



# Lesson Plan: Public Services

**Time required for this lesson**

# 60 minutes

## Aim of the lesson

To introduce students to the Public Services occupational sector.

## Learning outcomes

By the end of this lesson students should:

- have a greater understanding of the range of jobs in the Public Services occupational area
- be more aware of the skills and qualities required to work in the Public Services sector
- have a greater awareness of what is happening nationally and locally in the area of Public Services

## Resources required for this lesson

- 'Working in Essex, Southend and Thurrock - Public Services' leaflet obtained from [www.stepon.org](http://www.stepon.org)
- Discussion Answer Sheet
- Work Details Worksheet and Answer Sheet
- Public Services in Action Worksheet and Answer Sheet
- Public Services Quiz and Answer Sheet

## Introduction

Explain to the students that this collection of labour market leaflets has been produced by Connexions and the Learning and Skills Council. It is intended to be used as an information, advice and guidance resource to help them understand more about the trends in the labour market in Essex and to support the introduction of the new 14-19 Diplomas. Its ultimate aim is to help students with their decision-making regarding their future career plans. This lesson is all about the occupational area of Public Services and can support students who are thinking about doing the Diploma in Public Services.



## Activity 1

### Discussion Exercise (10 minutes) Worksheet: Discussion Answer Sheet

Explain that the Public Services sector covers the security and armed services including the police, fire service, prison service, ambulance service, army, navy and Royal Air Force.

Ask the group to discuss all of the different Public Services jobs that they can think of and get somebody to write these up on the board.

Ask the group why Public Services jobs are so important and what would life be like without the people who work in the Public Services.

Ask if anybody is thinking about a job in the Public Services sector and if so what job and why they would like to do this job.

## Activity 2

### Work Details (15 minutes) Worksheet: Work Details and Answer Sheet

Hand out the 'Work Details Worksheet'. Ask the class to work in pairs and complete the worksheet.

When the worksheet has been completed you can use the 'Work Details Answer Sheet' to go through the correct answers with the class.

## Activity 3

### Public Services in Action (15 minutes) Worksheet: Public Services in Action and Answer Sheet

Divide the class into six groups. Give each group one of the pictures of people carrying out public service jobs. Each group has to:

- describe what is happening in the picture
- determine which public service job or jobs are being carried out
- detail the skills and qualities that are required for the public service job or jobs that are being carried out in the picture.

After 10 minutes get each group to feed back their answers to the rest of the class. You can use the 'Public Services in Action Answer Sheet' to help you with this.

## Activity 4

### Public Services Quiz (15 minutes) Worksheet: Public Services Quiz and Answer Sheet

Pupils will need a copy of the 'Working in Essex, Southend and Thurrock – Public Services' leaflet to be able to find the answers to the quiz.

The pupils can work on their own or in pairs to complete the quiz.

Give the pupils 10 minutes to complete the quiz and then spend the last five minutes going through the answers.

## Plenary (5 minutes)

Go round the group and ask each person to say one of the skills or qualities that they have that would be useful for working in the Public Services sector. Get somebody from the class to write these up on the board. Look at the range of skills and qualities in the class.

End the session by going back over the aims and learning outcomes of the lesson with the students and asking them if they have any questions about anything that they have done.

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# Activity 2

## Work details - Worksheet

For each 'work detail' decide which job title suits it best. There are only four work details for each job.

Work details	Firefighter	Paramedic	Army Officer	Prison Officer
You have to be able to cope with unpleasant sights and a lot of blood.				
The hours can often be long and irregular, especially when on exercises and operations.				
You work a 42-hour week, working 24-hour shifts, with two days off a week.				
You could be posted anywhere in the UK or abroad.				
You either work for the Home Office or a private company and can work anywhere in the country.				
Depending on the level you enter, your starting salary is around from £17,744 to £25,915 a year.				
The work is physically demanding and emotionally stressful.				
The work is very demanding, and involves keeping very fit and making unpopular decisions.				
You have to make sure people behave well and obey the rules.				
You will be working in conditions that can be dirty, extremely hot, cold, wet, and dangerous.				
The work involves bending and some heavy lifting.				
You may sometimes serve in dangerous places where you could be injured or killed.				
You are employed by the NHS, mainly in cities or in large towns.				
There is a lot of competition for training courses.				
You are trained to use advanced equipment to help keep patients alive.				
You may have to work with people who are angry, abusive or violent.				

## Activity 2

### Work details - Answer Sheet

For each 'work detail' decide which job title suits it best. There are only four work details for each job.

