BTEC LEVEL 2 DIPLOMA IN PUBLIC SERVICES WORKBOOK 1

THIS WORKBOOK:

A. MUST BE COMPLETED BY THE LEARNER AND SUBMITTED BY 31 MARCH 2013.

B. YOU MAY USE THE INFORMATION IN THE RESOURCE BOOK AND OTHER SOURCES BY READING AND RE-TYPING THE CONTENT, BUT YOU MUST NOT ELECTRONICALLY COPY AND PASTE FROM ONE DOCUMENT TO THE OTHER.

C. THE SPACE PROVIDED FOR WRITTEN ANSWERS IS ADEQUATE FOR THE ANSWER REQUIRED. NO ADDITIONAL SPACE SHOULD BE NEEDED.
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BTEC Level 2 Diploma in Public Services
Workbook 1 Cover Sheet

**THIS WORKBOOK MUST BE COMPLETED AND RETURNED TO CVQO FOR MARKING**

DEADLINE FOR SUBMISSION IS 31 MARCH 2013 (NOT LEARNERS IN SCOTLAND)
UNLESS CVQO HAS CONFIRMED OTHER ARRANGEMENTS TO YOUR UNIT IN WRITING.

**THE DECLARATION BELOW MUST BE SIGNED BY THE LEARNER AND THEIR VQ OFFICER**
UNSIGNED WORK WILL NOT BE ACCEPTED FOR MARKING

**Learner’s Declaration:** “I certify that:
1. I have had the requirements for this BTEC Level 2 qualification explained to me.
2. Where appropriate I have been given constructive feedback.
3. The work submitted for this Workbook is my own.”

Signed: ___________________________  Date: ____________

**Unit VQ Officer’s Declaration:** “I certify that:
1. I have issued the relevant Resource Material to this cadet and explained where the information for the completion of their work can be found.
2. The learner understands the requirements for the completion of this Diploma.
3. The learner named above completed the work submitted.”

Name: ___________________________  Signed: ___________________________  Date: ____________

On completion the Unit VQ Officer is to sign & send by recorded delivery to:
CVQO, 3 Archipelago, Lyon Way, Frimley, Camberley, Surrey, GU16 7ER
NOTES

To achieve a “Pass” for a Unit you must:
  • Achieve all “Pass” level requirements in that Unit

To achieve a “Merit” for a Unit you must:
  • Achieve all “Pass” level requirements in that Unit
  • Achieve all “Merit” level requirements in that Unit

To achieve a “Distinction” for a Unit you must:
  • Achieve all “Pass” level requirements in that Unit
  • Achieve all “Merit” level requirements in that Unit
  • Achieve all “Distinction” level requirements in that Unit

GLOSSARY

<table>
<thead>
<tr>
<th>COMMAND VERBS</th>
<th>DESCRIPTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>DESCRIBE</td>
<td>Give a clear description that includes all the relevant features. Think of it as ‘painting a picture with words’.</td>
</tr>
<tr>
<td>EXPLAIN</td>
<td>Set out in detail the meaning of something, with reasons. This is more difficult than describing or listing so it can help you to give an example to show what you mean. Start by introducing the topic then give the ‘how’ or ‘why’.</td>
</tr>
<tr>
<td>EVALUATE</td>
<td>Review the information then bring it together to form a conclusion. Give evidence for each of your views or statements.</td>
</tr>
<tr>
<td>IDENTIFY</td>
<td>Point out (i.e. choose the right one).</td>
</tr>
<tr>
<td>LIST</td>
<td>Provide the information in a list, rather than in continuous writing.</td>
</tr>
<tr>
<td>SELECT</td>
<td>Choose the most suitable.</td>
</tr>
<tr>
<td>STATE</td>
<td>Write down clearly.</td>
</tr>
</tbody>
</table>
UNIT 1
Public Service Skills
You must pass this unit to pass the BTEC Level 2 Diploma in Public Services

Assignment 1A: Purpose and Importance of Public Service Skills

Question 1A-1  This PASS level question provides evidence towards Unit 1 P1

These are statements about Public Service Skills:

a. Which ONE of the following responses represents the best example of teamwork?

1.  □  Catching a bus
2.  □  Catching a frisbee
3.  □  Catching a cold
4.  □  Catching a criminal

b. Select ONE statement which does not fit the skill.

1.  □  CONFLICT MANAGEMENT: finding a solution by negotiation
2.  □  COOPERATION: different teams often have to work together
3.  □  LEADERSHIP: a team may lose direction without it
4.  □  IDENTITY: everyone needs to know what is happening

c. Select the ONE response which best defines LOYALTY as a Public Service Skill?

