

Write your name here

Surname

Other names

Centre Number

Candidate Number

Edexcel GCE

Leisure Studies

Advanced Subsidiary

Unit 2: Working Practices in Leisure

Monday 13 May 2013 – Morning

Time: 1 hour 30 minutes

Paper Reference

6967/01

You must have:

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(d) and 2(c). 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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PEARSON

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

1 Camney Park is a theme park which has a number of different rides – some are quite gentle whilst others are for thrill seekers only. Its long opening hours means that employees have to work a shift system, which is governed by the requirements of the Working Time Regulations.

(a) Identify **four** key requirements of the Working Time Regulations.

(4)

1

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3

4



A new manager has just arrived at the park and he is keen to improve safety standards following an accident on one of the rides. He needs to ensure that all customers are as safe as possible when they are on the rides.

(b) Identify and explain **two** measures that could be put in place in order to ensure the safety of customers on the rides at Camney Park.

(6)

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Staff in the administration department work in a temporary building at the entrance to the park. Conditions are cramped and there are boxes stacked around the only door. The computers are very close to the user because there is little room for them. Some of the screens are old and the building has a very limited heating system. The staff are used to this and often wear their coats while working in winter. As the staff room is the other side of the park, they often work straight through the morning without a break.

Recently the Health and Safety Executive (HSE) visited this department and found that conditions there did not meet the requirements of the EU Directives.

(c) Identify and describe **two** sanctions that the HSE could put in place as a result of this visit. For each sanction, suggest a reason why it would be suitable in this situation.

(6)

Sanction 1

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Description

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Reason

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Sanction 2

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Description

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Reason



*(d) Analyse the possible effects of correctly implementing the EU Directives on the administration department at Camney Park. You should refer to specific legislation and the information on the opposite page in your response.

(8)

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Camney Park has a problem with customers queuing for rides. Customers can spend up to two hours in queues and become angry and impatient. There have been incidents where people started to push, leading to fights, although no one has been seriously hurt.

(e) Using the following pro forma, complete a risk assessment where the key hazard is injury to customers in the queues for rides.

(12)

Hazard	Injury to customers in the queues for rides		
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 = 36 marks)



2 The manager wants Camney Park to achieve the Investors in People (IiP) quality system.

(a) Outline the key principles of the Investors in People quality system.

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(b) Identify **two** pieces of evidence that an Investors in People assessor might wish to see.

(2)

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Queues to buy tickets at the entrance to the park have been slow moving, with customers waiting for up to 30 minutes to get in. The staff selling tickets often make mistakes as they are using a new system. Some of them have been rude to customers who have become impatient. The staff have information to help them with the new system but this is in the main office and they only see it if they go there. Comment cards have recently suggested that customers think the staff are poorly motivated and don't know what they are doing.

*(c) Analyse the possible benefits to the park of introducing the Investors in People quality system. You should use the information above in your response.

(8)

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The manager knows that introducing a new quality system is not always easy and wants to try to ensure that it is successful.

(d) Explain **two** ways in which the manager could help the introduction of a new quality system run smoothly.

(6)

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A nearby leisure centre has recently achieved the Customer Service Excellence quality system.

(e) Outline the requirements of **two** of the standards that need to be achieved for accreditation to the Customer Service Excellence quality system.

(4)

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(Total for Question 2 = 24 marks)



3 Table 1 shows an extract from Camney Park's balance sheet. Camney Park has recently introduced a new entry system and two new rides.

Year	Assets (£million)	Liabilities (£million)	Capital (£million)
2010	195	115
2012	135	65

Table 1

(a) (i) Complete Table 1 to show the capital for 2010 and the assets for 2012. (2)

(ii) Give an example of an asset at Camney Park. (1)

(iii) Suggest why liabilities might have increased between 2010 and 2012. (3)

(iv) State whether Camney Park's financial position has improved or got worse between 2010 and 2012. Justify your decision. (2)



(b) Outline **two** reasons why it is important for organisations to keep financial records, such as balance sheets, confidential.

(4)

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Stock control has been a problem at Camney Park. Its electronic system is old and the following problems have been identified:

- some new stock was left out in the rain as there was no room in the main store
- although some goods were transferred to a smaller store, some of these were fresh food and were forgotten until past their sell by date
- storage space was being taken up by goods that had been re-ordered although none had been sold in the past three months.

(c) (i) Explain **two** ways in which a new electronic stock control system might benefit Camney Park.

You should refer to the information above in your response.

(6)

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Although a new stock control system would be much more reliable, it would also be expensive to buy and install. The park's management team also knows that there might be other problems involved in introducing a new system.

(ii) Outline **two** other problems that might occur when introducing a new stock control system.

(4)

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The management team at Camney Park has noticed that a number of families are regular visitors to the park. Although overall visitor numbers are falling, those that are coming are spending more money in the cafes and shops within the park.

Ideas suggested to boost attendance have included:

- setting up a new website to advertise and sell tickets
- holding specific events for different age groups
- introducing a more flexible entry fee so those families that come more often pay less.

The management team thinks that it would be useful to introduce an electronic membership system to improve the chances of these ideas succeeding.



(d) Evaluate the potential benefits of introducing an electronic membership system at Camney Park. You should refer to the information on page 14 in your response.

(8)

A series of horizontal dotted lines provided for writing the answer to the question.

(Total for Question 3 = 30 marks)

TOTAL FOR PAPER = 90 MARKS



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