

Write your name here

Surname

Other names

**Pearson**  
**Edexcel GCE**

Centre Number

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Candidate Number

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# Leisure Studies

**Advanced Subsidiary**

**Unit 2: Working Practices in Leisure**

Wednesday 14 May 2014 – 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(c) 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 questions. Write your answers in the spaces provided.**

**1** Sportzgyim is a large fitness centre. In the school holidays it runs a crèche that caters for children up to eight years old. The crèche is run according to the requirements of the Children Act.

(a) Identify **four** key requirements of the Children Act.

(4)

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The changing rooms have lockers where customers leave clothes and other valuables while they are exercising. Customers are encouraged to bring their own padlock in order to secure the locker doors. In the last two months four customers have reported that their valuables have been stolen from the lockers.

(b) Identify and explain **two** measures that could be put in place in order to ensure security of customers' property whilst they are at SportzgyM.

(6)

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Safety in the leisure sector is overseen by the Health and Safety Executive (HSE).

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

(4)

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A new electronic database has been installed at the centre. This has to be operated within the guidelines set by the Data Protection Act.

(e) Outline **two** measures that Sportzgyim could take to meet the requirements of the Data Protection Act.

(4)

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Some of the gym equipment is defective (not working properly) and this puts both gym staff and customers at risk of being injured.

(f) Using the following pro forma, complete a risk assessment where the key hazard is injury to staff and customers through using defective gym equipment.

(10)

Hazard	Injury through using defective gym equipment		
Who might be affected	Likelihood of hazard occurring	Severity of hazard	Risk rating
Staff and customers			
Measures to minimise risk			
Scale used for likelihood		Scale used for severity	

(Total for Question 1 = 36 marks)



2 A new manager has just been appointed to the centre. He has worked with both the Quest and Investors in People (IIP) quality systems before.

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

(4)

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(b) Identify **two** pieces of evidence that might be used in the **Quest** accreditation process. For each, explain how it might be used to determine whether Sportzgyim achieves the quality system.

(4)

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**Use the following information to answer question 2(c).**

The new manager has noticed that there is no business plan and that the number of new customers joining has fallen rapidly in the last two years. The results of a recent mystery visit show that:

- Staff were passing problems on to someone else rather than dealing with them themselves
- Reception staff were considered 'not friendly'
- Customer comment forms were not always available
- The centre was assessed as unsatisfactory for cleanliness and maintenance
- Some of the treadmills were not working and there was no indication that the problem was being addressed

He has decided that Sportzgyim should try to achieve either Quest or liP accreditation to address these issues permanently.









**3** Organisations keep financial accounts using a series of standard documents, both paper and electronic.

(a) Describe **two** documents that would be used within an accounting system.

(4)

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The management is planning some changes to the centre. However, the finance director is not sure that the changes are affordable as at present membership numbers are the lowest they have been for years. Recently, the centre ran a campaign to attract new members.

Membership costs for Sportzgyim are as follows:

	Payment Type	Cost
<b>Full Membership</b>	Annual fee (paid at start of the year)	£750 per year
	Monthly fee (paid by direct debit)	£70 per month

(b) (i) State the annual saving for a customer paying an annual fee.

(1)

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The marketing campaign offered new members a 10% discount on their first year's membership, whichever method of payment they chose. As a result of the campaign 31 new members joined the club; 22 opted to pay by direct debit and 9 to pay an annual fee.

(ii) State the total extra income that Sportzgyim will gain in the first year as a result of this campaign. Show your working in the space provided.

(3)





In the cafe at SportzgyM most customers use cash to make purchases. Although SportzgyM is happy for them to use cash for inexpensive purchases, it would prefer them to use credit/debit cards for more expensive items.

(c) Explain why SportzgyM might prefer its customers to use credit/debit cards rather than cash for more expensive items.

(4)

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