

Mark Scheme (Results)

Summer 2016

Pearson Edexcel GCE
in Leisure Studies (6967) Paper 01

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General Marking Guidance

- All candidates must receive the same treatment. Examiners must mark the first candidate in exactly the same way as they mark the last.
- Mark schemes should be applied positively. Candidates must be rewarded for what they have shown they can do rather than penalised for omissions.
- Examiners should mark according to the mark scheme not according to their perception of where the grade boundaries may lie.
- There is no ceiling on achievement. All marks on the mark scheme should be used appropriately.
- All the marks on the mark scheme are designed to be awarded. Examiners should always award full marks if deserved, i.e. if the answer matches the mark scheme. Examiners should also be prepared to award zero marks if the candidate's response is not worthy of credit according to the mark scheme.
- Where some judgement is required, mark schemes will provide the principles by which marks will be awarded and exemplification may be limited.
- When examiners are in doubt regarding the application of the mark scheme to a candidate's response, the team leader must be consulted.
- Crossed out work should be marked UNLESS the candidate has replaced it with an alternative response.

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Question Number	Answer	Mark
1 (a)	<p>Award 1 mark for each correct statement up to a maximum of 4. For example:</p> <ul style="list-style-type: none"> • Employers have a duty of care towards their employees • Make sure their operations do not put employees at risk • Make sure they have adequate information about work-related hazards • Staff are trained to use equipment properly/in safety procedures • Staff must ensure customers are safe at all times • Maintenance procedures are carried out regularly • Written safety plan is compulsory • Emergency procedures have to be agreed and practised • Risk assessments form the basis for all safety checks. <p>Or any other realistic response</p>	(4)

Question Number	Answer	Mark
1 (b)	<p>For each measure 1 mark for identification of a measure and a further 2 marks for explanation of how it operates and increases security.</p> <p>For example</p> <ul style="list-style-type: none"> • CCTV should be installed (1). This means that activity in the car park can be monitored from inside the clubhouse (1) and its presence may act as a deterrent to vandals/car thieves (1) • There should be a barrier at the entrance (1) which dispenses a ticket that you need to exit (1) so a thief could not remove the car without the ticket (1) • Floodlighting should be installed (1) so that all areas of the car park are covered (1) <p>Also accept:</p> <ul style="list-style-type: none"> • Explanations that indicate that a 2 metre fence may not be a complete barrier/deterrent. • Regular patrols of the car park <p>Don't accept: 'Have lots of police around the car park' as a measure 'it will make the customers feel happier about leaving their car there' as a reason</p>	(6)

Question Number	Indicative Content	
<p>*1(c)</p> <p>(i)-(iii)</p>	<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> <ul style="list-style-type: none"> • There has been a number of incidents – RIDDOR would enable them to assess whether there is a pattern. This might help them identify the cause and prevent further accidents • More serious ones should be recorded and each one investigated for a cause • Incidents are in different areas so may indicate an overall failing which might not be picked up if they are not recorded • The clear record enables a objective view to be taken in case of complaint. This could also be used as evidence if a claim were made against the facility • Club is used by apprentices to a premier league club – these could hope to earn large sums and so claims could be very large • Reduction in accidents would have many financial benefits such as reduced damage and insurance premiums • Would also have other benefits such as better word of mouth. • Premier League club might stop using it, which would reduce income and damage its image • Would prevent sanctions/investigations from HSE as a result of continuing accidents 	
Level	Mark	Descriptor
1	1-3	<p>Basic statements made with no/minimal analysis. Specific requirements for the act will be stated but not developed.</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>
2	4-6	<p>Sound response with some analysis and application. Requirements of the act will be linked to the stimulus information and/or how benefits will be gained.</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>
3	7-8	<p>A focussed response with sustained analysis and effective application. There will be specific application of the act linked to the stimulus information. Responses will show how implementation provides a range of benefits to the club either through positive issues or avoidance of negative ones.</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>Award up to 2 marks for each sanction outlined. This can be 1 mark for an accurate name and an outline of what it means or 2 marks for a more detailed outline without the correct name. For example:</p> <ul style="list-style-type: none"> • Closure (1) is where an organisation's health and safety is so poor that it has to be completely shut down (1) • It could be that part of an organisation is not up to standard (1) and has to be closed until improvements have been made (1) • An improvement notice (1) is where the HSE suggests improvements and a time frame in which they have to be achieved (1) <p>Any other appropriate response</p>	(4)

