

Mark Scheme (Results)

January 2012

GCE Leisure Studies (6967)

Paper 01 Working Practices in Leisure

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Question Number	Answer	Mark
1 (a)	<p>Award one mark per correct requirement of the act. For example:</p> <ul style="list-style-type: none"> • Employers must ensure protection from hazardous substances for their workforce/the public • Staff must pass on any information about hazardous materials • Any risks to staff/customers must be assessed carefully • Chemicals must be stored safely • Staff should follow correct procedures when dealing with them. • Chemicals must be labelled with appropriate warnings/information for users • PPE must be provided where needed <p>Credit valid examples used to illustrate points and any other realistic responses.</p>	(4)

Question Number	Answer	Mark
1 (b)	<p>Award one mark for identifying a realistic measure and a further 2 marks for each explanation of how/why each operates. For example:</p> <ul style="list-style-type: none"> • Signing in and out procedure(1). Children would only be allowed to leave with person who signed them in/authorised alternative (1). This would prevent children being abducted from a session (1) • Safety guidelines emphasised (1). Children should be given exact rules about when to throw/not to throw (or similar) javelins etc (1). This is because they are not aware of how harmful some equipment might be (1) • Monitoring of juniors on gym equipment (1). They will need careful instruction on how to use this equipment (1) because they could do serious damage to their bodies by not using it correctly/overuse (1) • CRB checks for training staff (1). <p>Or any other realistic response</p>	(6)

Question Number		Indicative Content
1 (c) QWC (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 and development/application of any 2/3 could achieve top L3</i></p> <ul style="list-style-type: none"> • Data should be kept safe so they will need passwords/firewalls on any electronic records • If they share information they will have to ask members – tick box on application form etc • Staff must be trained in the requirements of DPA, especially temporary staff who might use it inappropriately without realising. Could also be linked to passwords etc. • Data should be deleted when no longer used, so past members should not get emails.
Level	Mark	Descriptor
	0	No rewardable material
1	1-3	<p>Basic responses that are mainly theoretical/descriptive. Mostly will consist of generic repetition of the requirements of the act dressed and possibly placed alongside the information given but with perhaps limited reasoning/ application.</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>Responses with some explanation/application. Responses may have either clear application and some analysis or some application and clear analysis.</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. The candidate uses appropriate 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 1 mark for each correct descriptive point. For example:</p> <ul style="list-style-type: none"> • The HSE can visit organisations without notice (1) • The HSE then make checks to ensure that organisations are following legislation (1) • HSE can place sanctions on an organisation (1) for example closing them down if conditions are too dangerous (1) • They can give specialist advice (1) • They investigate accidents when they have taken place (1) • The HSE can advise organisations on carrying out training (1) <p>Or any other realistic response</p>	(4)

Question Number	Answer	Mark
1 (e)	<p>Up to 4 marks for application stages</p> <p>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. Always check that you check the scales that the candidate gives against the RA, as they may not be logical!</p> <p>Up to 4 marks for measures to minimise risks</p> <p>1 mark for each measure to minimise risk up to a maximum of 4</p> <ul style="list-style-type: none"> • Numbered tickets • Watermarks to prevent forging • Dissuade touts from outside the stadium • Careful ticket checks on entry • Stewarding • Training for stewards etc <p style="text-align: center;">Answer continued on next page.</p>	