1.  □  Loyalty will not help the team achieve the task
2.  □  Loyalty makes situations easier to control
3.  □  Loyalty is shown when one member of a team supports the others
4.  □  Loyalty means that basic skills must not be forgotten

Go to the next page for the next part of the assignment
Assignment 1A (continued)

Question 1A-2   This PASS level question provides evidence towards Unit 1 P2

a. Corporal Smith is acting as a sentry defending his section’s position. He has just spotted an armed member of an enemy patrol.
   • Select ONE response which includes the two skills he is most likely to rely on next.
   1. [ ] SELF DISCIPLINE and CONFLICT MANAGEMENT
   2. [ ] COMMUNICATION and PERSONAL APPEARANCE
   3. [ ] LOYALTY and PUNCTUALITY
   4. [ ] DISCIPLINE and COMMUNICATION

b. Members of the Public Services often take pride in their personal appearance.
   • Select ONE response which does NOT describe a benefit for a service of this pride.
   1. [ ] Pride in appearance demonstrates self-discipline
   2. [ ] Being smartly dressed gives confidence to members of the public
   3. [ ] A uniform enables members of a team to identify with each other
   4. [ ] Wearing a uniform correctly is more comfortable

c. Members of the Public Services often work in teams.
   • Select ONE response which best explains why good teamwork is needed in a Public Service.
   1. [ ] Public Services often train their personnel to work alone
   2. [ ] Working together a team can achieve more than an individual
   3. [ ] Teamwork is work performed by an individual to achieve an aim
   4. [ ] No team can operate without a leader

Activity 1A-3   This PASS level activity provides evidence towards Unit 1 P3

• PRACTICAL - As part of your normal training activities you need to take part in a number of different team building activities.
• CVQO will get a record of you achieving this from your Unit.

Go to the next page for the next part of the assignment
### Assignment 1A (continued)

**Question 1A-4**  
This MERIT level question provides evidence towards Unit 1 M1

- Choose **TWO** contrasting Public Services. **ONE Military** and **ONE Non-Military**.
- Select **TWO** Public Service Skills and explain why these skills are important for each of your chosen Public Services.

<table>
<thead>
<tr>
<th>Chosen Military Public Service:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Skill 1:</td>
</tr>
</tbody>
</table>

| Skill 2:                       |

<table>
<thead>
<tr>
<th>Chosen Non-Military Public Service:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Skill 1:</td>
</tr>
</tbody>
</table>

| Skill 2:                          |

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Go to the next page for the next part of the assignment
Assignment 1A (continued)

Question 1A-5  This DISTINCTION level question provides evidence towards Unit 1 D1

You must evaluate the importance of Public Service Skills in a Public Service

- From your answer to 1A-4 above select one Public Service.
- Explain how these skills would be used in the day to day activities of your chosen Public Service.
- Comment as to how important they are to your chosen Public Service.

Chosen Public Service:
Skill 1:

Skill 2:

Go to the next page for the next part of the assignment
Assignment 1B: Methods of Instruction

Question 1B-1  This PASS level question provides evidence towards Unit 1 P4

- You must be able to explain the qualities of a good instructor and how they are used.

a. Identify THREE qualities of a good instructor:
   - Old
   - Correct manner
   - Diligent
   - Confident
   - Boring
   - Tall

b. Which THREE of the following are most likely to help a good instructor?
   - Monotonous voice
   - Slouching
   - Looking out of the window
   - Confident posture
   - Being sarcastic
   - Clear voice
   - Smartly dressed
   - Slowly reading out prepared notes from a page

 c. Which TWO of the following best explain why a good instructor should be enthusiastic?
   - Enthusiasm is less important than respect
   - Enthusiasm shows that the instructor is interested in the lesson
   - Enthusiasm means being keen to finish the lesson
   - Enthusiasm from the instructor will motivate the learners under instruction

 d. A firm and friendly attitude is always used by a good instructor. Select the THREE best reasons for this.
   - A friendly attitude will make an instructor popular however bad at instructing they may be
   - A friendly attitude will enable learners to concentrate on the lesson content
   - A friendly attitude will promote learning
   - A friendly attitude will make the instructor a friend of the person in charge
   - A friendly attitude will make up for poor subject knowledge
   - A friendly attitude will put the learners at ease
Activity 1B-2  This MERIT level activity provides evidence towards Unit 1 P4 and M2

- To achieve this requirement you need to demonstrate your effectiveness as an Instructor as part of your normal training activities.
- This will normally be done by passing a Method of Instruction/Instructional Methods course or the CVQO Instruction Assessment Package.
- CVQO will get a record of you achieving this from your Unit.

Assignment 1C: Interpersonal Communication Skills

Question 1C-1  This PASS level question provides evidence towards Unit 1 P5

Which would be the best method of communication to use in the following situations?
- Select ONE response in each case.

a. A police officer wants a car driver to stop
   1.  VERBAL (Talking)
   2.  VERBAL (Radio)
   3.  NON-VERBAL (Hand Signal)
   4.  NON-VERBAL (Body Language)

b. A paramedic wants to find out about a patient’s injury from a witness
   1.  VERBAL (Talking)
   2.  VERBAL (Shouting)
   3.  NON-VERBAL (Hand Signal)
   4.  NON-VERBAL (Body Language)

c. A fire fighter wants to locate someone in a smoke-filled room
   1.  VERBAL (Talking)
   2.  VERBAL (Shouting)
   3.  NON-VERBAL (Hand Signal)
   4.  NON-VERBAL (Body Language)

Go to the next page for the next part of the assignment
Assignment 1C (continued)

Activity 1C-2  This PASS level activity provides evidence towards Unit 1 P6 and P7

- During your training so far you will have developed your interpersonal communication skills in a Public Services style environment using the terminology appropriate to that environment. CVQO will get a record of you achieving this from your Unit.

