

Mark Scheme (Results)

June 2011

GCE Leisure Studies (6967/01)

Unit 2: Working Practices in
Leisure

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Question Number	Answer	Mark
1 (a)	<p>Award 1 mark for each correct statement up to a maximum of 4</p> <ul style="list-style-type: none"> • Maximum (of 48 hours) number of hours worked per week • No more than 8 hours per day on average • Rest breaks during the day/week • At least 11 consecutive hours in any 24 hour period/11 hours between shifts • At least 24 hours off in any 7-day period • Paid annual leave • Lower limits/longer breaks for younger workers • Workers can opt out of it • Health assessments for night workers • Keep records to show they are being complied with (for 2 years) <p>Or any other realistic response</p> <p><i>N.B. Figures do not have to be accurate. It is the sense that is important so answer of 'maximum 45 hour working week' would get the mark</i></p>	(4)

Question Number	Answer	Mark
1 (b)	<p>Clear toughened screens should be in front of those collecting the money (1). This will prevent anyone grabbing money across a desk (1) and give protection from possible threats of violence (1)</p> <p>Paying in to the bank should not always be done at the same time each day (1). This would mean that it would be less easy for potential thieves to plan a robbery (1) and would ensure that there is less money there in the evening when a robbery might be more likely (1).</p> <p>Accept reference to:</p> <p>Panic buttons or similar Transferring money when centre is closed Coded/locked door for the office Training of staff CCTV ONLY IF it is related to staff safety</p> <p>N.B. Do not credit measures that refer only to keeping the money safe. There is no actual mark for identification this time, so if they identify CCTV and then go on to talk about money security, then no marks.</p> <p><i>Credit references to greater vulnerability due to transfer to office and less people in the centre in the evening increasing the chance of theft.</i></p>	(6)

Question Number	Indicative Content	
1(c)	<p><i>Candidates are not expected to deal with every possible point and may be rewarded well for a comparatively small number of points if these are developed and supported by relevant evidence. This list is not exhaustive.</i></p> <p>Staff need CRB checks. These will have to take place anyway for permanent staff but they will have to ensure that casual staff have up to date checks.</p> <p>Need to ensure that environment is safe – regular checking of the play equipment and ensuring that area is separated by the partition ensures no access to strangers.</p> <p>Need to plan for enough staff for the ratio needed according to the age of the children.</p> <p>Children should be checked in/out using register to ensure that duty of care has been observed.</p> <p>N.B. Applied responses for L2 and L3 should show 3 elements – knowledge of the act, some detail given in the stimulus (or that can be assumed from the stimulus) and how it affects the running, so for example, ‘act says that environment should be safe – they have play equipment – this will therefore need to be checked for safety’.</p>	
Level	Mark	Descriptor
Level 1	1-3 marks	<p>Basic statements made with no/minimal explanation. May well consist only of statements of the key requirements of the Children Act dressed up as a ‘to do’ list.</p> <p>The candidate uses everyday language and the response lacks clarity and organisation. Spelling punctuation and the rules of grammar are used with limited accuracy.</p>
Level 2	4-6 marks	<p>Sound response with some explanation and application. Specific tasks that Sportall must do should become evident. By the middle of the leave there should be specific reference to the scenario, with reasoning as to why the tasks should be carried out.</p> <p>The candidate uses some specialist terms and the response shows some focus and organisation. Spelling, punctuation and the rules of grammar are used with some accuracy.</p>
Level 3	7-8 marks	<p>A focussed response with sustained analysis and effective application. Two or three well explained and applied points should be evident.</p> <p>The candidate uses specialist terms consistently and the response shows good focus and organisation. Spelling, punctuation and the rules of grammar are used with considerable accuracy.</p>

Question Number	Answer	Mark
1 (d)	<p>For each: 1 mark for identification 1 mark for description of the sanction 1 mark for explanation as to why it would be appropriate</p> <ul style="list-style-type: none"> • prohibition order (1). This means that part of an organisation with a problem cannot be used until the problem is resolved (1) It is appropriate as the offence is probably concerned with one area only – the kitchen (1) • warning (1) could be given as it is not a very serious/dangerous offence (1). <p>As the first two marks (identify and describe) are AO1, so accept any sanction for this. Correct name (or poor spelling of correct name) required for 1d mark – may find that they can describe a sanction but not know its correct name – this is fine for second mark.</p>	(6)