Question Number	Answer	Mark
1 (e)	<p>Award up to 2 marks for each. This will probably be 1 mark for what the act requires and the second for how the organisation might achieve this, although may also be detailed outline of how this is achieved.</p> <p>For example:</p> <ul style="list-style-type: none"> • They would have to ensure that staff do not exceed maximum working hours (1) which could be done by having a roster in place so they don't do too many in one day(1) • They need to ensure that they get adequate breaks (1) so these will need to be scheduled into the roster (1) • They need to ensure that the hours are right for each age group (1) so these will have to be factored in to the working patterns decided upon (1) <p>Credit also references to special conditions relating to younger workers. N.B. Do not credit reasons for the measures.</p>	(4)

Question Number	Answer	Mark								
1 (f)	<p>Up to 3 marks for application stages. 1 mark each for</p> <ul style="list-style-type: none"> • likelihood of risk • severity of risk • risk rating. <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"> • there should be an agreed emergency procedure in place • the club should hold regular fire practices • fire exits correctly signed • fire exits kept clear at all times • maintenance procedures on electrical equipment to reduce risk of fire <p>Up to 3 marks for correct scales. Awarded as follows:</p> <ul style="list-style-type: none"> • 1 mark for 1/2 scales that are only partially complete • 2 marks where candidate has one scale that is fully correct, i.e. has numerical scale with sensible gradation of the scale shown or detailed scale in words only, and one that is partially correct. • 3marks where both scales are fully correct <p>N.B If there is one complete scale but no partial scale then award 1 mark only. 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. DO NOT ACCEPT as fully correct Unsevere/not severe – severe – very severe Any scale with never/no harm explicit or implicit</p> <p>Up to 3 marks for risk rating. 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! The most common non-number risk ratings are as follows.</p> <table border="1" data-bbox="395 1715 1190 1863"> <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> </tbody> </table>		Slightly harmful	Harmful	Extremely harmful	Highly unlikely	Trivial risk	Tolerable risk	Moderate risk	(10)
	Slightly harmful	Harmful	Extremely harmful							
Highly unlikely	Trivial risk	Tolerable risk	Moderate risk							

	Unlikely	Tolerable risk	Moderate risk			
	Likely	Moderate				

Total for Question 1 = 36 marks

Question Number	Answer	Mark
2 (a)	<p>Award up to 2 marks for each principle outlined according to depth. Full marks can be achieved with 2 outlined in depth or the original 4 in basic outline.</p> <p>N. B. There are new principles for IiP. Candidates should be credited for either the original or new principles.</p> <p>Original principles, for example:</p> <ul style="list-style-type: none"> • Commitment is when the organisation is committed to supporting the development of the people /giving the staff more training to achieve business goals (1) • Planning shows how the training will be done /shows that the organisation has clear aims and objectives that are understood by everyone (1) • Action show the actions that will be taken to help them achieve their goals(1) and makes sure the managers have the knowledge and skills they need to develop their people (1) • Evaluation is checking that what was planned has been achieved (1) showing that the development of people has improved the performance of the organisation, teams or individuals (1) <p>Also accept the 'plan, do, review' principles outlined.</p> <p>Award 1 mark if commitment, planning, action and evaluation are listed.</p> <p>OR</p> <p>Award 1 mark if plan, do, review are listed</p> <p>New principles. For example:</p> <p>Leaders make the objectives clear and inspire people to deliver against these objectives (1). All people act in line with the organisation's objectives and are supported in challenging inconsistent behaviours (1). There is a culture of trust and ownership where people feel empowered to make decisions (1).</p> <p>Performance is measured to ensure that it meets the organisation's objectives (1). There is clear reward/recognition of achievement which will motivate people to perform at their best (1). Structure of the organisation supports its ambitions effectively (1), with roles designed specifically to deliver the objectives and create interesting work for people (1).</p> <p>Improving developing people to their full capability (1) to realise their potential and ensure the organisation has the right people for the right roles (1).</p>	(4)