Question 1C-3  This MERIT level question provides evidence towards Unit 1 M3

You must explain the application of Interpersonal Communication Skills in a Public Service
- Give examples of how your chosen service would use TWO interpersonal communication skills.
- Explain one advantage and one disadvantage for each skill.

<table>
<thead>
<tr>
<th>SERVICE:</th>
</tr>
</thead>
<tbody>
<tr>
<td>First communication skill:</td>
</tr>
<tr>
<td>One advantage:</td>
</tr>
<tr>
<td>One disadvantage:</td>
</tr>
<tr>
<td>Second communication skill:</td>
</tr>
<tr>
<td>One advantage:</td>
</tr>
<tr>
<td>One disadvantage:</td>
</tr>
</tbody>
</table>

Go to the next page for the next part of the assignment
Assignment 1C (continued)

**Question 1C-4**  This DISTINCTION level question provides evidence towards Unit 1 D2

You must evaluate how effective interpersonal communication skills are and why their effectiveness is important to your chosen Public Service

- For the Public Service of your choice select the two skills which you think are the most important to that Service.
- For EACH skill give TWO reasons why they would be required in your chosen Public Service and why they are important?

First Skill:

Second Skill:
UNIT 2
Employment in the Uniformed Public Services
You must pass this unit to pass the BTEC Level 2 Diploma in Public Services

Assignment 2A: Purpose and Roles of Public Services

Question 2A-1
This PASS level question provides evidence towards Unit 2 P1

You must select ONE Military Public Service and one non-Military Public Service and then identify their purpose and roles.

a. Select ONE Military Public Service:

1. ☐ The Royal Navy
2. ☐ The Royal Marines Commandos
3. ☐ The British Army
4. ☐ The Royal Air Force

b. Now identify its purpose from the following list:

1. ☐ “... exists to defend the nation and its interests.”
2. ☐ “... exists to generate air power to meet the Defence Mission.”
3. ☐ “... are the Royal Navy’s amphibious infantry.”
4. ☐ “... is the maritime power component of the MOD which supports the United Kingdom’s foreign and security policy by providing a capable presence wherever in the world it is required.”

c. Select ONE non-Military Public Service:

1. ☐ The British Police
2. ☐ The Fire and Rescue Service
3. ☐ The Ambulance Services

d. Now identify its purpose from the following list:

1. ☐ “The purpose of ... is to save lives and reduce the damage done to property by fire.”
2. ☐ “the purpose of ... is to ensure that citizens’ lives are protected, no matter their location and time of day when an emergency call is made.”
3. ☐ “The primary purpose of ... is to prevent, deter, detect and reduce crime within the UK territorial boundaries and in the case of certain specific crimes to protect UK nationals anywhere in the world.”
Assignment 2B: Responsibilities of Different Public Services

Question 2B-1: This PASS level question provides evidence towards Unit 2 P2

You must select the same two Public Services that you chose in Question 2A-1 and identify the responsibilities of those two Public Services.

a. Choose TWO responsibilities from the following list for your chosen Military Public Service:

1. [ ] Act as an international peace-keeper around the world, eg. by having garrison forces in the Falkland Islands.
2. [ ] Contribute to the security of the United Kingdom, eg. by supporting operations in Kosovo.
3. [ ] Search and Rescue, and Mountain Rescue Teams, eg. by providing aid during domestic emergencies.
4. [ ] Participate in defence diplomacy initiatives, eg. through courtesy visits to foreign ports.
5. [ ] Support British interests, influence and standing abroad, eg. by patrolling Britain’s offshore oilfield installations.
6. [ ] Air defence, including a Quick Reaction Alert Force, eg. the ability to intercept any airborne threat to the United Kingdom.
7. [ ] War-fighting, eg. by helping to build a safer world in places like Afghanistan.
8. [ ] Participate in peace support and humanitarian operations, eg. by assisting with the international fight against drug trafficking.

b. Choose TWO responsibilities for your chosen non-Military Public Service from the following list:

1. [ ] Responding to other emergencies, eg. such things as hazardous material incidents or flooding.
2. [ ] Investigating incidents, including specialist investigations, eg. from simple questioning through to advance interviewing.
3. [ ] Supporting the concept of caring in a clean environment, eg. by highlighting the importance of infection prevention.
4. [ ] Providing medical management at the scene of an accident, eg. particularly getting medical help to patients who have serious or life-threatening injuries.
5. [ ] Protecting important people, eg. a special unit protects the Royal Family.
6. [ ] Provision of information and publicity relating to fire safety, eg. by undertaking home fire safety checks.
Assignment 2B (continued)

**Question 2B-2**  This MERIT level question provides evidence towards Unit 2 M1

- For each of your **TWO** chosen Public Services give **TWO** specific examples of tasks that are given to them, that demonstrate their Roles, Purpose and Responsibilities.

