

**BTEC  
FIRST**

**BTEC**

**Award**



# **Sample Assessment Materials (SAMs)**

## PUBLIC SERVICES

**From September 2014**

Pearson BTEC Level 1/ Level 2 First Award in Public Services



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# Introduction

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Sample assessment materials (SAMs) provide learners and centres with specimen questions and mark schemes. These are used as the benchmark to develop the external assessment learners will take.

## **Unit 1: The Role and Work of the Public Services**

The SAMs for this external unit have been provided for the following qualification:

- Pearson BTEC Level 1/Level 2 First Award in Public Services.



# **Unit 1: The Role and Work of the Public Services – sample assessment test and mark scheme**

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This sample assessment test and mark scheme is for the following qualification:

- Pearson BTEC Level 1/Level 2 First Award in Public Services.



Write your name here

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**Pearson BTEC** Centre Number Learner Registration Number  
**Level 1/Level 2**  
**First Award**

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# Public Services

## Unit 1: The Role and Work of the Public Services

|                                                   |                                  |
|---------------------------------------------------|----------------------------------|
| Sample Assessment Material<br><b>Time: 1 hour</b> | Paper Reference<br><b>21484F</b> |
|---------------------------------------------------|----------------------------------|

**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. Write your answers in the spaces provided.**

**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** Public services can be grouped by the type of work they do.

Draw a line to match each public service to the correct grouping.

**Public service**

Royal Navy

HM Revenue and Customs

**Grouping**

Voluntary sector

Emergency services

Local authorities

Central government

Armed services

**(Total for Question 1 = 2 marks)**

2 (a) (i) The purpose of the courts is to deliver justice.

Name **one** other service that is part of the justice sector.

(1)

(ii) Outline **one** way in which the courts deliver justice.

(1)

(b) Give **two** services provided by a local authority.

(2)

1 .....

2 .....

(c) The primary purpose of the Armed services is to defend the UK.

Give **one** other purpose of the Armed services.

(1)

(d) Explain the purpose of **one** service provided by the NHS.

(2)

(Total for Question 2 = 7 marks)

3 (a) State **two** ways in which local authorities raise funds to pay for the public services they provide.

(2)

1 .....

2 .....

(b) Which **one** of these is an example of a 'means tested' benefit?

(1)

- ☐ **A** A benefit paid by a local authority
- ☐ **B** A universal benefit available to everyone
- ☐ **C** A benefit determined by level of income
- ☐ **D** A benefit paid by central government

(c) The Royal National Lifeboat Institution (RNLI) is funded by private donations.

Explain **one** advantage and **one** disadvantage to the organisation of being funded by private donations.

Advantage to the organisation

(2)

.....

.....

.....

.....

Disadvantage to the organisation

(2)

.....

.....

.....

.....

(d) Define the term 'statutory responsibility'.

(1)

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(e) Fire and rescue services sometimes provide free smoke alarms to the public.

Explain **one** way this may help a fire and rescue service to meet its **purpose**.

(2)

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**(Total for Question 3 = 10 marks)**

- 4 (a) Public service providers often contract out services to private sector organisations because of the need for competitive tendering.

Give **two** other reasons why public services may be contracted out.

(2)

- 1 .....
- 2 .....

- (b) The public sector often works in partnership with the private sector to complete projects. This has both advantages and disadvantages.

- (i) Explain **one** advantage to public service organisations of working in partnership with the private sector.

(2)

One disadvantage to public service organisations of working with the private sector is that they retain accountability.

- (ii) Explain **one** other disadvantage to public service organisations in working in partnership with the private sector.

(2)

(Total for Question 4 = 6 marks)

**5** A train was derailed in Cumbria. 28 people were injured.

A range of public sector organisations was involved in dealing with this incident, including the police and fire and rescue service.

- (a) Name **one** other emergency service that would be involved in dealing with this incident.

(1)

In planning for events such as this, public service organisations have to consider a range of issues. One of these is a risk to business continuity.

- (b) Outline **one** example of a risk to business continuity.

(1)

- (c) Public service organisations are required to work together to ensure health and safety in this incident.

- (i) Explain **one** way that public service organisations would work together to ensure health and safety in this incident.

(2)

- (ii) Explain **one** action the police could take to reduce the wider impact in an incident like this.

(2)

**(Total for Question 5 = 6 marks)**

- 6** In the summer of 2012 the Olympic Games were held in London. Half a million spectators came to London from all over the world.

Public services are involved in planning for such events in order to ensure that public health and safety are not put at risk.

Explain **one** way public services work together to manage crime and terrorism, and to manage continuity of day-to-day life during an event such as the Olympic Games.

