

Mark Scheme (Results)

June 2011

GCE Leisure Studies (6970/01)

Unit 5: Employment in Leisure

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Question Number	Answer	Mark
1 (a)(i)	<p>Award 1 mark for each correct item up to a max of 2. Award 1 mark for each correct reason. Salary (1) offered so that they would know whether it is more than their present one (1) Roles of the job (1) so that they can judge whether it will be suitable for them (1)</p> <p>Or any other realistic response</p>	(4)

Question Number	Answer	Mark
1 (a)(ii)	<p>Award up to 2 marks for each explanation It shows candidates what skills etc that the organisation are looking for (1) so they will know whether they have those skills so it will be worth applying (1) It will show the skills needed to complete the job (1) so they will use it to set the criteria for short listing (1) It can be used to base questions on at interview (1) so they know that the interview will stay focussed on what the post required so get the best possible candidate (1)</p> <p>Or any other realistic response</p>	(4)

Question Number	Answer	Mark
1 (b)	<p>Award 1 mark for each explanatory point. Neodo determines the information that is asked (1) so they will not have to look through a lot of irrelevant material (1) It will all be in the same format (1) so it makes it easier to compare (1) and so makes the recruitment process shorter/more cost effective (1) They could put the application form online (1) making the process of getting the applications cheaper/quicker (1) Potentially large company so could use a generic online form (1) which makes it even more cost effective (1)</p> <p>Or any other realistic response</p>	(6)

Question Number	Indicative Content	
1(c)	<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><u>Positives</u> Able to reach a wide area through the internet People interested in the company will be looking - more likely to be good for their customer services if they are interested in the company Cheap and 'green'</p> <p><u>Negatives</u> Managerial post needs to get to a large audience - potential candidates will only see it if they happen to be looking there. Needs to go on more general job websites as well to be effective</p>	
Level	Mark	Descriptor
Level 1	1-2 marks	Basic statements made with no/minimal evaluation. Probably a list of benefits/problems of internet advertising
Level 2	3-4 marks	Sound response with some evaluation and application. At the top of the level there should be definite link to the actual role (managerial) or the use of their website as opposed to just the internet
Level 3	5-6 marks	A focussed response with sustained evaluation and effective application.

Question Number	Indicative Content	
1(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>Responsible for other staff - may be a problem if they work in differing ways or beneficial if they don't get on with one of the managers.</p> <p>Complaints from customers will need to be followed through - might not be dealt with quickly if communications are not efficient and one is not there for a few days.</p> <p>May be able to co-ordinate unsocial hours to suit personal requirements so a better range of candidates is attracted.</p>	
Level	Mark	Descriptor
Level 1	1-3 marks	Simple statements that are indicating generic advantages/disadvantages of job share arrangements. The candidate uses everyday language and the response lacks clarity and organisation. Spelling punctuation and the rules of grammar are used with limited accuracy.
Level 2	4-6 marks	Sound analysis with some application or sound application with limited analysis. By mid level there should be direct link to the post in terms of roles or level of responsibility. 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.
Level 3	7-8 marks	A focussed analysis that applies the characteristics of the post to the job share proposal. The candidate uses specialist terms consistently and the response shows good focus and organisation. Spelling, punctuation and the rules of grammar are used with considerable accuracy.

Question Number	Answer	Mark
1 (e)	<p>Award 1 mark for each correct suggestion</p> <ul style="list-style-type: none"> • Inform the candidate of the time/place/directions etc • Choose the interview panel • Decide format of the interview • Book a room • Inform other staff/reception that interviews are taking place • Produce a schedule for the day • Arrange furniture in interview room • Re-read application forms/get documentation together • Select criteria for marking candidates • Decide on questions/activities <p>Or any other realistic response</p>	(6)

Question Number	Indicative Content	
1(f)	<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>Manager needs a variety of skills - these are tested more fully in a 2-day interview.</p> <p>Leading a team of 4 so group task enables them to see if he/she is a good team player.</p> <p>Role play may be used to test customer service skills - manager still has direct contact with customers.</p> <p>As manager will need to sort out problems that staff pass on to her so problem-solving activity may do this.</p> <p>Is in a very responsible position with many under him/her so has big influence on the running of the cinema so it is important they get the right person. 2-day interview will enable them to see candidates from a wide perspective so more likely to appoint the right person.</p> <p>But it is expensive for use of staff etc so is it worth it?</p>	
Level	Mark	Descriptor
Level 1	1-3 marks	<p>Simple statements that are indicating generic advantages, probably listing what each item would be used for.</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>Sound evaluation with some application or sound application with some evaluation. By the middle of the level there will be some direct link between the items included and the role variable.</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>A focussed evaluation that indicates the importance of this type of interview with the role available, together with some indication perhaps of why it may not be such a good idea.</p> <p>The candidate uses 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 Number	Answer	Mark
1(g)	Award up to 2 marks for each explanation New guidelines for health and safety may have been introduced, such as an act update (1) so staff will need to be taken through these procedures (1) Staff may make mistakes in existing procedures through over-familiarity (1) so a reminder of the correct procedures may be necessary (1) Also: Introduction of new technology	(4)