<table>
<thead>
<tr>
<th>Name of chosen Military Public Service:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Example a:</td>
</tr>
<tr>
<td>Example b:</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Name of chosen non-Military Public Service:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Example a:</td>
</tr>
<tr>
<td>Example b:</td>
</tr>
</tbody>
</table>

Go to the next page for the next part of the assignment
Assignment 2B (continued)

**Question 2B-3**  This DISTINCTION level question provides evidence towards Unit 2 D1

You must evaluate the Role, Purpose and Responsibilities of a Public Service.

Select either the Military Public Service or the non-Military Public Service you have been researching and evaluate how it achieves its purpose, role and responsibilities.

<table>
<thead>
<tr>
<th>Public Service:</th>
</tr>
</thead>
<tbody>
<tr>
<td>How it achieves its <strong>purpose</strong>:</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>How it achieves its <strong>role</strong>:</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>How it achieves its <strong>responsibilities</strong>:</th>
</tr>
</thead>
</table>
Assignment 2C: Employment Opportunities

Question 2C-1

This PASS level question provides evidence towards Unit 2 P3

Choose a brief job description of one job from each of the Military and non-Military Public Service that you have been researching.

a. Tick your chosen Military Public Service:
   1. [ ] The Royal Navy
   2. [ ] The Royal Marines Commandos
   3. [ ] The British Army
   4. [ ] The Royal Air Force

b. Now select an appropriate job title for your chosen Public Service:
   1. [ ] Royal Navy Officer
   2. [ ] Royal Navy Rating
   3. [ ] Royal Marines Commando Officer
   4. [ ] Royal Marines Commando
   5. [ ] Army Officer
   6. [ ] Army Soldier
   7. [ ] Royal Air Force Officer
   8. [ ] RAF Non-Commissioned Aircrew
   9. [ ] RAF Airman or Airwoman

c. Tick your chosen non-Military Public Service:
   1. [ ] The British Police
   2. [ ] The Fire and Rescue Service
   3. [ ] The Ambulance Services

d. Now select an appropriate job title for your chosen Public Service:
   1. [ ] Police Officer
   2. [ ] Firefighter
   3. [ ] Paramedic
Assignment 2C (continued)

e. From the list below, identify the Military brief job description that best describes the job you have selected:

1. ☐ Their primary role is to defeat the enemy.
2. ☐ Responsible for the training, fitness, operational effectiveness and welfare of a Troop of twenty-eight men.
3. ☐ Fly on board fixed-wing aircraft and helicopters, carrying out patrols over UK airspace and taking part in NATO operations and other actions around the world.
4. ☐ Are Senior Managers, working on board ships, submarines in aircraft and at shore bases.
5. ☐ Take part in front-line combat and are sent at short notice to deal with emergency situations, which may include military operations or natural disasters.
6. ☐ Are responsible for the welfare, discipline and career development of their team of non-commissioned personnel.
7. ☐ Make up the largest number of RAF personnel, using their specialist skills in a wide range of mostly ground support roles.
8. ☐ Work in a variety of roles on board ships or submarines, in aircraft and at shore bases.
9. ☐ Is responsible for the training, fitness, operational effectiveness, discipline and welfare of a unit of up to thirty people.

e. From the list below, identify the non-Military brief job description that best describes the job you have selected:

1. ☐ Work in teams to reduce deaths and losses from fire.
2. ☐ Attend to medical emergencies and provide aid and hospital transport to people in non-emergency situations.
3. ☐ Help to meet the aims and purpose of the police service by protecting the public from crime and anti-social behaviour, supporting victims and witnesses, and working with other agencies to reduce crime in the community.
Assignment 2C (continued)

**Question 2C-2**  This MERIT level question provides evidence towards Unit 2 M2

- Give a **detailed** description of **ONE JOB** in a **Military** or **non-Military** Public Service

<table>
<thead>
<tr>
<th>Name of Public Service:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Job Title:</td>
</tr>
<tr>
<td>Detailed Job Description:</td>
</tr>
</tbody>
</table>

Go to the next page for the next part of the assignment
Assignment 2D: Conditions of Service

Question 2D-1 This PASS level question provides evidence towards Unit 2 P4

- Including Pension, describe what you consider are the five most important conditions of service for jobs from two contrasting Public Services.

a. Name of chosen Military Public Service:

<table>
<thead>
<tr>
<th>Condition</th>
<th>Detail</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Pension</td>
<td></td>
</tr>
<tr>
<td>2.</td>
<td></td>
</tr>
<tr>
<td>3.</td>
<td></td>
</tr>
<tr>
<td>4.</td>
<td></td>
</tr>
<tr>
<td>5.</td>
<td></td>
</tr>
</tbody>
</table>

b. Name of chosen non-Military Public Service:

<table>
<thead>
<tr>
<th>Condition</th>
<th>Detail</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Pension</td>
<td></td>
</tr>
<tr>
<td>2.</td>
<td></td>
</tr>
<tr>
<td>3.</td>
<td></td>
</tr>
<tr>
<td>4.</td>
<td></td>
</tr>
<tr>
<td>5.</td>
<td></td>
</tr>
</tbody>
</table>
Assignment 4A: Entry Requirements and Selection

Question 4A-1 This PASS level question provides evidence towards Unit 4 P1

Identify **FOUR** entry requirements for **BOTH** of the following two Public Service jobs.

a. Royal Navy Officer
   - Age: Minimum 17 years old on entry
   - Age: Minimum 18½ years old on entry
   - Pass Armed Forces Careers Office / Liaison Officer selection
   - Education: 5 GCSEs (A-C) including English and Maths
   - Education: no formal requirements (must pass Initial Recruitment Test)
   - Security clearance required
   - Citizen of Britain, Ireland or a Commonwealth country

b. Police Officer
   - Age: 17 years old on entry
   - Age: 18½ years old on entry
   - Pass Armed Forces Careers Office / Liaison Officer selection
   - Education: 5 GCSEs (A-C) including English and Maths
   - Education: no formal requirements (must pass Initial Recruitment Test)
   - Security clearance required
   - Citizen of Britain or a Commonwealth country or a European Union National

Go to the next page for the next part of the assignment
Assignment 4A (continued)

Question 4A-2 This PASS level question provides evidence towards Unit 4 P2

Question 4A-2 Application and selection process

a. These events form part of the selection process for a Royal Navy Officer.
   - A  Admiralty Interview Board
   - B  Selection interview
   - C  Recruiting test
   - D  Initial interview and presentation

   Select the answer which best represents the order in which they are likely to occur.

   [ ] A  B  C  D
   [ ] B  A  D  C
   [ ] D  C  B  A
   [ ] C  D  B  A

b. These events form part of the selection process for a Police Officer.
   - A  Police Initial Recruitment Test
   - B  Police Fitness Test
   - C  Application Form
   - D  Security Checks

   Select the answer which best represents the order in which they are likely to occur.

   [ ] A  B  C  D
   [ ] C  A  B  D
   [ ] C  D  B  A
   [ ] C  B  A  D

c. An applicant who wants to become an Army Soldier must attend an Army Development and Selection Centre for 36 hours.

   Identify TWO parts of the selection process which will take place there.

   [ ] Interview with recruiting sergeant
   [ ] Medical
   [ ] In-depth interview with an officer
   [ ] Completion of application form
   [ ] BARB test

Go to the next page for the next part of the assignment
Assignment 4A (continued)

d. The selection of some RAF personnel takes place at the Officers and Aircrew Selection Centre at Cranwell in Lincolnshire.

• Select the ONE choice below which most accurately describes the time that most applicants will spend at Cranwell for this.

☐ up to 1 week
☐ up to 2 weeks
☐ up to 1 day
☐ up to 4 days

Go to the next page for the next part of the assignment
Assignment 4B: Public Service Job Skills

Question 4B-1 This PASS level question provides evidence towards Unit 4 P3

- Identify the personal skills and qualities that are needed to carry out a public service job.

<table>
<thead>
<tr>
<th>Job:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Public Service:</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>a. Identify the THREE personal skills from this list which you think would be the most important to help you carry out this job:</th>
</tr>
</thead>
<tbody>
<tr>
<td>□ Artistic Skills</td>
</tr>
<tr>
<td>□ Financial Skills</td>
</tr>
<tr>
<td>□ Skill at Working with others</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>b. Identify the THREE personal qualities which you think would most help you carry out this job:</th>
</tr>
</thead>
<tbody>
<tr>
<td>□ Reliability</td>
</tr>
<tr>
<td>□ Modesty</td>
</tr>
<tr>
<td>□ Punctuality</td>
</tr>
</tbody>
</table>
Assignment 4C: Your Job Application

Question 4C-1 This TWO part PASS level question provides evidence towards Unit 4 P5

- Complete the following Application Form. Failure to complete ALL sections of the form in **BLACK INK** will lead to you failing this question.
- Produce a CV.

**NOTE:** Personal information submitted in this Application Form and CV does **not** have to be your own personal private information, but must be consistent and appropriate for a person making an application for the Job applied for.