Crime and terrorism

(2)

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Continuity of day-to-day life

(2)

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**(Total for Question 6 = 4 marks)**

**7** Central government provides funding for social services.

(a) Name **one** tax central government uses to raise funds for public services.

(1)

A local authority has decided to reduce its funding for social services. It still has to meet its statutory obligations to children, the elderly and vulnerable adults.

One way that it could do this is by cutting non-essential services.

(b) Explain **two** other ways in which the local authority could ensure it meets its statutory obligations following a reduction in funding.

(4)

1 .....

.....

.....

.....

2 .....

.....

.....

.....

**(Total for Question 7 = 5 marks)**

**8** (a) Give **two** reasons why it is important that public service organisations are transparent.

(2)

1 .....

.....

2 .....

.....

The Independent Police Complaints Commission (IPCC) investigates complaints made by the public against the police. The complaints are dealt with by senior police officers from a police force other than the one the complaint is about.

The IPCC has published a report about a man who died after being held in a police cell when drunk. The report said that the police had made errors but were not responsible for the man's death. It also said that the police had failed to give a full account to the man's family.

The man's brother commented 'The family are pleased that the full facts have come out, but it should not have taken an investigation for this to happen'.

(b) Discuss the implications of this type of report from the IPCC for the police service.

(8)

**(Total for Question 8 = 10 marks)**

**TOTAL FOR PAPER = 50 MARKS**



## General marking guidance

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- 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 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 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 about the 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 number | Answer                                                                                                                                                               | Mark |
|-----------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------|------|
| 1               | <p>Correct answers</p> <ul style="list-style-type: none"> <li>• Royal Navy with Armed services</li> <li>• HM Revenue and Customs with central government.</li> </ul> | (2)  |

| Question number | Answer                                                                                                                                                                                                                                                                                                                                                                                    | Mark |
|-----------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------|
| 2 (a)(i)        | <p>Accept any one of the following:</p> <ul style="list-style-type: none"> <li>• prosecution services/Crown Prosecution Service (CPS)</li> <li>• prisons</li> <li>• probation</li> <li>• voluntary organisations (e.g. NACRO, Victim Support).</li> </ul> <p>Accept any other reasonable answer</p>                                                                                       | (1)  |
| 2 (a) (ii)      | <p>Accept any one of the following:</p> <ul style="list-style-type: none"> <li>• To put people accused of crimes on trial</li> <li>• To sentence people convicted of crime</li> <li>• To mediate in disputes</li> </ul> <p>Accept any other reasonable answer</p>                                                                                                                         | (1)  |
| 2 (b)           | <p>Accept any two of the following:</p> <ul style="list-style-type: none"> <li>• education</li> <li>• social services</li> <li>• child protection</li> <li>• leisure and or heritage</li> <li>• environmental services</li> <li>• infrastructure, e.g. road maintenance, airports.</li> </ul> <p>Do not accept statutory or non-statutory.</p> <p>Accept any other reasonable answer.</p> | (2)  |

| Question number | Answer                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | Mark |
|-----------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------|
| 2 (c)           | <p>Accept any one of the following:</p> <ul style="list-style-type: none"> <li>• support the civil authorities (1)</li> <li>• international peacekeeping duties (1)</li> <li>• ceremonial duties (1).</li> </ul> <p>Accept any specific example covered by the above answers.</p>                                                                                                                                                                                                                                                                                                                                                             | (1)  |
| 2 (d)           | <p>Accept any of the following:</p> <ul style="list-style-type: none"> <li>• hospitals/clinics/general practitioners (1) to provide medical care for people who are ill/outpatients/ inpatients (1)</li> <li>• public health information/advice/campaigns (1) to prevent people becoming ill (1)/to promote healthy lifestyles (1)</li> <li>• dental/optical care (1) to ensure population has healthy teeth/eyesight (1)/to prevent more serious illness (1).</li> </ul> <p>Award <b>one</b> mark for identifying an NHS service.</p> <p>Award <b>one</b> mark for an explanation of purpose.</p> <p>Accept any other reasonable answer.</p> | (2)  |

| Question number | Answer                                                                                                                                                                                                                                                                                                          | Mark |
|-----------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------|
| 3 (a)           | <p>Any two of the following - one mark each.</p> <ul style="list-style-type: none"> <li>• council tax</li> <li>• business rates</li> <li>• fines</li> <li>• charging for services, e.g. car parks</li> <li>• accept any other example of charged service.</li> </ul> <p>Accept any other reasonable answer.</p> | (2)  |
| 3 (b)           | C. A benefit determined by level of income                                                                                                                                                                                                                                                                      | (1)  |

