

Write your name here

Surname

Other names

Centre Number

Candidate Number

**Edexcel GCE**

# Leisure Studies

**Advanced Subsidiary**

**Unit 2 : Working Practices in Leisure**

Thursday 13 January 2011 – Morning

**Time: 1 hour 30 minutes**

Paper Reference

**6967/01**

**You may use a calculator.**

Total Marks

## Instructions

- Use **black** ink or ball-point pen.
- **Fill in the boxes** at the top of this page with your name, centre number and candidate number.
- Answer **all** questions.
- Answer the questions in the spaces provided – *there may be more space than you need.*

## Information

- The total mark for this paper is 90.
- The marks for **each** question are shown in brackets – *use this as a guide as to how much time to spend on each question.*
- Quality of written communication will be taken into account in the marking of your responses to questions 1(c) and 2(b). These questions are indicated with an **asterisk (\*)** – *you should take particular care on these questions with your spelling, punctuation and grammar, as well as the clarity of expression.*

## Advice

- Read each question carefully before you start to answer it.
- Keep an eye on the time.
- Try to answer every question.
- Check your answers if you have time at the end.

Turn over ►

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**Answer ALL the questions. Write your answers in the spaces provided.**

**1** Waterside is an outdoor activity centre. It offers a range of activities both for day visitors and groups staying there. In catering for these groups the management must ensure that their kitchens observe the requirements of the Food Safety Act.

(a) Outline **four** key requirements of the Food Safety Act.

**(4)**

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Many of the groups that stay at Waterside are from schools. They sleep in a dormitory block that is just a few metres from the centre itself.

(b) Identify and explain **two** measures that the centre could put in place to ensure the safety and security of the children staying overnight.

(6)

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Waterside offers many activities, including canoeing on the nearby river, rock climbing, all day walks in the surrounding mountainous area and on and off road biking.

In order to carry out these activities safely Waterside needs to follow the requirements of the European Directives. Two key directives are:

- the Provision and Use of Work Equipment Regulations
- the Personal Protective Equipment (and clothing) at Work Regulations.

\* (c) Analyse the benefits to Waterside of meeting the requirements of the European Directives.

(8)

Dotted lines for writing the answer.



The Local Authority has a role to play in ensuring that customers are safe at Waterside.

(d) Describe the role of the Local Authority in helping to ensure safety in leisure organisations.

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Waterside has a small swimming pool which the school groups use for social swimming at the end of the day. It is a very popular activity and the pool can get quite crowded.

(e) Using the following pro forma, complete a risk assessment with the key hazard being a child drowning in the swimming pool.

(12)

Hazard	Child drowning in the swimming pool		
Who might be affected	Likelihood of hazard occurring	Severity of hazard	Risk rating
Measures to minimise risk			
Scale used for likelihood		Scale used for severity	

**(Total for Question 1 = 34 marks)**



2 Lympus Health Club introduced the Investors in People quality system two years ago.

(a) Describe the accreditation process for the Investors in People quality system.

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Since introducing the Investors in People quality system, the club has received many more positive customer comments than before. These include:

Although Rachel could not tell me whether there were any tennis racquets in store as the system was down, she phoned me later that day to give me the answer.

The new range of activities is great – and run by the same friendly staff you always had. How do you do it?

Your staff all seem to have become healthier – they are rarely away unlike before!

Your gym staff used to be a bit lazy but they are not now – their supervisors make sure they work hard but they all seem to get on well. It's a good atmosphere.

\*(b) Explain how the Investors in People quality system might have helped to bring about changes such as these at Lympus Health Club.

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There was much debate about which would be the best quality system for the club. Some of the management team were in favour of Quest instead.

(c) Explain the potential advantages for the club of introducing Quest as opposed to Investors in People.

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(d) Identify and describe the requirements of **two** of the standards that need to be achieved for accreditation to the Customer Service Excellence quality system.

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**(Total for Question 2 = 22 marks)**



3 Sanjiv has been using Lympus Health Club for three months. He is not a member but pays on a casual basis. He is thinking of becoming a member and has asked the club for a statement showing the value of the services he has used over the past month. He wants to compare this with the cost of being a member. In order to produce a statement such as this, Lympus Health Club uses invoices and other prime documents.

(a) (i) Explain what is meant by an *invoice*.

(2)

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(ii) Identify **two** other types of document that might be used in an accounting system.

(2)

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(b) Complete Table 1 to show how much Sanjiv spent at the club in December. Show your working in the space below Table 1.

(3)

<b>Statement for Sanjiv Patel – December 2010</b>			
Item	Cost (£)	Number of times used	Total item cost
Entry to the club	4.50	9	
Aerobics class	3.50	2	
Sauna	2.40	3	
Tennis lesson (introductory offer)	15	1	
Total cost for month			

**Table 1**



All the items except the tennis lesson would have been free if Sanjiv had been a member; he has calculated that it would have been slightly cheaper to have been a member, paying a set monthly fee. A membership adviser has encouraged him to become a member, even though the club would have received less income from him in this last month.

Lympus Health Club provides a variety of indoor and outdoor activities for its customers, as well as other facilities such as a crèche and cafe.

(c) Explain why Lympus Health Club might prefer Sanjiv to become a member despite it meaning that the club would have received less income last month.

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Lympus Health Club's electronic stock control system is out of date and this has caused problems. The management team has decided to invest in a new one.

(d) Describe the operation of an electronic stock control system that the club could use.

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The management team knows that a new system will be expensive but think that it will be worth it, as it will be more reliable than the old one.

(f) Explain **one** other possible problem that the introduction of a new electronic stock control system might cause.

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Lympus Health Club has an ambitious manager who has outlined the following aims for the future of the club:

- a programme of social events designed to make the club a focus for the local community
- an increase of 10% in the number of new members
- a reduction of 10% in the number of members not renewing
- to increase the profile of the club in the region
- to reduce member complaints, particularly about queue times and lack of information.

(g) Explain how an electronic membership system could be used to help the organisation achieve these aims.

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Handwriting practice area with 25 horizontal dotted lines.

**(Total for Question 3 = 34 marks)**

**TOTAL FOR PAPER = 90 MARKS**

