# The 5 Public Services Sectors and their Skills Requirements

## Scenario

*'You are interested in a career in the Public services and have been advised by your careers officer to research what public services there are, what they do and what skills are needed in those services.*

There are 5 public service sectors in the UK. These are Emergency, Armed, Local Authority, Central Government and Voluntary/Third Sector.

Start by watching these documentaries to look at some of the public services in action – (please excuse any poor language, they are real life scenes with members of the public).

- https://www.channel4.com/programmes/999-on-the-front-line/on-demand/69459-001
- https://www.channel4.com/programmes/emergency-helicopter-medics/on-demand/68758-001
- https://www.my5.tv/warship-life-at-sea/season-2/episode-2

This is not an exhaustive list. What other real life documentaries can you find, linked to the public services?

Task 1 – Research examples of services within the 5 public service sectors

| Public Service Sectors | Examples of services within these sectors. | Examples of what these services do |
|---|---|---|
| Emergency Services (blue light services) | | |
| Armed Services | | |
| Local Authority | | |
| Central Government | | |
| Voluntary/Third Sector Services | | |

Task 2 – Define the following skills in the table – research task

| | |
|---|---|
| *Communication…* | *Behaviour…* |
| *Teamwork…* | *Discipline…* |
| *Professional and personal skills…* | *Problem solving…* |
| *Punctuality…* | *Cooperation…* |
| *Pride of appearance…* | *Conflict management…* |

Task 3 – Explain why the following are important to public service workers – application of knowledge task

| Public service skill | Explain the importance to public service workers |
|---|---|
| **Communication** | |
| **Teamwork** | |
| **Punctuality** | |
| **Pride of appearance** | |
| **Behaviour** | |
| **Cooperation** | |
| **Discipline** | |
| **Problem Solving** | |
| **Conflict management** | |

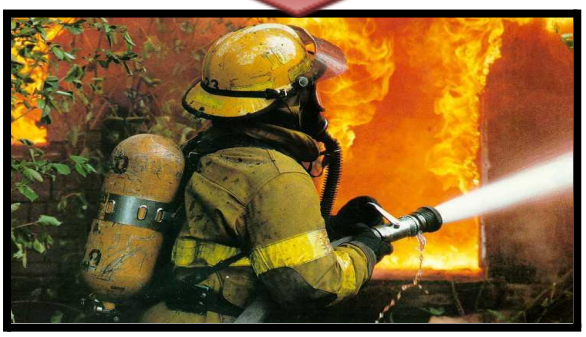
## Optional extension tasks – Have a go at all or some!

## Rights and Responsibilities Tasks – to be typed up

### Task 8.

What rights and responsibilities have the following groups of people got? Think carefully. Discuss....

Fire service....



Police

Armed forces

### Task 9

Now think about your rights and responsibilities at 6th form....firstly, what are your *Rights?*.....and finally what are your *Responsibilities?* Please list as many as you can. Then discuss.

Task 4-

What can be meant by the words-"rights and responsibilities"?

Task 5 -

We often hear the words on a day to day basis, whether this is at work, school, college, university or indeed in the home.

Do we need them at work or school? What would happen if nobody had any rights or responsibilities for their role in life? How would society operate, could it operate successfully? Could society work with everyone doing what they liked, when they liked?

What do you think? Discuss in detail the above questions and give your own opinions

Task 6 -

On the whole, people living in a western society have the opinion that "yes" they do have certain rights in life. That they can vote, work, socialise, drive, eat and drink what they please and have access to medical facilities. The list could go on for a lot longer! But do the same people realise that they have responsibilities in that society too? For instance it is the right of a person to be able to drive in this country, however it is your responsibility to make sure that you are medically fit and have passed all of the other criteria to be able to drive legally in this country as well.

It is the responsibility of the emergency services to provide a service to the general public, but what rights have the emergency service employees got?

Task 7 -

Hopefully you can see the point I'm trying to make. For every right that you have there is

**Useful Websites**

- Army www.army.mod.uk
- Department for Children, Schools and Families www.dcfs.gov.uk
- Direct Gov information about public services www.direct.gov.uk
- Emergency services (Home Office) www.homeofficegov.uk/new_indexs/emerge_serv.htm.
- Fire service www.fireservice.co.uk
- Fire service recruitment (Office of The Deputy Prime Minister) www.opdm.gov.uk
- Her Majesty's Revenue & Customs www.hmrc.gov.uk
- HM Customs and Excise National www.liverpoolmuseums.org.uk/customs
- Home Office www.Homeofficegov.uk
- London Ambulance Service www.lond-amb.sthames.nhs.uk
- London Fire Service www.london-firegov.uk
- Maritime and Coastguard Agency www.mcga.gov.uk
- NHS careers www.nhscareers.nhs.uk/cgi-site/index.cgi
- Police recruitment www.policecouldyou.co.uk
- Police service information (Home Office} www.homeofficegov.uk/crimpol/police.
- Public services www.publicservices.co.uk
- Royal Air Force www.raf.mod.uk/rafhome.html
- Royal Navy/Royal Marines www.royal-navy.mod.uk

These websites are recommended by Edexcel. You are encouraged to research information from other useful websites you find.

Please write any other useful websites below that you find research from:-

*
*
*
*
*