Question Number	Answer	Mark																
1(e)	<p>Up to 4 marks for application stages. 1 mark each for</p> <ul style="list-style-type: none"> • who might be affected • likelihood of risk • severity of risk • risk rating. <p>As always, bear in mind that there should be a balance in their application of the problem. If they specify a severe risk then the likelihood of this occurring must be very low. Ensure that you check the scales that the candidate gives at the foot of the RA as they may not be logical!</p> <p>Up to 4 marks for measures to minimise risks. 1 mark for each measure up to a maximum of 4. e.g.</p> <ul style="list-style-type: none"> • Storage/preparation of food should be correct (if they give details of specific measures for these then can get more than 1 mark) • Staff trained in food hygiene/ aware of FSA etc. Credit an example of good hygiene also • Food is labelled correctly for customers • Food is fit for consumption/not past its sell-by date • Staff wear appropriate clothing/hair tied back etc • Food should be labelled correctly <p>Up to 4 marks for correct scales. Up to 2 marks each for scales of likelihood and severity. Awarded as follows:</p> <ul style="list-style-type: none"> • 1 mark for numerical scale given with some indication of what each end represents or basic scale in words only. • 2 marks for numerical scale with sensible gradation of the scale shown or detailed scale in words only. • If they are in words only it is likely to be as follows (as this is the one in the textbook). Accept only the filled in boxes for the overall risk. <table border="1" data-bbox="416 1473 1211 1727"> <tbody> <tr> <td></td> <td>Slightly harmful</td> <td>Harmful</td> <td>Extremely harmful</td> </tr> <tr> <td>Highly unlikely</td> <td>Trivial risk</td> <td>Tolerable risk</td> <td>Moderate risk</td> </tr> <tr> <td>Unlikely</td> <td>Tolerable risk</td> <td>Moderate risk</td> <td></td> </tr> <tr> <td>Likely</td> <td></td> <td></td> <td></td> </tr> </tbody> </table> <p>Likely scales to be met accompanied by numbers (although acceptable without – but it is impossible to get the overall risk mark if these are presented without numbers): Unlikely – likely – highly likely Slightly harmful – harmful – harmful - very harmful Slight injury – first aid treatment – time off – hospitalised – death.</p> <p>DO NOT ACCEPT for 2 marks</p>		Slightly harmful	Harmful	Extremely harmful	Highly unlikely	Trivial risk	Tolerable risk	Moderate risk	Unlikely	Tolerable risk	Moderate risk		Likely				(12)
	Slightly harmful	Harmful	Extremely harmful															
Highly unlikely	Trivial risk	Tolerable risk	Moderate risk															
Unlikely	Tolerable risk	Moderate risk																
Likely																		

	Unsevere/not severe – severe – very severe Any scale with never/no harm explicit or implicit	
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Total for Question 1 – 36 marks

Question Number	Answer	Mark
2 (a) (i)	<p>1 mark for each up to a maximum of 6</p> <ul style="list-style-type: none"> • the organisation needs to apply for the award • self assessment means they compare themselves against the industry standard • they can draw up their plan of action to raise standards from this • they will be visited by a trained external assessor from the industry • the grading system means they have to get 60% to be registered (give 2 mark if the complete system is outlined correctly) • there will be a mystery visit for the Facility Management award • they will have assessments on a two-year cycle • maintenance visits are made to ensure they are keeping the standard. <p>The last 2 points may be combined as 'further regular visits are made to ensure standards are being maintained' for 1 overall mark.</p> <p>Allow 1 mark for the type of evidence that the assessor may look at if it is linked to the assessor's visit.</p>	(6)

Question Number	Indicative Content
2 (a) (ii)	<p><i>Candidates are not expected to deal with every possible point and may be rewarded well for a comparatively small number of points if these are developed and supported by relevant evidence. This list is not exhaustive.</i></p> <p>Quest is highly customer focussed and feedback would be monitored. This should mean that areas of dissatisfaction are quickly identified. Recording of information is key area – similar complaints could be seen and major areas of problems quickly sorted out. Records of staff training would show where staff needs occurred. Facility management includes maintenance so that equipment lasts longer even when well used and all areas will be kept at the same level Quest ethos involves buying the best, so new equipment should last longer</p> <p>As in 1c, 3 elements are needed for points that are genuinely applied</p>

Level	Mark	Descriptor
Level 1	1-3 marks	Basic statements with no/minimal analysis The candidate uses everyday language and the response lacks clarity and organisation. Spelling punctuation and the rules of grammar are used with limited accuracy.
Level 2	4-6 marks	Sound response with some analysis and application The candidate uses some specialist terms and the response shows some focus and organisation. Spelling, punctuation and the rules of grammar are used with some accuracy.
Level 3	7-8 marks	A focussed response with sustained analysis and effective application The candidate uses specialist terms consistently and the response shows good focus and organisation. Spelling, punctuation and the rules of grammar are used with considerable accuracy.

