

Write your name here

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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**

Friday 19 May 2017 – 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.*
- Questions labelled with an **asterisk** (\*) are ones where the quality of your written communication will be assessed  
– *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.
- 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** Durston City is a football club. Its stadium holds 20 000 spectators. In order to stage matches the club has to meet the requirements of the Fire Safety and Safety of Places of Sport Act.

(a) Identify **four** key requirements of the Fire Safety and Safety of Places of Sport Act.

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Durston City Football Club has grown rapidly from being a small club. Although the stadium is complete, the club has not got enough money to afford Closed-Circuit Television (CCTV). Next month it has a cup game and the stadium is expected to be full.

(b) Identify and explain **two** measures, other than CCTV, that the club could put in place in order to improve the safety of spectators at this match.

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**Use the following information to answer Question 1(c).**

When supporters apply to be members of Durston City Football Club, they complete an application form that asks for financial information to help determine whether they can be accepted. The club now thinks it would be useful to use this information to market items in its shop by post or electronically. The application form also asks for information about supporters' families as the club thinks this might be useful in the future. Many of the old application forms are kept in a room along with maintenance materials.

The club's owner also owns other leisure venues and uses the club's membership information to advertise these venues. The club's database has not been updated for many years so people who are no longer members receive marketing materials.

The club's new general manager has pointed out that changes are needed to these practices in order to meet the requirements of the Data Protection Act.

- \* (c) Analyse the possible effects on Durston City Football Club of correctly implementing the Data Protection Act.

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Each day before training starts, equipment has to be brought out of the main storeroom to the training pitch. Some of the items are heavy and the groundsman, or his assistant, has to load them onto a trailer.

(d) Outline **two** ways in which the requirements of the Manual Handling Operations Regulations might affect how this task is completed.

(4)

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Recently, an elderly customer fell over some equipment that had been left on a pathway. He cut his leg badly. Although the club helped him to get medical attention, the customer was upset at its lack of concern and reported the incident to the Local Authority Environmental Health Department. The club has not had any safety problems in the past.

(e) Explain how the Local Authority Environmental Health Department should act in response to this complaint.

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The club has had to change where it stores chemicals such as paint and cleaning fluids. In order to establish whether the new location is appropriate it has to carry out a risk assessment.

- (f) Using the following pro forma, complete a risk assessment where the key hazard is injury resulting from incorrect storage of chemicals.

(10)

Hazard	Injury from incorrect storage of chemicals		
Who might be affected	Likelihood of hazard occurring	Severity of hazard	Risk rating
Staff Customers			
Measures to minimise risk			
Scale used for likelihood		Scale used for severity	

(Total for Question 1 = 36 marks)



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- 2 Two years ago Durston City Football Club introduced a quality system.
- (a) Explain why many leisure organisations feel that it is important to achieve a quality system.

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When the quality system was introduced, the general manager decided that the club would send staff on a development weekend. This involved some team building activities, with a presentation and discussion highlighting the benefits of the chosen system.

- (c) Evaluate the potential benefits to the club of holding this development weekend when introducing the new quality system.

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- (d) Identify **two** examples of the type of evidence that might be required by an assessor for the Quest facility management model.

(2)

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

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**(Total for Question 2 = 24 marks)**

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**3** Durston City Football Club has decided to hold a tournament for local schools to raise its profile and perhaps also improve its balance sheet.

(a) Explain what is meant by the term *balance sheet*.

(3)

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Table 1 shows the main costs that have been identified as part of running the tournament.

Item	Cost
Extra stewards, officials	£350
Hire of mini goals	£50 per goal
Printing and mailing advertising leaflets	£17 per 100 leaflets
Insurance	£1200

**Table 1**

The club needs to hire 8 mini goals for the day. It intends to send out advertising leaflets to local schools and clubs, as well as to households in the area, to encourage people to come and watch. It estimates that it will need 3000 leaflets.

- (b) (i) Using the information above, calculate the total cost to the club of holding the tournament. Show your working in the space provided. (2)

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After further investigation, the club has decided that the costs in Table 1 were not accurate and that the total cost of running the tournament will be £2275. The club intends to charge an entry fee of £40 per team. It estimates that for each team playing, it can generate an extra £25 of profit in its café, shop and restaurant.

- (ii) Using the information above, calculate how many teams will need to enter in order for the tournament to break even if the total cost is £2275. Show your working in the space provided. (2)



The Finance Director has recommended that before a final decision is made as to whether it should run the tournament, the club should add an extra 5% to the actual predicted costs of the tournament.

- (iii) Explain why the Finance Director has recommended adding an extra 5% to the predicted costs before deciding whether to hold the event.

(3)

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Like other leisure organisations, the club is always looking for ways of being more efficient and effective. One way it intends to do this is to use financial accounting systems in monitoring its operations.

- (c) (i) Explain how financial accounting systems may enable the club to be more efficient and effective.

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One suggestion for increasing efficiency is to stop accepting cheques as a form of payment in the club's shop and café, which are busy on match days.

(ii) Analyse the possible effects of the club no longer allowing customers to pay by cheque in the shop and café.

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