### MOCK PUBLIC SERVICE APPLICATION FORM

**THIS DOCUMENT IS FOR BTEC USE ONLY**

**THIS APPLICATION FORM MUST BE COMPLETED HAND WRITTEN IN BLACK INK**

#### 1. PERSONAL DETAILS

<table>
<thead>
<tr>
<th>Surname:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Forenames (in full):</td>
</tr>
<tr>
<td>Date of Birth:</td>
</tr>
<tr>
<td>Age</td>
</tr>
<tr>
<td>Title (Mr/Mrs/Miss/Other):</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Home Address:</th>
</tr>
</thead>
<tbody>
<tr>
<td>House Name/Number &amp; Street:</td>
</tr>
<tr>
<td>Town:</td>
</tr>
<tr>
<td>County:</td>
</tr>
<tr>
<td>Country:</td>
</tr>
<tr>
<td>Postcode:</td>
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</tbody>
</table>

<table>
<thead>
<tr>
<th>Contact Telephone Number:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mobile Number:</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Email:</th>
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</thead>
</table>

#### 2. SERVICE. I wish to apply to join the:

- [ ] ROYAL NAVY
- [ ] ROYAL MARINES
- [ ] REGULAR ARMY
- [ ] ROYAL AIR FORCE
- [ ] POLICE
- [ ] FIRE & RESCUE SERVICE
- [ ] AMBULANCE SERVICE

- [ ] ROYAL NAVY RESERVE
- [ ] ROYAL MARINES RESERVE
- [ ] TERRITORIAL ARMY
- [ ] ROYAL AUXILIARY AIR FORCE
3. ETHNIC MONITORING. Please select ONE choice in Section 1 (National Identity) and ONE choice in Section 2 (Ethnic Background). Tick the box next to the appropriate number/letter.

<table>
<thead>
<tr>
<th>Section 1 (Select One)</th>
<th></th>
<th>Section 2 (Select One)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 British or Mixed British</td>
<td>4 Scottish</td>
<td>MIXED ETHNIC BACKGROUND</td>
</tr>
<tr>
<td>2 English</td>
<td>5 Welsh</td>
<td>I Asian &amp; White</td>
</tr>
<tr>
<td>3 Irish</td>
<td>6 or Any Other</td>
<td>J Black African &amp; White</td>
</tr>
<tr>
<td></td>
<td></td>
<td>K Black Caribbean &amp; White</td>
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<tr>
<td></td>
<td></td>
<td>L Any other Mixed ethnic background</td>
</tr>
<tr>
<td>ASIAN</td>
<td></td>
<td></td>
</tr>
<tr>
<td>A Bangladeshi</td>
<td></td>
<td>MIXED ETHNIC BACKGROUND</td>
</tr>
<tr>
<td>B Indian</td>
<td></td>
<td>I Asian &amp; White</td>
</tr>
<tr>
<td>C Pakistani</td>
<td></td>
<td>J Black African &amp; White</td>
</tr>
<tr>
<td>D Any other Asian background</td>
<td>K Black Caribbean &amp; White</td>
<td>L Any other Mixed ethnic background</td>
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<td></td>
<td></td>
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<tr>
<td>BLACK</td>
<td></td>
<td>WHITE</td>
</tr>
<tr>
<td>E African</td>
<td></td>
<td>M Any White background</td>
</tr>
<tr>
<td>F Caribbean</td>
<td></td>
<td>ANY OTHER ETHNIC BACKGROUND</td>
</tr>
<tr>
<td>G Any other Black background</td>
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<td>N Any other ethnic background</td>
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<tr>
<td>CHINESE</td>
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<tr>
<td>H Any Chinese background</td>
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</tbody>
</table>

4. NATIONALITY

Nationality now: ___________________________ At Birth if different: ___________________________
Place of Birth:
Town: ___________________________ County: ___________________________ Country: ___________________________

5. CIVILIAN OFFENCES. Please tick the appropriate boxes at each question.

a. Are you currently under either a Supervision or a Probation Order? Yes ☐ No ☐

b. Are you Subject to any Police investigation, due to appear in a Military, Civil or Criminal Court or awaiting a summons to appear in court? Yes ☐ No ☐

c. Do you have convictions which are deemed to be unspent under the Rehabilitation of Offenders Act 1974? Yes ☐ No ☐

6. MEDICAL

a. Do you meet the basic medical eligibility requirements listed? Yes ☐ No ☐

b. Please give your: Height ________ and Weight: ________
**PERSONAL CIRCUMSTANCES.** Please tick which applies to you:

- Single
- Married
- Divorced
- Separated
- Widow/er
- Partner

a. **Religion.** What is your religion?

b. **Next of Kin.** Please give details: Relationship

   Title: 
   Surname/Family Name: 
   Forename(s): 

Address/Contact details **if different from applicant**

   House Name/Number & Street:
   
   Town:
   County
   Postcode:
   Contact Phone Number:

8. **DEPENDANTS**

   a. Is there anyone who is dependent upon you or your income?  
      Yes ☐ No ☐

   b. I have ___ Child/children and ___ Other family members for whom I have made satisfactory arrangements to allow me to meet my Service obligation fully.

