

Principal Examiner Feedback

Summer 2012

GCE Leisure Studies (6967)
Paper 01

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6967 Working practices in Leisure

Performance on this paper was at a similar level to last year. The paper was accessible to candidates.

Most candidates were able to respond effectively to questions. There was evidence that most candidates were effectively prepared, with the majority responding positively to the tasks set, offering valid answers, although there is still a tendency not to apply their knowledge to the given scenarios. Almost all candidates answered all questions.

Candidates were able to use information taken from the WYNTL section of the unit, with better performance in the quality system section than in previous series. They appeared to be familiar with the command verbs as a whole. Candidates appeared to manage their time effectively and did not produce lengthy passages of irrelevant information. The vast majority of candidates appeared to complete the paper in the time available, with little evidence of rushed work towards the end.

Candidates still did not always make full use of the stimulus material. The emphasis in this paper will inevitably be on the application of their knowledge to a variety of practical situations and the higher marks, particularly in levels of response questions, will always be characterised by the ability to demonstrate application rather than theory. It will be important for candidates to have practice in doing this in their preparation for the assessment. They should also ensure that they apply it in regard to the question actually being posed. This is an 'Applied' GCE and therefore in the longer explain/analyse questions the mere repetition of generic material, however valid, is unlikely to achieve beyond a Level 1 response.

Exam technique is an aspect that requires improvement, particularly in the longer questions. There will always be a number of longer questions on this paper that have levels of response mark schemes. This will continue in the future so candidates should be made aware how these work. Candidates must be able to use the stimulus material (the 'applied' part) if they are to access the higher grades with ease, rather than repeat pre-learnt generic responses.

Question 1

Q1a The requirements of the Food Safety Act were generally well known. Candidates should be made aware of the difference between what the act requires and the specific measures that will be taken in commercial kitchens – such as regular hand washing – that are responses to the act rather than the requirements themselves.

Q1b Although most candidates identified at least one correct measure many of the responses were rather vague as to how they would work. This lack of precision meant that marks for explanation were missed. Some candidates offered unrealistic suggestions – such as moving the car park to the front of the restaurant or costly ticketing systems with car park attendants - and an idea of realism should always be at the forefront of preparing candidates for this assessment. There were also some realistic basic systems like a barrier where driver takes ticket, but explanation offered often did not address how that deterred thieves, i.e. if they haven't got a ticket then they can't leave. The most common response was CCTV although the explanation was 'it catches the thieves' or 'the pub can give the tape to the police to follow up'. Eventually catching thieves may help decrease the problem, but it is not the immediate purpose. Some responses mistakenly dealt with customers being happier to leave their cars there once CCTV was in place or that they should put signage up telling them not to leave valuables in their cars, but this did not address the safety and security focus of the question.

Q1c Although there was some good application shown by better candidate here, all too often the 'first aid' part of the regulations was missed and candidates simply dealt with health and safety in general or the Health and Safety at Work Act. It is vital that this distinction is pointed out to candidates in preparation for the assessment as this has been an issue each time this act has been used. Knowledge of the act was shown to be sound by those that did read the question correctly but application was often rather misplaced. A significant minority of candidates concentrated on the benefits of the pub following the act rather than the adjustments they would have to make in order to do so. Others stated the act without comment on how this might affect the running of the organisation, for example, stating that the correct ratio of first aid trained staff to customer would be needed but not linking this to setting out of a rota, for example.

Q1d Sanctions were generally well known, an improvement on previous series and most candidates could name or describe two of them. The correct term 'closure' was not well known, however. The most common missing factor was that of need for a time line to be given when a warning or improvement notice was given.

Q1e Most candidates had sound scales, although some failed to gain full marks as they gave them rather random numbering, perhaps just giving a description of the criteria for 1, 5 and 10. There should be a description for each number of the scale so if it is a 1-5 scale there should be 5 descriptions as well. Generally the application was realistic, although candidates should ensure that it is relevant to their scale descriptions. A value of '2' in the application may be relevant if the likelihood scale 2 is 'unlikely' but not where it is likely and the severity is a serious injury. In considering the potential seriousness of an injury it is vital that candidates take into account the specific scenario. Also need to ensure take into account the scenario when outlining measures to minimise risk. A pub garden is a relatively informal setting so actions such as restricting the number of children would not be an option or probably even necessary. Candidates should also ensure that there are specific measures not just 'parents to supervise children'. This might be something that would be desirable but it would not be within the organisation's control, where signage suggesting that this should take place would be. Similarly candidates put 'make sure there are no sharp edges' but without suggesting the mechanism – perhaps maintenance checks – through which this would be achieved. Candidates should also be made aware that 'have a risk assessment' is not a measure to minimise risk for a risk assessment.

