

Mark Scheme (Results)

June 2010

GCE

GCE Leisure Studies (6970/01)
Unit 5: Employment in Leisure

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Question	Example Answer	Mark Allocation
1(a)	<p>1 mark for each explanatory point</p> <p>Job analysis is used to find out what staff are needed (1) and the requirements of any new job that is to be recruited (1). They would need to look at the demand for customer service, given the decline in visitor numbers (1) to identify whether the roles could be undertaken by just one person (1)</p> <p>Max 3 for generic only</p>	(4)

Question	Example Answer	Mark Allocation
1(b)	<p>Credit 1 mark for each of:</p> <ul style="list-style-type: none"> • Main roles of post • Responsibilities • Location • Contact details <p>Or any other realistic response</p>	(4)

Question	Example Answer	Mark Allocation
1(c)	<p>Local paper (1). This is a relatively cheap way of advertising a low level post (1) and this post is not likely to be highly paid so applicants would not want to travel for it (1)</p> <p>Job centre (1). Many people use these regularly to look for jobs (1). As it will not require many qualifications to do it there will probably be a good range of people who would be interested (1)</p> <p>Also: Internal Thodis Park website Accept employment website but explanation has to be local</p>	(6)

Question	Example Answer	Mark Allocation
1(d)(i)	<p>Credit evaluative comments that refer to individual criteria or to them as a combination. For example:</p> <p>Previous experience could be a good choice as it be quicker/cheaper to get them working (1) but they do say that full training will be given so that is why it is only desirable rather than essential (1)</p> <p>They are an important link to the customers so good communication skills are important (1)</p> <p>Important to be confident as a shy person would not be able to cope with talking to different customers (1) and so provide poor customer service (1)</p> <p>Junior post so not likely to have experience - personality traits are good to use therefore (1)</p> <p>Credit a valid alternative suggestion for a criteria that would be valid for this customer service post</p>	(4)

Question	Example Answer	Mark Allocation
1(d)(ii)	<p>1 mark for each correct descriptive point, for example:</p> <p>A marking system for the criteria will be devised (1). Each applicant will be marked against the essential criteria (1). The candidates with the highest marks will be shortlisted for interview(1). If they are equal on the essential ones then they may use the desirable ones in the same way (1)</p> <p>Credit use in shortlisting and in devising interview questions</p>	(4)

Question Number		Indicative Content
1(e) 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.</i></p> <p>Low level post therefore probably this suggestion is a bit over the top. Probably not cost effective as senior staff being used for a whole day for low level post. Role play could show them whether they have good communication skills Presentation of little importance - unless linked to need for confidence. Will enable them to see all the qualities of the people, however, so increase chances of appointing the right person</p> <p>N.B. Evaluating in a negative way is quite hard - credit those who do positively!</p>
Level	Mark	Descriptor
	0	No rewardable material
Level 1	1-3 marks	<p>Basic responses that are mainly theoretical/descriptive. Possibly limited reasoning and/or application. Likely to be description of what each of the interview stages will show about the candidates</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>
Level 2	4-6 marks	<p>Responses with some evaluation/application. Responses may have either clear application and some analysis or some application and clear analysis. Should be a link to the demands of the post from at least one of the stages if they all positive.</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>
Level 3	7-8 marks	<p>Focused responses with sustained evaluation and application. Balance of argument should end with at least a 50/50 idea that it is not realistic for this post.</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	Example Answer	Mark Allocation
1(f)	<p>1 mark for each of the following points: Interview scores will be compared (1) and best candidate chosen (1) Strengths and weaknesses of each candidate will be compared (1) Candidates will be compared with each other (1) and with the criteria set (1) Successful candidates will be informed (1) Unsuccessful candidates will be informed (1)</p> <p>N.B. For both the last 2 marks they must be in the correct order.</p> <p>Or any other realistic response</p>	(3)
Total for Question 1		33 marks

Question	Example Answer	Mark Allocation
2(a)	<p>Award up to 2 marks for knowing how part-time/casual staff are used in a generic way and the other 4 marks for relating their use specifically to the scenario</p> <p>Casual labour are used at short notice/for odd days (1) whereas part-time staff are on regular contracts (1). Casual staff are not on a regular contract so can just be used when the park is busy (1) this is in the summer when most people take holidays (1) whereas part-time staff carry out work like office work where there is always a need but where less than full-time hours are needed (1). Because they know the business well they can provide extra hours efficiently in the summer when full-time staff might be on holiday (1).</p>	(6)

Question	Example Answer	Mark Allocation
2(b)	<p>Point mark explanations. The top mark can be achieved through 3x2 mark explanation, 2x3 point one or a combination. For 6 marks to be awarded one explanation must be directly linked to the scenario.</p> <p>The Park will know what skills you need for the job (1)</p> <p>You will gain skills specific to that job (1)</p> <p>They are teaching them the exact skill for the job (1)</p> <p>The employer will pay for them to go on courses whilst they are also being paid (1)</p> <p>Don't accept 'can train staff up' without some indication that it might be for specialist role/skills etc</p> <p>The Park will be able to control what skills they gain as they will decide the training. This may produce a more effective workforce (2).</p> <p>Some young people may be better motivated to learn as they are using skills they learn immediately and can take vocational courses while they are earning money (2)</p> <p>As The Park is will not have to spend time training 18 year olds as they already will have skills (1)</p> <p>The park may benefit because they will have some say in what they learn, making them a more efficient workforce (2)</p>	(6)