9. **FAMILY BACKGROUND** Please complete

<table>
<thead>
<tr>
<th>Spouse/Partner</th>
<th>Father</th>
<th>Stepfather</th>
<th>Mother</th>
<th>Stepmother</th>
</tr>
</thead>
<tbody>
<tr>
<td>Nationality now</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>At birth if different</td>
<td></td>
<td></td>
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<tr>
<td>Place of Birth</td>
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</table>

10. **RESIDENCY OF RELATIVES AND CLOSE FRIENDS**

    Do you have any relatives (including parents, in-laws, and step relatives) or close friends with whom you have, or have had, regular contact, or have lived (including deceased), in Northern Ireland, Ireland or overseas?  
    Yes ☐ No ☐
### 11. EDUCATION AND QUALIFICATIONS

**a. School/College attended.** Please state the Schools or Colleges or Establishments of Further Education you attended from the age of 13 years old:

<table>
<thead>
<tr>
<th>Name &amp; address of School/College</th>
<th>Attended from/ to</th>
<th>Reason for leaving</th>
</tr>
</thead>
<tbody>
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</tbody>
</table>

**b. Academic Qualifications**

i. Do you possess any GCSEs, Scottish Standard Grades or other equivalents at Grade C or above or equivalent in:
   - [ ] English Language
   - [ ] Maths
   - [ ] Physics or Physics-based subject

ii. How many other GCSEs, or equivalents, do you have at Grade C or above?  
   - [ ] Yes  
   - [ ] No  

iii. Do you possess any higher qualifications such as A levels, A/S levels, Scottish Highers, BTEC, HNC or Degree?  
   - [ ] Yes  
   - [ ] No  

iv. How many A levels, or equivalents, do you have at Grade E or above?  

**c. Vocational Qualifications.** Please give details as applicable

<table>
<thead>
<tr>
<th>Type (eg: BTEC, SNVQ, NVQ)</th>
<th>Subject</th>
<th>Date</th>
<th>Level</th>
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</tbody>
</table>
12. **EMPLOYMENT DETAILS.** Please tick/complete:

a. Are you: in Full-Time/Part time Education at School/College ☐

Unemployed ☐

b. Are you currently an Indentured Apprentice? Yes ☐ No ☐

c. If you are or have been employed (part time or full time) complete the following, starting with your latest Employment:

<table>
<thead>
<tr>
<th>Name &amp; Address of Employer</th>
<th>Period employed</th>
<th>Position Held</th>
<th>Salary or wage</th>
<th>Reason for leaving</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>From</td>
<td>To</td>
<td></td>
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</table>

13. **YOUTH ORGANISATIONS.**

<table>
<thead>
<tr>
<th>Organisation</th>
<th>Dates from/to</th>
<th>Role/Rank</th>
<th>Achievement</th>
</tr>
</thead>
<tbody>
<tr>
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</table>

14. **DRIVING LICENCE.**

Do you hold a driving licence? Yes ☐ No ☐

a. If YES, is it a ☐

   a FULL licence ☐

   a PROVISIONAL licence ☐

   a FOREIGN licence ☐

List Categories and your Driver Number

b. If you have any penalty points, please list how many
15. REFEREES.  
YOU MUST PROVIDE TWO REFEREES

Referee 1

* Type = Academic, Employment, etc

<table>
<thead>
<tr>
<th>Type*</th>
<th>Title</th>
<th>Initials</th>
<th>Surname</th>
<th>Address</th>
<th>Position/Occupation</th>
<th>How long have they known you &amp; in what capacity</th>
</tr>
</thead>
<tbody>
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</tr>
</tbody>
</table>

Referee 2

<table>
<thead>
<tr>
<th>Type*</th>
<th>Title</th>
<th>Initials</th>
<th>Surname</th>
<th>Address</th>
<th>Position/Occupation</th>
<th>How long have they known you &amp; in what capacity</th>
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</table>

16. JOB PREFERENCE.

I wish to apply for entry as a:

The reason for my choice is:

APPLICANT CONFIRMATORY DECLARATION.

I declare that the answers and the information given above are to the best of my knowledge and belief correct.

Signature: 
Date: 
Complete or insert your CV: This provides evidence towards Unit 4 P5
Continue your CV
Assignment 4D: Personal Skills Audit

Question 4D-1 This PASS level question provides evidence towards Unit 4 P4

Select one job from one service.