	<p>Up to 4 marks for correct scales</p> <p>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="448 763 1153 981"> <tr> <td></td> <td>Slightly harmful</td> <td>Harmful</td> <td>Extremely harmful</td> </tr> <tr> <td>Highly unlikely</td> <td>Trivial</td> <td>Tolerable risk</td> <td>Moderate risk</td> </tr> <tr> <td>Unlikely</td> <td>Tolerable</td> <td></td> <td></td> </tr> <tr> <td>Likely</td> <td></td> <td></td> <td></td> </tr> </table> <p>Likely scales to be met accompanied by numbers (although acceptable without – it is just impossible to get the overall risk mark if these are presented without numbers): Unlikely – likely – highly likely Slightly harmful – harmful – harmful – very harmful Slightly injury – first aid treatment – time off – hospitalised – death</p> <p>If likelihood scale has a mix of 'likely' and 'possible' terminology, max 1 mark.</p> <p>DO NOT ACCEPT 'Impossible' or similar (never) as part of a scale 'No harm' or similar as part of a scale Unsevere – severe – very severe</p>		Slightly harmful	Harmful	Extremely harmful	Highly unlikely	Trivial	Tolerable risk	Moderate risk	Unlikely	Tolerable			Likely				<p>(12)</p>
	Slightly harmful	Harmful	Extremely harmful															
Highly unlikely	Trivial	Tolerable risk	Moderate risk															
Unlikely	Tolerable																	
Likely																		

Total for Question 1 = 34 marks

Question Number	Answer	Mark
2(a)(i)	<p>Award 1 mark for identification of specific evidence and 1 mark for each correct justification. For example:</p> <ul style="list-style-type: none"> • Cleaning records (1) Will show whether they have effective housekeeping procedures (1) • Maintenance records (1) Will show whether they have an effective fault finding system (1) • Staff training records (1) • Visual inspection of the facilities (1) <p>Or any other realistic response</p>	(4)

Question Number		Indicative Content
2(a)(ii) QWC (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 and development/application of any 2/3 could achieve top L3.</i></p> <ul style="list-style-type: none"> • Quest encourages customer feedback so these problems would not mount up. • Quest is customer focussed so would probably have more communication with them and attend to their needs better • Maintenance is part of facility management so if this done regularly then changing rooms would be up to scratch and stadium used more • Quest advocates use of best possible equipment • Includes H&S assessments so dangers of landing mats would have been spotted • Better training/regular meetings of staff would encourage best practice, so diary mistakes did not happen
Level	Mark	Descriptor
	0	No rewardable material
1	1-3	<p>Basic responses that are mainly theoretical/descriptive. Real characteristics of Quest may not be evident and the effects could be on any organisation. Possibly limited reasoning/application.</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>Responses with some analysis/application. Responses may have either clear application and some analysis or some application and clear analysis. They link the requirements of the Quest system to the comments made in the email, possibly focusing mainly on benefits to customers and only indirectly the stadium. Information should link with Quest specifically not generic quality system.</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 analysis and application. The effects of specific requirements of Quest on the email points are shown to benefit the stadium clearly.</p> <p>The candidate uses appropriate 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(b)	<p>Award one mark for each explanatory point up to a maximum of 3 for each. For example:</p> <ul style="list-style-type: none"> • Improved conditions for staff (1). Staff may consider they have to work harder under a new system (1) and this would show them that the management does not want this extra work for nothing (1) • Staff meeting to inform them of what it entails (1). Often staff may be concerned for their jobs/work style when a new system is introduced (1) and this would give management the chance to ensure staff are comfortable with it (1) • Development event (1) to ensure they have the skills to put the system into action (1). This could also be a bonding event (1) as staff are going to have to work well as a team to achieve Quest (1) <p>Or any other realistic response.</p>	(6)

Question Number	Answer	Mark
2(c)	<p>1 mark for each correct explanatory point. Response may consist of 2 separate explanations or one overall explanation. For example:</p> <ul style="list-style-type: none"> • Encourages children to join them rather than other clubs (1) as parents know they have set standards (1). N.B. Extra mark if area in which standards are set is identified, e.g. Child protection, coaching, management etc • Because they benchmark against other clubs they should always demonstrate good practice (1) and standards will therefore be high and they should succeed in competition (1) • Clubs get additional funding if they have Clubmark status (1) <p>Any other realistic response.</p>	(4)

