



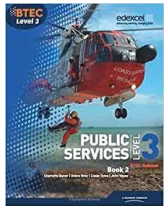
Welcome to: PUBLIC SERVICES

Welcome to Public Services at Burnley College. You have chosen a course that is diverse, fun and full of activities that will get you ready for a career in the Public Services as well as preparing you for future study at University. During the course you have the opportunity to complete your Bronze, Silver and / or Gold Duke of Edinburgh Award, which includes learning a new skill, improving your fitness levels and preparing and undertaking a multi-day expedition.

Whilst studying there is the opportunity to participate in a number of trips and visits from going to the Houses of Parliament, visiting Media City in Manchester, undertaking an Army residential as well as the possibility of experiencing an overseas trip to Auschwitz concentration camp. As a member of Burnley College you can also join in other trips and visits that are organised through Student Services.

This is an excellent course for joining any of the Uniformed Public Services and many of our students have progressed into these services, including prison officers, police officers, members of the armed forces, paramedics, fire fighters and other services. Our students also go onto to University studying courses such as; Professional Policing, Criminology, Forensic Psychology and Criminal Justice, Paramedic Practice and Fire and Leadership Studies.

What you can read:



BTEC Level 3 National Public Services Student Books 1 & 2.
American College of Sports Medicine – ACSM’s Guidelines for Exercise Testing and Prescription, 8th edition (Lippincott Williams & Wilkins, 2009).

Daniels, K. and Macdonald, L. Equality, Diversity and Discrimination – A Student Text (Chartered Institute of Personnel and

Development, 2005).



What you can watch:

Late evening TV news, particularly *Newsnight* and *Channel 4* news for more depth.
Selected TV documentaries depending on subject: Panorama, Dispatches.

What websites you can visit:

Peter Honey Publications – learning and behaviour

www.peterhoney.com

British Army Officer Selection Board

www.army.mod.uk/aosb

Ministry of Defence

www.mod.uk

MI5 – Security Service

www.mi5.gov.uk

Equality and Human Rights Commission

www.equalityhumanrights.com

Information about public services

www.direct.gov.uk

Royal Air Force

www.raf.mod.uk/careers

Police recruitment

www.policerecruitment.homeoffice.gov.uk

Fire Service

www.fireservice.co.uk

Home Office Publications

www.crimereduction.homeoffice.gov.uk/publications.htm

Police Initiatives

www.police.homeoffice.gov.uk/operational-policing/crime-disorder

Topics covered in your study:

These are some of the topics that will be covered throughout your study in Public Services.

TOPIC	Relevant Skills, Knowledge and Behaviours to the topic
Teamwork and Leadership	<ul style="list-style-type: none"> ● Communication ● Listening ● Understanding others abilities and qualities ● Time management ● Leadership styles
Government, Policies and the Public Services	<ul style="list-style-type: none"> ● Understanding the different ways that policies are developed and how they apply to the Public Services ● Understanding the different departments within the government ● Understanding how laws are made
Fitness Testing	<ul style="list-style-type: none"> ● Understanding the fitness requirements of the Uniformed Public Services ● Working with others ● Components of Fitness

Tasks that will prepare you for study:

<p>Task 1: Teamwork and Leadership Complete the worksheet on leadership styles.</p>	<p>As a team player or a leader within the public services, it is important to understand the different types of leadership styles that are used to command a team. These styles may differ from team to team and service to service. These styles may also change depending on different challenges that face the team.</p>
<p>Task 2: Government, Policies and the Public Services Complete the worksheet on the UK government.</p>	<p>Developing an understanding around government and policies is vital to understand how Uniformed Public Services work. It is important to know who they are accountable to and how to ensure communities abide by the laws set.</p>

TEAMWORK AND LEADERSHIP

Definitions

- Leadership is influencing people - by providing purpose, direction, and motivation - while operating to accomplish the mission and improving the organization." (U.S. Army Handbook 1973)
- Getting people to do what they don't want to do (*anon*)
- "The process (act) of influencing the activities of an organised group in its efforts towards goal setting and goal achievement" (*Stodgill 1948*)



Within all public services, there is a need for leadership. Different people have different styles of leadership.

"Leadership style is the manner and approach of providing direction, implementing plans, and motivating people". (*U.S. Army Handbook 1973*)

Leadership Styles



DEMOCRATIC

- Team members are consulted and encouraged to be fully involved.
- Team members are allowed to use and develop their individual skills and expertise, which gives a sense of value and raises morale.
- Individuals feel valued and develop a sense of ownership and responsibility for the success of a project or operation.

Is this style similar or different to other leadership styles?

Advantages

Disadvantages

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LAISSEZ FAIRE

- Known as the 'hands-off' approach or the delegative approach. The leader relinquishes control of the team and 'delegates' control to the rest of the group.
- The group is given power & freedom to establish their own roles and responsibilities, and to make decisions for themselves. It requires trust by the leader to hand over authority to others.
- This leadership style works well when the team is highly motivated and well trained.

Is this style similar or different to other leadership styles?

Advantages	Disadvantages

AUTHORITARIAN / AUTOCRATIC

- This is generally considered to be a traditional leadership style where the leader wants to keep as much power as possible.
- This type of leader makes decisions and gives orders to group members on what should be done, when it should be completed & how it should be accomplished without any consultation with other group members.
- This type of leadership is suited to certain public services where lives are at risk.

Is this style similar or different to other leadership styles?