| Question number | Answer                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | Mark |
|-----------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------|
| 3 (c)           | <p>Possible responses:</p> <p>Advantages</p> <ul style="list-style-type: none"> <li>Provides autonomy/own decision making (1) because they are not directly responsible to a funding agency/government (1).</li> <li>Raising public awareness/engagement (1) to lead to further donations in the future/Encourages people to volunteer (1).</li> </ul> <p>Award <b>one</b> mark for the advantage.</p> <p>Award <b>one</b> mark for an explanation/reason/justification.</p> <p>Disadvantages</p> <ul style="list-style-type: none"> <li>Private donations are affected by economic conditions (1) which makes it difficult to plan cash flow/maintain service provision (1).</li> <li>Private donations depend on the public image of the RNLI (1) which requires expensive marketing/publicity (1).</li> </ul> <p>Award <b>one</b> mark for a disadvantage.</p> <p>Award <b>one</b> mark for an explanation/reason/justification.</p> <p>Accept any other relevant answer.</p> | (4)  |
| 3 (d)           | <p>Accept the following:</p> <ul style="list-style-type: none"> <li>A statutory responsibility is a legal obligation on an organisation to provide a service (1).</li> </ul> <p>Accept any other relevant answer.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | (1)  |
| 3 (e)           | <p>Possible response:</p> <ul style="list-style-type: none"> <li>By targeting particular risk groups such as the elderly (1) they are able to reduce the likelihood of fire in the home (1)</li> <li>It allows them to prevent the escalation of fire/the damage/injury caused by fire (1) which is a core statutory responsibility (1)</li> </ul> <p>Award <b>one</b> mark for reason.</p> <p>Award <b>one</b> mark for an explanation/reason/justification.</p> <p>Accept any other relevant answer.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | (2)  |

| Question number | Answer                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | Mark |
|-----------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------|
| 4 (a)           | <p>Accept any of the following:</p> <ul style="list-style-type: none"> <li>• cost/value for money</li> <li>• access to wider/specialist resources/equipment</li> <li>• access to wider/specialist expertise</li> <li>• reduces management responsibilities.</li> </ul> <p>Do not accept resources/expertise.<br/>Accept any other relevant answer.</p>                                                                                                                                                                                               | (2)  |
| 4 (b) (i)       | <p>Accept any of the following:</p> <ul style="list-style-type: none"> <li>• Access to investment (1) because private sector brings in funds (1).</li> <li>• Reduced initial cost to public sector organisation(1) because initial costs shared with private sector organisation (1).</li> <li>• Freeing up public sector resources (1) to allocate to other projects (1).</li> </ul> <p>Award <b>one</b> mark for the advantage.</p> <p>Award <b>one</b> mark for an explanation/reason/justification.</p> <p>Accept any other relevant answer.</p> | (2)  |
| 4 (b) (ii)      | <p>Accept any of the following:</p> <ul style="list-style-type: none"> <li>• Conflicting priorities (1) can cause operational difficulties (1).</li> <li>• Additional upfront costs (1) of setting up the administrative/management structure of the project (1).</li> <li>• Lack of coordination of projects (1) because of poor communication (1).</li> </ul> <p>Award <b>one</b> mark for a disadvantage.</p> <p>Award <b>one</b> mark for an explanation/reason/justification.</p> <p>Accept any other relevant answer.</p>                      | (2)  |

| Question number | Answer                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | Mark |
|-----------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------|
| 5 (a)           | <p>Accept any one of the following:</p> <ul style="list-style-type: none"> <li>• ambulance/paramedics</li> <li>• emergency air rescue.</li> </ul> <p>Accept any other reasonable answer.</p>                                                                                                                                                                                                                                                                                                                                                                       | (1)  |
| 5 (b)           | <p>Accept any one of the following:</p> <ul style="list-style-type: none"> <li>• Fewer resources will be available to deal with incidents elsewhere.</li> <li>• It might lead to crimes of opportunity.</li> <li>• It may slow emergency response times to other incidents.</li> </ul> <p>Accept any other reasonable answer.</p>                                                                                                                                                                                                                                  | (1)  |
| 5 (c)(i)        | <p>Possible responses:</p> <ul style="list-style-type: none"> <li>• Effective communication between emergency services ensures that external agencies, such as hospitals, are alerted (1) so the appropriate facilities are made available (1).</li> <li>• Planning of emergency responses between emergency services (1) ensures that responding personnel have the appropriate first-aid skills (1).</li> </ul> <p>Award <b>one</b> mark for identifying a way of working together.</p> <p>Award <b>one</b> mark for any suitable expansion/justification.</p>   | (2)  |
| 5(c)(ii)        | <ul style="list-style-type: none"> <li>• Liaise with the media (1) to ensure the public are kept informed (1).</li> <li>• Liaise with relatives (1) to minimise stress (1).</li> <li>• Set up road blocks and diversions (1) to ensure other traffic flows freely (1).</li> <li>• Establish cordons around the area (1) to prevent unauthorised people accessing the scene (1).</li> </ul> <p>Award <b>one</b> mark for identifying an action</p> <p>Award <b>one</b> mark for any suitable expansion/justification.</p> <p>Accept any other relevant answers.</p> | (2)  |

