# Level 2 Public Services – The Responsibility of Public Service Employees

# 1 of 13 - Welcome

Welcome to this session on responsibilities of Public Service employees.

In this session we will be covering:

* How to identify the different types of responsibilities Public Service employees have
* Why it is important that Public Service employees work and live to their responsibilities

You will need a pair of headphones.

# 2 of 13 - Responsibilities of public service employees

**Download the PDF and complete the following table in Task 1**.

When you are working for the Public Services, you will have a range of responsibilities in both your working and personal life.

**Task 1**: Create a list of responsibilities you have if you work in the Public Services.

Remember to save your work.

# 3 of 13 – Responsibilities

The responsibilities you would need to follow are:

* Obeying the law
* Maintaining professional standards
* Following codes of practice
* Promoting diversity
* Following anti-discrimination policies
* Following procedures for complaints

Did you think of some of these when completing your task?

# 4 of 13 – Obeying the law

As a member of the Public Services, it is important that you not only uphold the law but you also obey it.

Just because you work in Public Services does not mean you can do whatever you want. However, there might be times where Public Services employees may have to break the law.

An example of this could be a police officer driving to the scene of an incident but having to break the speed limit on their way there.

# 5 of 13 – Obeying the law

Police officers may sometimes need to drive fast to respond in an emergency, but statistics show that they may exceed the speed limit at other times.

**Revisit the interactive PDF and complete Task 2.**

**Task 2**: Look at the table of speeding officers and answer the following questions.

Remember to save your work.

# 6 of 13 – Maintaining professional standards

When working in Public Services it is important to maintain professional standards.

**Case study scenario**

You’re being interviewed for a job in your chosen Public Service and the person interviewing you asks how you will maintain professional standards that are required in the service.

**Revisit the interactive PDF and complete Task 3.**

**Task 3**: Can you explain how you would maintain professional standards in your chosen service and give examples?

Remember to save your work.

# 7 of 13 – Promoting diversity

We live in a diverse society, therefore it is important that the Public Services represent our society and also promote diversity.

Remember, diversity means understanding that each individual is unique, and we recognise our individual differences.

# 8 of 13 – Question 1

Indicate whether the following statements are true or false.

1. In the UK, around 1 in 5 people of working age have a disability
2. The largest ethnic group in England is Afro Caribbean
3. Equality is treating everyone the same

The correct answers are:

1. In the UK, around 1 in 5 people of working age have a disability **True**

2. The largest ethnic group in England is Afro Caribbean **False**

3. Equality is treating everyone the same **False**

# 9 of 13 – Question 2

Answer this question.

Which UK city is the most ethnically diverse?

1. Bradford
2. Birmingham
3. London

The correct answer is c: London

# 10 of 13 – Question 3

Answer this question.

How many protected characteristics are there?

* Six (6)
* Nine (9)
* Twelve (12)

The correct answer is: Nine (9)

# 11 of 13 – Promoting diversity

There are two articles that have been attached below. Please read through the articles and take some notes as you will be questioned about the topics.

[Theresa May calls for more female police officers to tackle “changing face of crime”](https://www.standard.co.uk/news/uk/theresa-may-calls-for-more-female-police-officers-to-tackle-changing-face-of-crime-a3127616.html)

[Fire bridges “must do more to improve racial diversity” – minister](https://www.bbc.co.uk/news/uk-35785838)

**Revisit the interactive PDF and complete Task 4.**

**Task 4**: Do you think it is important that Public Services recruit for specific diversities?

Remember to save your work.

# 12 of 13 – Anti-discrimination

As members of the Public Services, it is not only important to promote diversity but it is also important to promote anti-discrimination.

Now watch the following two videos that explore a police officer being discriminated against.

[London: Metropolitan Police Carol Howard claims career was held back due to race and sex](https://www.youtube.com/embed/4d4huTSwOfc?autoplay=1&rel=0&start=0&modestbranding=1&showinfo=0&theme=light&fs=0&probably_logged_in=0)

[Firearms officer Carol Howard suffered months of hell](https://www.youtube.com/embed/I1WJHgoO_BI?autoplay=1&rel=0&start=0&modestbranding=1&showinfo=0&theme=light&fs=0&probably_logged_in=0)

**Revisit the interactive PDF and complete Task 5.**

**Task 5**: Can you explain why it is important that Public Services maintain their responsibilities, and can you explain the consequences if people who work in Public Services go against their responsibilities?

Remember to save your work.

# 13 of 13 – End

Well done. You have completed this session on the responsibilities of Public Service employees.

In this session we have covered:

* How to identify the different types of responsibilities Public Service employees have
* Why it is important that Public Service employees work and live to their responsibilities

If you are unsure or have any questions about any of these topics, make a note and speak to your tutor for more help.