Total for Question 2 = 22 marks

Question Number	Answer	Mark
3(a)(i)	<u>3 mark response</u> £164 <u>2 mark response</u> £196 One error in method <u>1 mark response</u> £194 £226 Two errors in method	(3)

Question Number	Answer	Mark
3(a)(ii)	Answer 3 0 32 Accept blank for middle one Do not accept -3 or -32	(1)

Question Number	Answer	Mark
3(a)(iii)	Up to 2 marks for each explanation. For example: <ul style="list-style-type: none"> • They have to sell the energy bars at below the cost price (1). This is probably because they have too many in stock as it shows 160 units of them but only 40 jelly beans (1) • They are buying far too many vests (1). Although they had 19 left after 2 months they still kept on buying the same amount (1). • They are probably not ordering enough junior tracksuits (1). Each month they sold all that they bought so it is likely that they could have sold more if they had bought more (1) 	(4)

Question Number	Answer	Mark
3(b)(i)	Award 1 mark for each point that explains the advantages/disadvantages of using cheques. For example: Cheques are time consuming to process (1) as customers have to write them (1) and they then have to compare them with a guarantee card (1). It also takes time for staff to bank them (1) and this uses staff time and so costs extra (1)	(3)

Question Number	Answer	Mark
3(b)(ii)	<p>Award 1 mark for each point that explains the advantages/disadvantages of using credit cards. For example:</p> <p>Credit cards are quicker to use so queues are shorter (1) and therefore customers are more satisfied with the service provided (1). However, they have to pay the credit card company a percentage of the cost of an item (1) so it is probably no cheaper than the cheque in the long run (1)</p>	(3)

Question Number	Answer	Mark
3(c)	<p>Allow 1 mark for each descriptive point. Maximum of 4 marks for totally generic responses. For example:</p> <ul style="list-style-type: none"> • They would need to set aims (1) and any objectives should be SMART (1). • Some general estimates of costs (1) and resources needed would have to be made (1) • All the tasks would have to be identified (1) and ordered (1). They would have to sort out where admin will be done in the meantime (1) • Timescales would have to be established (1). They would need to know how long they would need temporary accommodation for (1) • Need to consider where the admin work will take place whilst building is being carried out (1) 	(6)

Question Number		Indicative Content
3(d)(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 and development of 2 or 3 of these could achieve top L3</i></p> <ul style="list-style-type: none"> • Modern system linked to internet would mean wider advertising (relatively cheaply). Also book/sell tickets online, so cheaper and easier. • Greater customer satisfaction (and returning customers therefore) as they have choice – don't need to travel to get them so more convenient. • Need greater capacity if more big crowds • Cost savings in staff at the stadium as sales much less • Modern systems linked to security so less chance of fraud etc
Level	Mark	Descriptor
	0	No rewardable material
1	1-3	Basic responses that are mainly theoretical/descriptive. Possibly limited analysis/ application. Consists mostly of what an electronic system does
2	4-6	Responses with some analysis/application. Responses may have either clear application and some analysis or some application and clear evaluation. There should be specific linkage of the issues stated for the stadium to the benefits of the new system .
3	7-8	Focused responses with evaluation and application. The response will deal with a number of issues for this stadium

Question Number	Answer	Mark
3(d)(ii)	<p>Award 1 mark for each explanatory point that justifies this point of view. For example:</p> <ul style="list-style-type: none"> • It is likely that a relatively few numbers of events are planned (1). The new system will probably cost a lot to install (1) and they will only get a return on it if they use it a large number of times (1) • There is no guarantee that future events will be successful (1). They are doing this on the basis of only one match (1) and further research would be needed to give a better idea of return on the investment (1) • Specialist firm may get better results (1) as they will have established advertising systems and contacts (1) which may increase their exposure far more effectively (1) • Credit references to disturbance/expenditure on building work at the same time <p>Accept any other realistic responses.</p>	(6)

Total for Question 3 = 34 marks
Total for Paper = 90 marks

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