- Think about the job you have chosen and the skills this job will require
- Select from the list below **FOUR** of your own personal skills* and qualities that you consider would be important if you were to do this job
- Rate each of the four skills* according to your ability
- Give each of the four skills a priority for development for success in your chosen job

*Skills

<table>
<thead>
<tr>
<th>Self-Discipline</th>
<th>Determination</th>
</tr>
</thead>
<tbody>
<tr>
<td>Commitment</td>
<td>Punctuality</td>
</tr>
<tr>
<td>Pride in Appearance</td>
<td>Problem-Solving</td>
</tr>
<tr>
<td>Team-Working</td>
<td>Communication</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Job:</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Public Service:</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Skills I consider to be important for the above job</th>
<th>My Ability Rating</th>
<th>My Priority for Development of this Skill</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>I can do this well</td>
<td>Very important</td>
</tr>
<tr>
<td></td>
<td>OK and I need more practice</td>
<td>Quite important</td>
</tr>
<tr>
<td></td>
<td>I can't do this</td>
<td>Not important</td>
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</table>
Assignment 4D (continued)

Activity 4D-2  This MERIT level activity provides evidence towards Unit 4 M1

- You must attend a Mock Selection Interview with a member of your Unit Staff who will assess you using the form at the end of this Workbook.
- During this Interview you will be asked about your concerns about meeting the skills required to be selected for your chosen role in one of the Public Services

Question 4D-3  This DISTINCTION level question provides evidence towards Unit 4 D1

You must evaluate your skills against a given Public Service Role.

- From your answer to Question 4D-1 choose two of the skills which you identified and evaluate your current skill level identifying strengths, weaknesses and areas for development

<table>
<thead>
<tr>
<th>Skill 1:</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Skill 2:</th>
</tr>
</thead>
</table>
# INTERVIEW MARK SHEET
(ACTIVITY 4D-2)
FOR COMPLETION BY THE VQ OFFICER/INSTRUCTOR

<table>
<thead>
<tr>
<th>CVQO Registration Number:</th>
<th>VQ</th>
</tr>
</thead>
<tbody>
<tr>
<td>Learner’s Name (CAPITALS):</td>
<td></td>
</tr>
<tr>
<td>Learner’s Unit:</td>
<td></td>
</tr>
<tr>
<td>Date of Interview:</td>
<td></td>
</tr>
</tbody>
</table>

There will be 4 questions:

| Q1. | Describe the selection process that you will have to complete before starting training with your selected Public Service. |
| Q2. | What are your concerns with the selection process? |
| Q3. | How would you attempt to overcome these concerns? |
| Q4. | Do you have any questions? |

1. Did learner attend in time for interview?

2. Was the learner prepared and notes supplied?

3. How effective was the Interview?
   a. Communication Skills - were the answers well formulated?
   b. Were their answers factually correct?
   c. Did the learner ask sensible and relevant questions?

If more than one “NO” then the Learner will not have met the criteria for this task.

<table>
<thead>
<tr>
<th>Learner’s Signature:</th>
<th>“I confirm that I have read and understand the feedback given to me.”</th>
</tr>
</thead>
<tbody>
<tr>
<td>Assessor’s Signature:</td>
<td></td>
</tr>
<tr>
<td>Assessor’s Name (CAPITALS):</td>
<td></td>
</tr>
</tbody>
</table>
IT IS IMPORTANT THAT YOU READ THE INFORMATION BELOW VERY CAREFULLY

CVQO is funded by several different authorities, the main one being the Education Funding Agency (EFA).

A portion of the money we receive for you pays for the Certificate you are awarded when you have completed your BTEC Level 2 Diploma.

Irrespective of whether you are resident in England, Wales, Northern Ireland or Scotland, CVQO needs to provide additional information in order to certificate.

If you do not provide us with this information, we will be unable to complete your Diploma and ISSUE YOUR CERTIFICATE.

1. Please complete the questionnaire found overleaf in black ink
2. DO NOT detatch the questionnaire from this workbook.
3. Failure to complete the questionnaire will result in CVQO being unable to provide you with your BTEC Level 2 Diploma Certificate

If you need additional help or guidance in completing the questionnaire, please speak to your VQO/Bandmaster, or contact CVQO direct.
EFA CERTIFICATION REQUIREMENT

Surname / Family Name:

Forename(s) / Given Name(s):

Your VQ Number: VQ

A. Which of the following applies to you:

i. I am in full time education or training. □
ii. I am in full time employment. (16+ hours per week) □
iii. I am in part time employment. (-16 hours per week) □
iv. None of the above. □
If in education or training, where?

B. Do you, or anyone in your household, receive any of the following:

i. Job Seekers Allowance □
ii. Unemployment Benefit □
iii. Housing Benefit □
iv. Employment and Support Allowance □
v. Free school meals □
vi. None of the above □

C. Do you have any of the following:

i. GCSE Maths, grade A*-C □
ii. GCSE Maths, grade D-G □
iii. GCSE English, grade A*-C □
iv. GCSE English, grade D-G □
v. Other GCSEs, 1-4 grade A*-C
Or any GCSEs grades D-G, or
1 AS level □
vi. 5 or more GCSEs grades A*-C, or
2-3 AS levels □
vii. 4 or more AS levels □
viii. None of the above □
You Are Now Ready To Submit Workbook 1

Your Checklist:

Have You Sent To CVQO:

**Cover Sheet**

- Have you signed and dated your Cover Sheet?

**Certificate Questionnaire**

- Have you completed the Certificate questionnaire?

Have you also remembered to tell us of all your practical achievements and courses you have completed?

This is important as these activities could help to enhance your final grade.

Contact your VQ Officer who will inform CVQO.