Work details	Firefighter	Paramedic	Army Officer	Prison Officer
You have to be able to cope with unpleasant sights and a lot of blood.		●		
The hours can often be long and irregular, especially when on exercises and operations.			●	
You work a 42-hour week, working 24-hour shifts, with two days off a week.	●			
You could be posted anywhere in the UK or abroad.			●	
You either work for the Home Office or a private company and can work anywhere in the country.				●
Depending on the level you enter, your starting salary is around from £17,744 to £25,915 a year.				●
The work is physically demanding and emotionally stressful.	●			
The work is very demanding, and involves keeping very fit and making unpopular decisions.			●	
You have to make sure people behave well and obey the rules.				●
You will be working in conditions that can be dirty, extremely hot, cold, wet, and dangerous.	●			
The work involves bending and some heavy lifting.		●		
You may sometimes serve in dangerous places where you could be injured or killed.			●	
You are employed by the NHS, mainly in cities or in large towns.		●		
There is a lot of competition for training courses.	●			
You are trained to use advanced equipment to help keep patients alive.		●		
You may have to work with people who are angry, abusive or violent.				●

# Activity 3

## Picture Matching

### Public Services in Action - Worksheet

Picture 1



Picture 2



Picture 3



Picture 4



Picture 5



Picture 6



# Activity 3

## Picture Matching

### Public Services in Action - Answer Sheet

Picture 1

#### Army Soldier • Skills and qualities:



- self-discipline
- to be able to work in a team
- to accept certain standards of conduct and behaviour
- to be prepared to serve in dangerous situations
- to be fit and healthy.

Picture 2

#### Police Officer • Skills and qualities:



- to be fit and in good health
- good communication skills
- to be self-reliant
- the ability to keep calm and confident in difficult situations
- good problem-solving skills
- to respect people and treat them with dignity
- to be an effective team member
- to be prepared to work shifts.

Picture 3

#### Ambulance Paramedic • Skills and qualities:



- good communication skills
- to be practical and responsible
- to be able to keep calm in a crisis
- to work as part of a team and be prepared to do shift work
- to be fit and healthy
- to hold a clean, full driving licence.

Picture 4

#### Firefighter • Skills and qualities:



- excellent teamworking skills
- to be reliable
- to be able to keep calm in an emergency situation
- to be able to react quickly to situations
- to be fit and active
- to be able to learn to handle tools and equipment
- good communication skills.

Picture 5

#### Royal Marines Commando • Skills and qualities:



- good teamworking skills
- adaptability
- self-discipline
- to get on easily with other members of the crew
- to be tolerant of other people
- to be prepared to be away from home for long periods
- to be fit and healthy.

Picture 6

#### Armed Forces Pilot • Skills and qualities:



- the necessary standard of hand-to-eye coordination and motor skills
- to be calm and level-headed under pressure
- self-confidence and the ability to inspire confidence in others
- good communication and teamwork skills
- good management skills and commercial awareness

# Activity 4

## Public Services Quiz - Worksheet

Using the 'Working in Essex, Southend and Thurrock Public Services' leaflet have a go at answering the questions below.

1. How many prison officers are there in the UK?

2. Which armed services sectors have national skills shortages?

3. How many people are employed in the public services sector in the UK?

4. What is the average annual salary for a Police Constable in the UK?

5. How many people will retire between 2002 and 2012 in protective service occupations?

6. Name some of the skills and qualities that would be useful for working in the public service sector?

7. How many school leavers started full-time employment or work based training in the protective occupations sector in 2006?

8. What is the website address for the Army?

## Activity 4

### Public Services Quiz - Answer Sheet

Using the 'Working in Essex, Southend and Thurrock Public Services' leaflet have a go at answering the questions below.

1. How many prison officers are there in the UK?

29,600

2. Which armed services sectors have national skills shortages?

Defence medical services, airmen aircrew, submariners and royal signals

3. How many people are employed in the public services sector in the UK?

436,900

4. What is the average annual salary for a Police Constable in the UK?

£21,009

5. How many people will retire between 2002 and 2012 in protective service occupations?

13,000

6. Name some of the skills and qualities that would be useful for working in the public service sector?

Desire to serve your community or country, physically fit, stamina and energy, good team member, able to deal with difficult situations

7. How many school leavers started full-time employment or work based training in the protective occupations sector in 2006?

19 (17 Essex, 1 Southend, 1 Thurrock)

8. What is the website address for the Army?

[www.army.mod.uk](http://www.army.mod.uk)