Question Number	Answer	Mark
2 (b)	<p>Allow one mark for each explanatory comment. Up to 2 marks can be awarded for the identification and description of the area of CSE that is relevant to the solution put forward.</p> <p>Customer insight (1) is identifying your customers and consulting with them in a meaningful way (1) This would ensure that feedback from them would be taken on board and problems they outlined put right (1) so ensuring that their experience of the centre is good rather than just satisfactory (1)</p> <p>N.B. There must be an indication of what CSE requires in the response – not just ‘it would help by doing this’. It needs to be specific to CSE, not just any quality system.</p>	(4)

Question Number	Answer	Mark
2 (c)	<p>Staff may have to change their working practices that they have become used to (1). This may cause resentment if they thought they were working well and hence reduce motivation (1) leading to a fall in productivity (1)</p> <p>A quality system such as IIP is expensive to introduce (1). The results are often not immediately visible and it will take a long time for it to be repaid (1). Customers might leave because of the problems before any changes are evident (1)</p> <p>Staff may feel demotivated as new systems require more work (1) and they may not get paid more for this (1). This may lead to a decrease in level of customer service (1)</p>	(6)

Total for Question 2 – 24 marks

Question Number	Answer	Mark
3 (a)(i)	<p><u>3 mark response</u> £7200</p> <p><u>2 mark response</u> 700 with 7200 also seen (has gone on to calculate profit) One computational error in otherwise correct method</p> <p><u>1 mark response</u> 36000 5100 7200 seen 2 computational errors in otherwise correct method</p>	(3)

Question Number	Answer	Mark
3 (a)(ii)	£36700	(1)

Question Number	Answer	Mark
3 (a)(iii)	<p>Operating costs would increase (1) as they would need more staff for each event (1)</p> <p>They are assuming the maximum capacity would attend each event (1) at the moment they are only two-thirds full for each event and that probably would still be the case (1)</p> <p>They are basing their calculations on 30 events (1) but the market research may not have been accurate and they may not get 30 events because the demand is not great enough (1)</p> <p>They may not be able to hold events while the centre is being expanded (1) so they might lose some of their previous customers who find other venues (1)</p> <p>Credit reference to custom lost if there are delays in building or disruption whilst they are building.</p>	(4)

Question Number	Answer	Mark
3 (b)(i)	<p>Award 1 mark for each descriptive point</p> <p>The Accord system means stock can be tracked 'first in, first out' (1)</p> <p>Barcode technology can be used for pricing (1)</p> <p>Best before dates can be recorded (1)</p> <p>Can be linked to suppliers so that reordering can be automatic (1)</p> <p>Accept other systems, such as: Just in time Sage</p>	(4)

	EPOS N.B. Only accept descriptions, not benefits (that is the next question). If they are giving benefits, check whether any descriptive features are embedded in it.	
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Question Number	Answer	Mark
3 (b) (ii)	The amount of stock held is carefully recorded (1). This means that if reorder levels are set correctly then they will not run out of stock (1) Just in time stock management ensures the optimum levels of stock to be held (1). This is efficient in terms of storage as they are wasting space storing extra stock that is not selling(1) They will not have to store excess stock that has been over ordered (1) so this will save space that could be used more effectively (1)	(4)

Question Number	Indicative Content	
3 (c)	<p><i>The Candidates are not expected to deal with every possible point and may be rewarded well for a comparatively small number of points if these are developed and supported by relevant evidence. This list is not exhaustive.</i></p> <p>Has unused/poorly used facilities. Discounts would encourage greater use. Customers trying them may discover something new so encouraging them to stay as members. Encourages people to become members so they will have a more assured income if they are on contracts etc. If activities are cheaper they may come more often and secondary spend in the cafe/bar will be greater. May lead to more conference events if hire is cheaper. Responses that only deal with the fact that it might attract more members are unlikely to get beyond level 1, unless it goes on to connect with the information in the stimulus</p>	
Level	Mark	Descriptor
Level 1	1- 2 marks	Simple statements of possible benefits.
Level 2	3-4 marks	Sound analysis with some application or some analysis with sound application. There should at least be a simple link with some of the information about Sportall at this level.
Level 3	5-6 marks	Sound application and analysis. At least two areas of benefit directly linked to the scenario should be analysed.

Question Number	Indicative Content	
3 (d)	<p><i>The Candidates are not expected to deal with every possible point and may be rewarded well for a comparatively small number of points if these are developed and supported by relevant evidence. This list is not exhaustive.</i></p> <p>Disadvantage – cost of system that will only be used for 10 events per year. May not be viable, cost more than it makes</p> <p>Advantages</p> <p>Use for giving better service. May be linked to internet so allows customers easier/more flexible booking procedures. Internet gives wider advertising opportunity so attract more custom</p> <p>Collection and storage of customer data through system will allow them to target groups of customers</p> <p>They will know who their market is – buying tickets online will allow them to get this information. This may enable them to target people to events or put more of a certain type of event on.</p> <p>As in 1c, 3 elements are needed for application to be achieved. This may use information from the stimulus above, from information given in preceding questions or possibly from that learnt about similar sports stadia.</p>	
Level	Mark	Descriptor
Level 1	1-3 marks	Simple statements that are indicating generic advantages/disadvantages of an electronic ticketing system.
Level 2	4-6 marks	Sound examination with some application or sound application with limited examination. Argument may be one sided.
Level 3	7-8 marks	A focussed examination that applies the characteristic of an electronic system to the information about Sportall. There should be some balance in the argument, most probably the examination of whether the advantages will be worth the cost for limited use.

Total for Question3 - 30 marks
Total for Paper – 90 marks

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