**Level 2 Public Services**

# Sample Assessment task:

## Unit Title: Working In Public Services

## Unit Code: R/616/8397

This is a scenario-based assignment which allows learners to demonstrate their understanding of working in public services.

The assignment is split into two separate tasks:

* creating information materials to increase awareness of public services for learners leaving school or college
* a presentation about a specific public service.

The tutor should make sure that learners focus on providing information about both uniformed and non-uniformed public services.

Across the two tasks, tutors should check that learners have included all the evidence they need to achieve the unit. If a significant aspect has not been addressed, learners should be given an additional opportunity to cover this aspect, eg through a short question and answer session.

If you choose to use this sample assignment, you may adapt the scenario or forms of evidence to make them more relevant to or appropriate for your learners. For example, you could decide to specify the public services organisation or give the learners complete freedom of choice. For the second task, it is a good idea to allow learners to concentrate on the public service that they are most interested in and plan to enter a career in this service as this will ensure the task is motivating and engaging for them.

Additional tasks are provided to enable learners to achieve Merit and Distinction. The assignments submitted by learners must achieve the learning outcomes and meet the standards specified by the assessment criteria for the unit as outlined below. To achieve a merit or distinction grade, the learners must demonstrate that they have achieved all the criteria set for these grades. Where work for the pass standard is marginal, assessors can take account of any extension work completed by the learners

Tutors may remove these additional tasks or make them compulsory depending on the abilities of students.

# Level 2 Public Services Assignment:

## Working in Public Services

**Background**

You have been asked to help create an exhibition for students who will be leaving school or college to let them know about potential careers in the public services.

**Task 1: Information materials for public services exhibition**

As part of this process you have been asked to produce information materials, such as leaflets and annotated posters, for students to help them find out about the range of careers that are available in public services.

*Make sure you consider how many different resources you need to create, how they can be presented such as in a leaflet, poster or a web page for example.*

*Create your information materials using the headings below:*

|  |
| --- |
| 1. **What types of public services are there?**   You should make sure you describe the main types of   * uniformed * non-uniformed public services.   Use examples of each type of service in each of your descriptions.   1. **What are the functions of the public services?**  * Provide descriptions of the functions of a range of uniformed and non-uniformed public services – this should include information on their purposes, roles and responsibilities.   *If you are aiming for a* ***Merit*** *you should also*   * include in your materials information about how two contrasting services differ in purpose and function.      1. **How do the public services contribute to society?**  * Explain how the public services benefit society – for this you should include a range of uniformed and non-uniformed public services and consider how each contributes to society and what would happen to society if these public services were not in place.   *If you are aiming for a* ***Distinction*** *you should also*   * Include information on the values, principles and codes of conduct of one public service and explain how they influence ways of working. |

**Task 2: Working in a specific public service**

To help the students attending the exhibition to understand different public services in detail, you have been asked to produce a presentation about **one specific public service**.

You can use whatever presentation style you wish, such as Powerpoint slides or prezi.

For this task, you should select a public service that you are particularly interested in or that you are considering as a future career option.

In your presentation you should include the following:

1. a description of the different job roles within your chosen public service. Remember, many public services will require a range of different job roles working together to ensure they are able to fulfil their responsibilities and this should be included in your presentation. You should also include in your descriptions the conditions of service for each job role.
2. an outline of the staff structure within your selected public service, including the links between the different job roles. You could produce a staffing chart to help you do this. Include in your outline the roles and responsibilities for each member of staff.
3. a description of

* the key values
* principles or codes of practice that are relevant to your selected public service.

*If you are aiming for a* ***Merit*** *you should also:*

* include in your presentation an explanation of the possible career paths in your selected public service, showing different progression opportunities that are available as you develop your career in the service.