| Question number | Answer                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | Mark |
|-----------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------|
| 6               | <p>Possible responses:</p> <p><u>Crime and terrorism</u></p> <p>Answers may include:</p> <ul style="list-style-type: none"> <li>• Police would work with the border agency/intelligence agencies (1) to monitor movements of potential terrorist suspects/criminals coming into the country/already in the country (1)</li> <li>• The NHS and the Police would work together (1) to ensure adequate provision of medical services in the event of a terrorist attack (1)</li> <li>• The Fire and Rescue Service would work together with event organisers (1) to ensure a evacuation procedures were in place and practiced</li> </ul> <p><u>Continuity of day-to-day life</u></p> <p>Answers may include:</p> <ul style="list-style-type: none"> <li>• The Police would work with Highway agencies (1) to ensure public access to businesses was maintained (1)</li> <li>• Public transport services work with local councils (1) to ensure that there is sufficient transport available for people to carry out day-to-day activities (1)</li> <li>• Award one mark for identifying services which work together</li> <li>• Award one mark for an explanation of how these services work together to manage each risk.</li> </ul> <p>For each of the two ways given:</p> <p>Award <b>one</b> mark for identifying the way.</p> <p>Award <b>one</b> mark for any suitable expansion/justification.</p> <p>Accept any other reasonable answer.</p> | (4)  |

| Question number | Answer                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | Mark |
|-----------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------|
| 7 (a)           | <p>Accept one of:</p> <ul style="list-style-type: none"> <li>• income tax</li> <li>• corporation tax</li> <li>• value added tax.</li> </ul> <p>Accept</p> <ul style="list-style-type: none"> <li>• national insurance</li> <li>• inheritance tax.</li> </ul> <p>Accept any other reasonable answer.</p>                                                                                                                                                                                                                                                                                                                           | (1)  |
| 7 (b)           | <p>Accept any two of the following:</p> <ul style="list-style-type: none"> <li>• Identify efficiency savings (1) through analysing processes/staff training/reviewing staff structure (1).</li> <li>• Contract services out/public-private partnership (1) by identifying those services that could be run more efficiently by the private/third sector (1).</li> <li>• Increase income/budget (1) by charging more for non-statutory services (1).</li> </ul> <p>Award <b>one</b> mark for identifying the way.</p> <p>Award <b>one</b> mark for suitable expansion/justification.</p> <p>Accept any other relevant answers.</p> | (4)  |

| Question number | Answer                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | Mark |
|-----------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------|
| 8 (a)           | <p>Accept any two of the following:</p> <ul style="list-style-type: none"> <li>• Because it will be easier to see how actions are made/decisions taken (1).</li> <li>• It may help prevent abuses of power (1)</li> <li>• To enable public scrutiny (1).</li> <li>• So that best practice can be promoted and spread (1).</li> <li>• It may promote public confidence (1).</li> <li>• It may help to prevent personal misuse of resources (1).</li> </ul> <p>Accept any other relevant answers.</p>                                                                                                                                                                                                                                                                                               | (2)  |
| 8 (b)           | <p>Possible responses/indicative content.</p> <p>The IPCC report might lead to the following improvements:</p> <ul style="list-style-type: none"> <li>• greater transparency, which may lead to further improvements</li> <li>• an increase in the level of public confidence</li> <li>• greater public scrutiny of the way the police carry out their services</li> <li>• it might encourage further investigation on this or other issues</li> <li>• it could lead to improvements in police procedures.</li> </ul> <p>The IPCC report might impact on:</p> <ul style="list-style-type: none"> <li>• staffing levels</li> <li>• the amount of bureaucracy the police service has to manage</li> <li>• staff morale</li> <li>• the amount of legal action against the police service.</li> </ul> | (8)  |

| Level | Mark | Descriptor                                                                                                                                                                                                                                                                              |
|-------|------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 0     | 0    | No rewardable material.                                                                                                                                                                                                                                                                 |
| 1     | 1-3  | 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.                          |
| 2     | 4-6  | 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. Most points made will be relevant to the situation in the question, but the link will not always be clear.    |
| 3     | 7-8  | 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. |



# PUBLIC SERVICES

## **Sample Assessment Materials (SAMs)**

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Registered Office: Edinburgh Gate, Harlow, Essex CM20 2JE.

VAT Reg No GB 278537121

ISBN 978-1-4469-0692-7

9 781446 906927 >