Advantages

Disadvantages

BUREAUCRATIC

- This type of leadership exists in organisations that are governed by rules, policies and procedures. It is based on an extensive use of paperwork, administration, record-keeping, and 'ticking boxes'.
- Large organisations such as local authorities use this style of leadership. Many public services could use this style of leadership as they are structured organisations.
- This is a classic style of leadership but doesn't encourage creativity or innovative thinking.

Is this style similar or different to other leadership styles?

Advantages

Disadvantages

TRANSACTIONAL

- This style of leadership uses rewards or penalties as a means of leading a team. It can be seen as similar to autocratic leadership as the team leader is fairly dominating as a means of power and control.
- Some private organisations will pay large bonuses as an incentive to perform well, but this can be demotivating for people who are not financially motivated.

Is this style similar or different to other leadership styles?

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Advantages	Disadvantages

TRANSFORMATIONAL

- Transformational leaders are very inspirational leaders who are very passionate in their beliefs and will try to inspire others.
- These leaders are very charismatic and lead by example. They demonstrate good practice to show the team how they should behave.

Research your own Google Definition

Is this style similar or different to other leadership styles?

Advantages	Disadvantages

TASK ORIENTATED

- This style of leadership gives the greatest importance to the task.
- This style of leader will plan the task, put structures in place and make every arrangement necessary to complete the task without giving any thought to the needs and wishes of the team members.

Research your own Google Definition

Is this style similar or different to other leadership styles?

Advantages

Disadvantages

PEOPLE ORIENTATED

- This style of leadership is the opposite of the task-orientated leadership. The happiness of the team member is crucial and a greater importance is placed on the wellbeing of the team rather than the completion of the task.
- This type of leader will find out the strength and skills of the team members to work with the strengths.
- This ensures that members feel valued and supported, and it promotes good teamwork and high team morale.

Research your own Google Definition

Is this style similar or different to other leadership styles?

Advantages

Disadvantages



GOVERNMENT, POLICIES AND THE PUBLIC SERVICES

Have a go at answering the following questions:

1. What is this building called?	
2. Where is it?	
3. What two Houses are situated in this building?	
4. One is green and one is red. Do you know which is which?	
5. Who is our current Prime Minister?	
6. Who is the Chancellor?	
7. Who is the Home Secretary?	
8. Which political party is currently in power?	
9. Who are the three main political parties in the UK?	
10. What is the Monarchy?	
11. Who is the President of the USA?	
12. Name two big situations that the government have had to manage in recent times.	

What are your initial thoughts on studying Government, Policies and the PS? Circle the colour that best describes your thoughts?

Red – I don't know anything about Government and Policies. I have no interest in the subject whatsoever.

Yellow – I have a vague idea of who people are and what the government do. I sometimes watch the news and read newspapers.

Green – I am interested in studying this topic. I watch the news regularly and keep afloat of what is going on in government. I'm looking forward to taking this module.

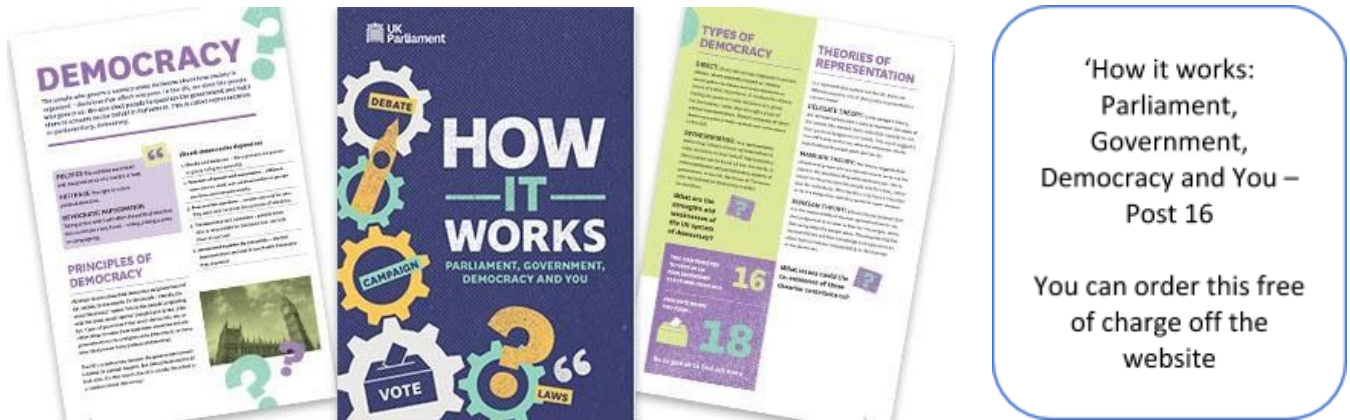


All the resources for the following tasks can be found on: <https://learning.parliament.uk/>

Once on the website, click on free resources. You will find a variety of videos and booklets that you can use.

Task 1:

Order this and read it!



Task 2:

Watch the following videos:

1. Introduction to Parliament (8 mins)
2. What is the House of Commons? (4 mins)
3. Who is in the House of Lords? (4 mins)

Please make notes on the videos. You should be aiming for a couple of paragraphs for each video. You need to be listening for: How did it all begin, what does Parliament do all day and how do you fit in? What is the history, role, work and membership of the chambers?

Task 3:

Can you research and:

1. Make a list of 10 Government Departments
2. Make a list of 10 Government Ministers (what are the ministers in charge of?)

Task 4:

Watch the following video:

1. How laws are made

Again, make notes on the video. Have a listen to the different terminology, the processes involved and who is involved.

Have a think – if you could change or amend any Law, what would it be and why?