	<p>Focus on continuous improvement (1), with people being supported to come up with innovation/new ideas (1). The organisation focuses on the future and responds to external pressures (1), ensuring that success is sustainable (1). Award 1 mark if leading, supporting, improving are listed.</p>	
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Question Number	Answer	Mark
2 (b)	<p>Award up to 4 marks for a single explanation or credit each explanatory point with 1 mark. Max 2 for generic response with no explicit link to IiP. Max 2 marks for descriptive statements only. For example:</p> <ul style="list-style-type: none"> • A key area for development in IiP is communication in organisations (1) and staff will have training to ensure that this takes place (1). This should ensure that information is passed through the correct channels (1) so that customers are not misled (1) • IiP will encourage regular staff meetings (1) where ideas can be shared and information conveyed (1) this should ensure that all staff members are up to date with organisational aims (1) and a consistent and correct message is given to customers (1) 	(4)

Question Number	Indicative Content	
*2 (c) (i)-(iii)	<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> <ul style="list-style-type: none"> • The Quest assessment looks at cleanliness and housekeeping and this should ensure that the facility is clean in all areas, using signage, cleaning schedules etc • Quest assessment will include how the club meets customer needs and this will help identify what is needed in the shop. • Quest will also explore the use of facilities and this will identify why new customers are not aware of all areas of the club • Customer care objectives should ensure that feedback methods are readily available • Maintenance schedules are necessary so damage should be identified and rectified at regular intervals. Some equipment has been used for 6 months despite being partially damaged • Quest requires H&S management both through external assessments and in-house training • Credit also references to financial management and the communication issues stated in the stem to Q2b 	
Level	Mark	Descriptor
1	1-3	<p>Basic responses that are mainly theoretical/descriptive. Specific characteristics of Quest may not be evident and the effects could be on any organisation. Possibly limited reasoning/application. Largely/wholly generic</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>

2	4-6	<p>Sound responses with some explanation/application. Responses may have either clear application and some explanation or some application and clear explanation. They show how Quest may tackle one or more of the issues and some benefit will be indicated.</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>
3	7-8	<p>Focused responses with sustained explanation and application. Quest characteristics are linked to some of the issues stated and potential benefits to the club are explicitly stated.</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
2 (d)	<p>Up to 4 marks for explanation. Award 1 mark for each explanatory point. Max 2 if there is no application to the stimulus information. For example:</p> <p>The new system will mean changes to their working practices (1) and all staff have to be involved for the system to work (1) as some have been there a long time so they may just want to carry on as before (1) This will add pressure to them and possibly decrease enjoyment of their job as they are used to the same tasks (1).</p> <p>Quality systems are zero tolerance of mistakes (1) so changing tasks and not making mistake may be hard (1)</p> <p>They may have to work harder because there are new things to do (1) but the extra work will not be accompanied by extra money so they may be inclined to leave or not co-operate (1)</p>	(4)

Question Number	Answer	Mark
2 (e)	<p>Up to 4 marks for each feature identified.</p> <p>For example</p> <ul style="list-style-type: none"> • provides opportunities for young people (1) • Sport England leads the scheme (1) • The club can be recognised as a club committed to providing a quality experience (1) • has a range of criteria indicators and good practice standards(1) • it sets out standards for club management, coaching/competition, sports equity and ethics and club management (1) • clubs need to contact their NGB (1) • they can get a resources pack/Club Mark fact sheet from Sport England (1) • they get accreditation through a simple self-certification scheme (1) • this demonstrates that they are maintaining the same level • accreditation can be renewed annually (1) • the organisation benchmarks itself against others that show good practice (1) 	(4)