Question Number		Indicative Content
2(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.</i></p> <p>Job share applicant will be able to learn the job alongside her. Two people may have more chance of ideas than one. Not likely to be a problem of confusing other staff as only two staff work for them When MO retires the new MO will be able to carry on and train another job share But if it is only a job share until she retires, new MO may not want to take it full time</p>
Level	Mark	Descriptor
	0	No rewardable material
Level 1	1-3 marks	<p>Basic responses that are mainly theoretical/descriptive. Possibly limited reasoning/ application. Benefits/disadvantages of a job share will be apparent but without any real application to this post.</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>
Level 2	4-6 marks	<p>Responses with some analysis/application. Responses may have either clear application and some analysis or some application and clear analysis. Limit to lower end of level if no hint of application.</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>
Level 3	7-8 marks	<p>Focused responses with sustained analysis and application.</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>
		Total for Question 2
		20 marks

Question	Example Answer	Mark Allocation
3(a)	<p>1 mark for each correct idea up to a maximum of 2.</p> <ul style="list-style-type: none"> • They are rest periods that workers are entitled to within their working hours (1) • They are determined by the organisation (1) • There are special rules for young people (1) • There can be exceptions/flexibility in them (1) <p>Or any other realistic response.</p> <p>Credit a correct example with one mark e.g.</p> <ul style="list-style-type: none"> • Worker is entitled to a break of 20 minutes if working for 6+ hours (1). 	(2)

Question Number	Indicative Content	
3(b) AO3	<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>Staff do not have to work every day of the week even though the park is open 7 days a week The 6 day weeks give them some flexibility The uneven weeks mean that it may be difficult to plan round - will not be able to do the same thing at the same time each week May not be able to agree to exactly when they want to work. Have to work some weekends</p>	
Level	Mark	Descriptor
	0	No rewardable material
Level 1	1-2 marks	Basic responses that are mainly theoretical/descriptive. Possibly limited reasoning/ application.
Level 2	3-4 marks	Responses with some analysis/application. Responses may have either clear application and some analysis or some application and clear analysis. Response may consider only advantages or disadvantages.
Level 3	5-6 marks	Focused responses with sustained analysis and application. Both advantages and disadvantages should be considered. Two developed points could achieve this level

Question	Example Answer	Mark Allocation
3(c)	<p>1 mark for each correct stage. For example:</p> <ul style="list-style-type: none"> • This a set process that defines the steps that are to be taken (1) • All the relevant staff will be interviewed (1) • Facts will be gathered, for example from his contract (1) • Informal discussions will take place to agree the facts (1) • (Line) Manager will make the decision as to whether the contract has been broken (1) 	(4)

Question Number		Indicative Content
3(d)		<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>There are two other parks in the group so it is possible The other parks have increasing visitors so will need more staff. Will not need to spend on recruitment for these posts.</p> <p>More staff will help to keep customer service at high levels - operating new rides/helping keep queues short. In south-west need less staff - cheaper to redeploy as don't have to pay redundancy. They would also be ready trained for the job.</p> <p>Staff still have a job - but will have to move a long way. Evaluative balance will probably end up being between commercial benefits to Thodis park and inconvenience to staff. Long journey/moving may not help motivation.</p> <p>N.B. Candidates should consider both employees and employer but it is not absolutely necessary that they do.</p>
Level	Mark	Descriptor
	0	No rewardable material
Level 1	1-3 marks	Basic responses that are mainly theoretical/descriptive. Possibly limited reasoning/ application.
Level 2	4-6 marks	Responses with some evaluation/application. Responses may have either clear application and some evaluation or some application and clear evaluation. Expect the benefits of redeployment to dominate the discussion.
Level 3	7-8 marks	Focused responses with sustained evaluation and application.
		Total for Question 3
		20 marks

Question Number		Indicative Content
4(a) AO3		<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>May be more motivated as can take part in decision making - or may be lost as they are not used to it. If they are involved more in decision making they will feel more involved.</p> <p>Democratic style will have more consultation, e.g. staff meetings, so allowing them more say .</p> <p>Greater turnover suggests that this style is not popular so should encourage more to stay/work harder if new style is more favourable.</p> <p>N.B. Be aware of what the stimulus material says. Some responses will simply say '...so this won't happen'! Level 1 only.</p>
Level	Mark	Descriptor
	0	No rewardable material
Level 1	1-2 marks	Basic responses that are mainly theoretical/descriptive. Possibly limited reasoning/ application. Much will be rewording of the stimulus.
Level 2	3-4 marks	Responses with some analysis/application. Responses may have either clear application and some analysis or some application and clear analysis.
Level 3	5-6 marks	Focused responses with sustained analysis and application.

Question Number		Indicative Content
4(b)		<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>Staff have had few opportunities for training so may be under skilled and thus lack confidence.</p> <p>Some working on new attractions so need training Staff development (team building) etc necessary to integrate the old/new staff to get more co-operation/happier workforce.</p> <p>Need to understand how to respond to a new style of management.</p> <p>Will have more role in decision making under democratic manager so will need to have the skills to be able to carry this out successfully.</p>
Level	Mark	Descriptor
	0	No rewardable material
Level 1	1-3 marks	Basic responses that are mainly theoretical/descriptive. Possibly limited reasoning/ application.
Level 2	4-6 marks	Responses with some evaluation/application. Responses may have either clear application and some evaluation or some application and clear evaluation.
Level 3	7-8 marks	Focused responses with sustained evaluation and application.

Question	Example Answer	Mark Allocation
4(c)	<p>1 mark for a valid technique chosen. 2 marks for explanation as to how it could benefit the staff.</p> <p>For example: Appraisals (1) Before the training is decided upon it might be useful to give redeployed employees an appraisal (1) so that they can discuss with their line manager what training they think they might need (1)</p>	(3)
	Total for Question 4	17 marks
	TOTAL FOR PAPER: 90 MARKS	

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