Total for Question 1 - 46 marks

Question Number	Answer	Mark
2 (a)(i)	Award 1 mark for each correct suggestion. For example: Hours that you work. Grievance and disciplinary procedures Notice period required Etc.	(3)

Question Number	Answer	Mark
2 (a)(ii)	Award 1 mark for each explanatory point.. New manager can 'shadow' her for the two weeks (1) so allowing her to get to know the role (1). The organisation knows that they will not have a gap between the two staff (1) as they will have appointed one before the old one leaves (1) The old manager does not want to be there (1) so may not work well as she is demotivated (1) . This may influence how the new manager sees the job and make her induction less productive (1)	(6)

Question Number	Indicative Content	
2(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>Building is on 3 floors, so lifts/ramps needed for customers. Ramps better as 4 screens so could be many people needing it at one time? Admin spread between two floors so need for staff Hearing loops for customer service issues watching films</p>	
Level	Mark	Descriptor
Level 1	1-2 marks	Basic statements consisting probably of just a list of possible improvements.
Level 2	3-4 marks	Sound response with some explanation and application. Links will be made either to specific benefits for customers or staff, or links will be made to the possible requirements of the building
Level 3	5-6 marks	A focussed response with sustained explanation and effective application.

Total for Question 2 - 15 marks

Question Number	Answer	Mark
3(a)	<p>Award 1 mark for each explanatory point.</p> <p>Can train them as they want/on the equipment they have (1) which will make them more beneficial than generically trained ones (1)</p> <p>Later in their apprenticeships they may be able to carry out roles on their own (1) and they are not paid a great deal so this may save them money (1)</p> <p>They are specialist so probably not many other places to train them (1). They will also make money from offering places to other organisations at their college (1)</p> <p>Learning on the job will be more effective than just at training college (1)</p>	(6)

Question Number	Answer	Mark
3(b)(i)	<p>Award 1 mark for each correct characteristic of staff used. Allow max 1 mark for how they are used</p> <p>Usually short-term contracts</p> <p>Can hire/fire on a daily basis</p> <p>Used when demand is greatest for single events</p> <p>Conditions of employment often weak</p>	(3)

Question Number	Indicative Content	
3(b)(ii)	<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>Work is regular so staff not required at short notice Can train the part-timers so do a better job. They are always the same staff so it is worth it. Much of the work will be dealing with customers front of house so need staff they know Admin staff will need to be reliable - often have minimal time to check casual staff.</p>	
Level	Mark	Descriptor
Level 1	1-2 marks	Simple statements that indicate how part-time staff may be used rather than the benefits.
Level 2	3-4 marks	Sound analysis with some application or sound application with limited analysis. There is some linkage of characteristics of either casual or part-time staff to the type of work.
Level 3	5-6 marks	A focussed examination that applies the characteristics of the work available to the different systems of work that part-time/ casual staff give.

Total for Question 3 - 15 marks

Question Number	Indicative Content	
4(a)	<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>Raul is already good at his job so why train him. He enjoys it so may not want to go to a higher management level, so why train him. He is only concerned with the difference in pay and being fairly rewarded so just having a higher salary may not be important to him. May involve days with own staff so gets to understand them better and improves attitude towards them.</p>	
Level	Mark	Descriptor
Level 1	1-2 marks	Simple statements without development.
Level 2	3-4 marks	Sound explanation with some application or sound application with limited explanation. Probably only one part of the stimulus idea used - either that of not needing training for present role or not being dissatisfied and wanting to go further.
Level 3	5-6 marks	A focussed explanation that deals with both the lack of need for training and his possible lack of desire for it.

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>Content will depend to an extent on which method is chosen but should encompass some/all of: Suitable job for incentivised payments such as PRP. Appraisals may be used to find what he wants and then targets set. Capable of good ideas so need to encourage this in some way.</p>	
Level	Mark	Descriptor
Level 1	1-3 marks	Simple statements giving probably generic benefits of the method chosen.
Level 2	4-6 marks	Sound evaluation with some application or sound application with limited evaluation.
Level 3	7-8 marks	A focussed valuation in which the method chosen is linked directly to the stimulus material. Effectiveness is dealt with both for Raul and the organisation.

Total for Question 4 - 14 marks

Total for Paper - 90 marks

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