>• can monitor activity on the internet and pre-empt situations and be prepared to deal with them</li> <li>• use technology to communicate with each other and with other public services</li> <li>• have access to national computer holds records of offenders and police can access this easily</li> <li>• can trace back vehicles to their owners using the DVLA database</li> <li>• can instantly access a national database to check if a car is insured, taxed, has an MOT, stolen and the correct number plate for the car is being displayed.</li> </ul> <p>Accept any other relevant answer/example</p> <p><b>1</b> mark: limited suggestions made  <b>2</b> marks: changes identified but not explained in any detail  <b>3</b> marks: changes identified and explained  <b>4</b> marks: changes identified and fully explained</p>	(4)

Question Number	Indicative content	Mark
5	<p>This question refers to LO4.1</p> <p>Answers might refer to</p> <p>Less funding available for</p> <ul style="list-style-type: none"> <li>• day to day policing</li> <li>• recruitment</li> <li>• new equipment</li> <li>• overtime to cover policing of major/serious events</li> <li>• education initiatives (eg talks to schools and community groups)</li> <li>• reviewing and revising policing tactics</li> <li>• community policing (crime prevention/ crime reduction)</li> <li>• current staffing structures (more specialist support staff/ less officers)</li> <li>• training</li> </ul> <p>Accept any other relevant answer/example</p>	(6)
Mark	Descriptor	
0	No relevant response	
1-2	Limited explanation of the impact of additional expenditure on the delivery of policing services.	
3-4	Clear explanation of the impact of additional expenditure on the delivery of policing services.	
5-6	Comprehensive explanation of the impact of additional expenditure on the delivery of policing services.	

Question Number	Indicative content	Mark
<b>6</b>	<p>This question refers to LO2.1</p> <p>Answers might refer to</p> <ul style="list-style-type: none"> <li>• Magistrates' Courts ran through the night</li> <li>• Magistrates' Courts ran at weekends</li> <li>• Committal to Crown Court for sentencing for offences usually dealt with by Magistrates' Courts (as sentencing powers seen to be inadequate)</li> <li>• Judges viewed news coverage and CCTV to decide sentences</li> <li>• Courts dealt with a larger number of cases.</li> </ul> <p><b>1</b> mark: limited suggestions made  <b>2</b> marks: a limited explanation of how the courts operated immediately after the riots  <b>3</b> marks: a clear explanation of how the courts operated immediately after the riots  <b>4</b> marks: a comprehensive explanation of how the courts operated immediately after the riots</p>	<b>(4)</b>

Question Number	Correct answer	Mark
<b>7(a)</b>	<p>This question refers to LO3.3</p> <p>Any one of the following</p> <ul style="list-style-type: none"> <li>• dental treatment for adults</li> <li>• spectacles for adults</li> <li>• eye testing for adults</li> <li>• drug prescriptions for adults.</li> </ul> <p>Accept any other relevant answer.</p>	<b>(1)</b>

Question Number	Indicative content	
<b>7 (b)</b>	<p>This question refers to LO3.3</p> <p>A statutory service is one that the public service is legally obliged to provide (1).</p>	

	<p>A non-statutory service is an additional service that the public service may choose to provide (1).</p> <p><b>1</b> mark for a basic explanation.  <b>2</b> marks for a more detailed explanation.</p> <p>Accept any other relevant answer.</p>	<b>(2)</b>
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Question Number	Indicative content	Mark
<b>8</b>	<p>This question refers to LO4.1</p> <p>Answers might refer to:</p> <ul style="list-style-type: none"> <li>• fewer students can afford to study</li> <li>• fewer courses may be offered</li> <li>• more overseas students may come to UK</li> <li>• more special grants and support may be required</li> <li>• students may be less willing to participate for fear of debt later in life</li> <li>• more students may study part time while also employed</li> <li>• more students may opt for apprenticeships and study at HE level as part of that</li> <li>• more students may study overseas where courses cost less.</li> </ul> <p><b>1</b> mark for a basic explanation.  <b>2</b> marks for a more detailed explanation.</p> <p style="text-align: right;">(2x2)</p> <p>Accept any other suitable answer.</p>	<b>(4)</b>

Question Number	Indicative content
9	<p>This question refers to LO4.3</p> <p>Answers might refer to:</p> <ul style="list-style-type: none"> <li>• sponsorship of kit or projects</li> <li>• funding bids to national lottery</li> <li>• sponsorship of event and/or competitors</li> <li>• sales of broadcasting rights</li> <li>• sales of merchandise pre/ during/ post event</li> <li>• EU funding bids</li> <li>• International sports governing bodies</li> <li>• partnerships with private sector organisations</li> <li>• use of volunteers.</li> </ul> <p>Accept any other relevant answer/example</p>
Mark	Descriptor
0	No relevant response
1-2	Limited awareness of the potential range of relevant alternative sources of funding for a major sporting event
3-4	Clear awareness of some of the potential range of alternative sources of funding. Some links to the specific context of sporting event
5-6	Comprehensive awareness of most of the potential range of alternative sources of funding. Clear links to the specific context of sporting event

Question Number	Indicative content
10	<p>This question refers to LO4.2</p> <p>Centralisation may impact on service delivery by:</p> <ul style="list-style-type: none"> <li>• creating cost savings as fewer buildings needed so fewer repairs and running costs so more money is available for day to day activities</li> <li>• money may be wasted on ownership of redundant buildings no one else wants so less money available for day to day activities</li> <li>• may mean better and more sophisticated equipment can be bought</li> <li>• bigger stations may have better staff facilities (attracting staff to join and stay)</li> <li>• bigger pool of specialist staff available at larger fire stations</li> <li>• slower response times as fire vehicles have to travel further</li> <li>• extra costs and time for staff for travel to more distant station so may lose experienced staff</li> <li>• less local community access and links.</li> </ul> <p>Accept any other relevant answer/example.</p>

<b>Mark</b>	<b>Descriptor</b>
<b>0</b>	No relevant response
<b>1-2</b>	Limited awareness of the potential impact of centralisation and the impact of this change on the standards of delivery of services
<b>3-4</b>	Clear awareness of the potential impact of centralisation and the impact of this change on the standards of delivery of services
<b>5-6</b>	Comprehensive awareness of the potential impact of centralisation and the impact of this change on the standards of delivery of services

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