Total for Question 2 = 24 marks

Question Number	Answer	Mark
3 (a)	<p>For each, up to 2 marks for a correct statement of the process. For example:</p> <p>Direct debit The customer signs documentation that is given to the bank (1) and the seller takes the money from the customer's bank account at the agreed time (1)</p> <p>Credit card The money goes from the card company's account to the seller (1) and then the buyer repays the card company at a later date (1)</p>	(4)

Question Number	Answer	Mark
3 (b) (i)	£300	(1)

Question Number	Answer	Mark
3 (b) (ii)	<p><u>3 mark response</u> 111600</p> <p><u>2 mark response</u> 109000 107100 101600 201600 One error in working shown but method correct</p> <p><u>1 mark response</u> 102600 104500 138600 2600 and 4500/9000 seen Two errors in working shown but method correct</p>	(3)

Question Number	Indicative Content	
3(b)(iii)	<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>No guarantee that it will be full Many diners stay there and there are still only 10 rooms so won't help fill it further It is relatively expensive so there will be a limited demand for it as not that many more people may be able to afford it. these people come for a unique experience and may not want it to be bigger There will be other additional costs as well such as lighting and heating for the larger area. During the work it may not be able to function as fully as before so may actually take longer. Estimate of losses per week due to disruption may be too low 2 years is not that long to pay back the money but it would have to pay interest on the money borrowed Could be a great long term benefit to the restaurant as it only takes 2 years to pay back the money then it is making extra profit. Larger successful restaurant could raise the profile of it</p>	
Level	Mark	Descriptor
1	1-3	Simple statements of possible benefits or problems with the project.
2	4-6	Sound evaluation with some application or some evaluation with sound application. Reasoning will be given and there will some link with the information in the stimulus.
3	7-8	Focused responses with evaluation of both positive and negative aspects of the project

Question Number		Indicative Content
3 (c) (i)		<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> <ul style="list-style-type: none"> • Will need to ensure that work does not affect the original part of the restaurant while work is going on • Needs to ensure the parts of the project are done in the right order or they may have to store equipment they may not have room for this • Delays may cost them revenue if it is not ready for the Christmas period. The schedule is tight as the 3 months it takes ends in November so there is no room for overshoot • Mistakes made will cost money to rectify and economic problems may have left them without much to spare • Negative publicity if diners have to be turned away if there issues with the present operation or if it overruns as they will have booked already
Level	Mark	Descriptor
	0	No rewardable material
1	1-2	Simple statements.
2	3-4	Sound analysis with some application or some analysis with sound application. Reasoning will be given for the need for an accurate plan. Emphasis may still be on just a plan but there should be at least some reference to accuracy.
3	5-6	Focused responses with analysis of need for accuracy clear and application to the specific project described in the stimulus

Question Number	Answer	Mark
3 (c) (ii)	<p>Award 1 mark for an outline of one method. For example: Whether the project was completed without disruption (1) to the operation of the rest of the restaurant The number of diners using the restaurant (1) in excess of the number who used it at the same time the previous year (1)</p>	(2)

Question Number	Answer	Mark
3 (d)	<p>Award 1 mark for each descriptive point. For example:</p> <p>Software can be designed for the club (1) which enables them to mail out advertising to members (1) and so potentially increase the effectiveness of their marketing (1)</p> <p>They can install filters to personalise communication (1) by recognising birthdays for example (1)</p> <p>They can monitor usage of the club (1) and could give special offers to attract members who don't use the facilities regularly (1) or contact members who have not used the club to find out why</p> <p>It can be linked to the internet (1) so giving a higher profile to a wider audience as well (1)</p> <p>They can design offers for members with specific profiles (1) such as having families (1)</p>	(6)

Total for Question 3 = 30 marks

Total for Paper = 90 marks