Question 2

Q2ai There was considerable confusion with Quest here and the use of cleaning rotas appeared rather too often. Candidates should be prepared to deal with both the main quality systems for this section of the paper. The requirement was for actual evidence, so suggestions such as 'staff training' were not acceptable, as it is the records of staff training that the assessor would need to see.

Q2aii Most candidates had a basic knowledge of the process although at times that stages of the process were identified without being described – there needs to be more insight into what 'action' is than just 'it is where you take the action'. Similarly stating 'you need to apply' is too brief. Candidates should ensure that they are addressing the demands of the question as many also included the role of the assessor, whilst the question was asking for what the organisation had to do.

Q2b There were more good responses to this question than has often been the case on the equivalent one on past papers. Most candidates had a basic understanding of what Investors in people tried to do and could apply it at least basically to the scenario, although at times they addressed the specific issues only and did not really deal with the overall benefits to the organisation. Often comments on IiP were limited to that it

would enable the staff to have better skills, but how this occurred – i.e. the role of IiP itself – was often missing. Another slightly wayward idea was that IiP is some form of training organisation. It would be useful for candidates to have a broader picture of IiP in terms of its effects on structure of communication in an organisation for example so that the wider issues can be addressed. Although now very much minority response, some candidates still insist that just having IiP might attract people to the restaurant to eat – it should be emphasised that it would be the service that results rather than the award itself that would be the driver of increased custom.

Q2c As in question 1b, which has a similar structure, the ideas were often identified but the follow through explanation was imprecise with much implied but not actually said in detail. For example, responses such as 'they don't want to change what they are doing so they are not happy' or that 'they have to work differently so they leave' do not show full understanding so would only be worth 1 mark each. The problems for the organisation are not clear so there would be limited credit for this. Staff leaving means disruption to customers and increased costs in recruiting amongst other things. Candidate should be reminded that questions where there are 3 marks per answer will require a problem and sustained development – at least 2 further ideas in order to achieve the maximum mark.

Q2d Candidates were well aware of the basic purpose of the CSE quality system and most could suggest a successful argument in terms of it being more customer focussed than IiP which addressed the wider organisation which the issue in the scenario did not necessarily suggest that it needed to do. Further ideas of it being cheaper and probably quicker to deal with those problems were also put forward.

Question 3

Q3bii There was some confusion as to the role of cash flow, although there were some very good applied responses also here. Many candidates saw that in an organisation that might deal in cash a great deal, the chance for errors or misuse had to be controlled. Others also stated that it was vital for a small organisation as these might be the difference between surviving or not. Other good responses put it carefully in the context of predicting finances and its wider role. There was, however, some confusion both with stock control and profit and loss accounts.

Q3c There was great variation in responses here. Some candidates dealt with both types of payment accurately and thoroughly. The problems of physically dealing with cash were well understood, as were issues surrounding costs of card terminals. There were considerable areas of

misunderstanding in middle and weaker responses, however. At the lower end, a significant minority did not read the question correctly and dealt with the advantages and disadvantages for the customer, such as cards reducing the need to carry cash and reduce the risk of them having it stolen. Other candidates were aware of the existence of a charge for using cards but thought that this added to the organisation's profits. There was confusion over which might be quicker to process and so its effects on queues, in addition to those that thought that the organisation would not get the money until the end of the month. There is still a way to go in educating candidates in the ways that credit cards really work. The other source of confusion was from assuming that customers would have to use cards, which would thus penalise those who did not have one.

Q3di There were some good responses that used the requirements of the EU regulations effectively and applied them well to the environment of the kitchen. Particularly well known were requirements for heating and lighting and, of course, provision of rest rooms! However, much was not directed at the design but benefits of new facilities both to the company and the employees, which did not address the question. Other responses addressed the equipment they used rather than the design of the building and work space.

Q3dii Most responses focussed on the fact that staff would be happier or that therefore the food would be better, but as with the earlier questions that awarded 3 marks for explanations, the mechanism by which this was achieved was often left only implicit at best. Links such as better conditions leading to greater motivation and therefore more care in preparation of food were advanced occasionally but not often.

Q3e There were many good applied responses to this, with the use of discounts in attracting repeat custom – and in filling the restaurant on Mondays and Tuesdays – particularly well stated. There is still a need for candidates to realise that all organisations are not the same and to consider the characteristics of them before responding. A number of responses dealt with the organisation being able to match the customers to their favourite activities. Many also considered that they could get their likes and dislikes as well as other information from them which they could use for marketing. However, the stimulus material specifically stated that the only information provided was their names and addresses, so this was clearly not relevant here. Also, comments such as 'they will know when the restaurant is busy' and 'they will know what facilities they are using' were not relevant because in this situation they would know how busy it is (they are told in the stimulus) without a membership scheme and there are no facilities. It is important that preparation for the assessment does include application of membership schemes in different contexts – and also that not all schemes are the same.

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