

Write your name here

Surname	Other names
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**Pearson BTEC
Level 1/Level 2
First Award**

Centre Number

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Learner Registration Number

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Public Services

Unit 1: The Role and Work of the Public Services

Wednesday 18 May 2016 – Afternoon
Time: 1 hour

Paper Reference
21484F

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.

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Turn over ►

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Answer ALL questions.



(Source: © sturti/Getty Images)

1 Identify **two** purposes of the service that is responding to the incident shown in the picture.

1

2

(Total for Question 1 = 2 marks)

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2 The Territorial Army is a reserve organisation.

(a) Outline what is meant by a 'reserve organisation'.

(1)

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.....

(b) Outline **one** way that reserve organisations support the armed services.

(1)

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.....

(Total for Question 2 = 2 marks)

3 State **two** different roles of the fire and rescue service.

1

.....

2

.....

(Total for Question 3 = 2 marks)

4 (a) Give **one** example of a local authority.

(1)

.....

.....

(b) State **two** functions of a local authority.

(2)

1

.....

2

.....

(Total for Question 4 = 3 marks)



5 Emergency services including the fire and rescue service are funded directly by central government.

(a) Give **one other** example of an emergency service.

(1)

.....

.....

(b) Explain **two** advantages for the emergency services of being directly funded by central government.

(4)

1

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2

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(Total for Question 5 = 5 marks)

6 (a) Name the government department responsible for the Army.

(1)

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.....

The Army is involved in international peacekeeping duties.

(b) Give **two** ways the Army supports international peacekeeping.

(2)

1

.....

2

.....

(Total for Question 6 = 3 marks)



7 Entry to leisure facilities is an example of a direct charge made for the use of services.

Give **two other** examples of direct charges for the use of services.

1

2

(Total for Question 7 = 2 marks)

8 St John Ambulance supports the work of the ambulance service.

Outline **two** ways St John Ambulance supports the ambulance service.

1

2

(Total for Question 8 = 2 marks)

9 Services are often delivered through partnership delivery models.

Explain **two** disadvantages for public service organisations of using partnership delivery models.

1

2

(Total for Question 9 = 4 marks)



10 (a) State **one** function of HM Revenue & Customs (HMRC).

(1)

.....
.....

(b) State **one** function of the Department for Environment, Food and Rural Affairs (Defra).

(1)

.....
.....

(Total for Question 10 = 2 marks)

11 Schools and colleges provide education for different age ranges.

(a) Identify **two** different types of school or college.

(2)

1

2

(b) Give **two** ways education and training are provided for people looking for work.

(2)

1

2

(Total for Question 11 = 4 marks)



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12 Local authorities are involved in community protection.

Explain **two** ways that local authorities provide community protection.

(4)

1

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2

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(Total for Question 12 = 4 marks)



13 (a) Voluntary sector organisations receive donations through legacies.

Define the term 'legacy'.

(1)

.....

.....

Funding for the voluntary sector varies year on year.

(b) Explain **one** way this affects the support the voluntary sector provides to:

The police service

(2)

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Social services.

(2)

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(Total for Question 13 = 5 marks)



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14 The Courts and Tribunals Services deal with civil issues.

Explain **one** example of an issue that may be dealt with by a civil court.

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(Total for Question 14 = 2 marks)



15 In November 2014, a major incident was declared at Colchester Hospital. Afterwards the Care Quality Commission (CQC) inspected the accident and emergency assessment unit and was concerned about:

- safeguarding issues – patients being given sedatives without their consent being sought
- the lack of capacity of both facilities and appropriately trained personnel
- the cancellation of minor operations
- patients being discharged into the care of other services.

Discuss ways these concerns could be prevented in future.

(8)

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(Total for Question 15 = 8 marks)

TOTAL FOR PAPER = 50 MARKS



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