

Write your name here

Surname

Other names

Centre Number

Candidate Number

Edexcel GCE

Leisure Studies

Advanced

Unit 5: Employment in Leisure

Tuesday 17 January 2012 – Afternoon

Time: 1 hour 30 minutes

Paper Reference

6970/01

You do not need any other materials.

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 2(b) and 3(d)(i). 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 ►

P40155A

©2012 Pearson Education Ltd.

1/1/1/1



PEARSON

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

1 Hertborough Leisure Centre (HLC) is a public sector leisure centre. It offers a wide variety of sports and fitness activities all year and a summer programme for children in August. It uses a few volunteers for regular work during the week and many others for the summer programme.

(a) Explain the benefits of using volunteers for a public sector organisation such as Hertborough Leisure Centre.

(4)

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

(b) Explain why people volunteer for work in the leisure industry.

(6)

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....



(c) Identify **two** methods of advertising that would be suitable for recruiting volunteers. Give reasons for each of your choices.

(6)

1

.....

.....

.....

.....

.....

.....

2

.....

.....

.....

.....

.....

.....

(Total for Question 1 = 16 marks)



2 Patrick is a self-employed sports coach. He specialises in Pilates but has qualifications and experience in many areas of sports coaching. He takes one Pilates session per day at HLC as well as doing some personal training there. He also works for two other private gyms. He is very reliable – HLC is very grateful for this as not all the self-employed coaches are! HLC does have two full-time coaches but prefers to keep these to a minimum and use self-employed coaches where possible.

(a) Explain the benefits to both Patrick and Hertborough Leisure Centre of him being self-employed.

(8)

Benefits to Patrick

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

Benefits to HLC

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....



HLC needs a new full-time sports coach. It is a large public sector leisure centre with quite a high turnover of staff. Its budget has been cut substantially in the last year. It is going to use an online application form for this post as it does for most others.

*(b) Analyse the benefits to Hertborough Leisure Centre of asking candidates to apply online rather than sending them an application pack and form by post.

(8)

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....



HLC's Human Resources Department has decided to use the following criteria in the recruitment and selection process for the post of Sports Coach.

Essential criteria

Good motivator

Enthusiastic

Good knowledge of leisure centres

Desirable criteria

Patient and persevering

(c) (i) Evaluate the choice of these criteria for this post.

(4)

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

(ii) Explain how these criteria will be used in the recruitment process.

(6)

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....



Once the new sports coach starts work at the leisure centre he will have an induction. His role will involve him working in the gym, taking classes in the studios and coaching on the courts and pitches outside.

(d) (i) Identify **three** items you would expect to see in the induction for the sports coach.

(3)

1

2

3

(ii) Explain the importance of an induction for the new sports coach.

(6)

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....



HLC is careful to carry out its recruitment process correctly, with full documentation and a commitment to being an equal opportunities employer. This is necessary both to maintain high standards of customer service and to stay within the law. Both internal and external candidates will be interviewed for the post.

(e) Analyse the possible effects for Hertborough Leisure Centre of failing to follow an appropriate recruitment and selection procedure.

(6)

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

(Total for Question 2 = 41 marks)



3 HLC's disciplinary procedure has been a great success. All line managers follow it carefully and HLC has a proud record of never having dismissed a member of staff since the procedure was introduced. If an employee is in breach of company policy, HLC always ensures that a well informed, but informal, discussion with the line manager takes place as soon as possible. If the problem occurs again then a carefully worded written warning is given.

(a) Explain how the following two parts of the procedure help to ensure a successful outcome to a disciplinary procedure.

(8)

Well informed, but informal, discussion with the line manager

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

Carefully worded written warning is given

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....



Organising annual leave is a problem for HLC. There are times of the year when it is very busy – such as in school holidays when it runs extra courses and needs all its staff there. In the past, it has set all leave dates for the staff itself. Some staff were not able to take all their annual leave last year as it wasn't at a convenient time. This has demotivated staff and the management is looking to become more flexible.

(b) Explain how Hertborough Leisure Centre could make its annual leave policy more suitable for its staff.

(6)

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....



HLC is to appoint a leader for its summer holiday activities for children. The job roles will include:

- organising a team of volunteers
- leading some activities
- running the team that sets up the activities – this needs to be done each morning before the children arrive at 09:00.

There are two candidates for the post. Josh has an autocratic leadership style (tells everyone exactly what to do – no questions please!). Tracey has a laissez-faire style (allowing the team to make most of the decisions themselves).

(c) Which one of the two candidates do you think would be most suitable for this role? Justify your decision.

(6)

Candidate chosen

Justification



Arka has been a receptionist at HLC for two years. She always wanted to work in the leisure industry and achieved a Level 2 coaching qualification, as well as her GCE in Leisure Studies, before leaving school. She applied for the receptionist role as there weren't any other jobs vacant at the time. She is a great communicator and customers like her, but she is getting bored with the job. At her last appraisal it was suggested that job rotation might improve her motivation.

* (d) (i) Evaluate the use of job rotation as a method of motivating Arka.

(8)

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....



(ii) Explain what an appraisal is. You should include information on how and why it is carried out.

(5)

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

(Total for Question 3 = 33 marks)

TOTAL FOR PAPER = 90 MARKS



BLANK PAGE



BLANK PAGE



BLANK PAGE

