

Write your name here

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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 18 May 2018 – Morning

Time: 1 hour 30 minutes

Paper Reference

6967/01

You must have:

A 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(a). 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.
- Try to answer every question.
- Check your answers if you have time at the end.

Turn over ►

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

- 1** Fadams Leisure Centre offers facilities including outdoor sports pitches, indoor multi-sport areas and roller skating rinks. It also caters for children's parties and needs to follow the requirements of the Children Act.

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

(4)

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The children's parties can be held in any of the facilities and food is provided in the café. The staff prepare all the food from fresh ingredients. Menus are sent to customers a week before their party so they can select the type of food they want. For large parties the centre has to bring in extra staff to help with the preparation and serving of food.

- (b) Identify and explain **two** measures that Fadams Leisure Centre could put in place to ensure that it complies with the Food Safety Act.

(6)

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

The size of Fadams Leisure Centre and the range of activities there mean that planning for customer safety is complicated. For example:

- It has full-time staff, self-employed instructors who come in to run specific classes/sessions and additional casual staff at peak times
- It has a range of indoor facilities, including fitness studios, a gym, a sports hall and roller skating rinks. There is a café and relaxation area
- It has outdoor grass and all-weather pitches that are used each day and for a few all day events such as five-a-side football tournaments.

The nature of many of these activities means that first aid kits are often in use.

- *(c) Analyse the possible effects of the Health and Safety (First Aid) Regulations on the running of Fadams Leisure Centre.

(8)



Staff in the administration department work in a temporary building at the entrance to the centre. Conditions are cramped and there are boxes stacked around the only door. The computers are close to the user because there is limited space. The building has a poor heating system. Recently the Health and Safety Executive (HSE) visited this department and found that conditions there did not meet the requirements of EU Directives.

- (d) Identify and describe **two** sanctions that the HSE could put in place as a result of this visit. For each sanction, give a reason why it would be suitable for this situation.

(6)

Sanction 1

Description

Reason

Sanction 2

Description

Reason



Fadams Leisure Centre has one large and one small roller skating rink. A key hazard of these is the possibility of participants being injured in high-speed collisions, particularly when participants are of different sizes and abilities.

- (e) Using the following pro forma, complete a risk assessment where the key hazard is injury from collisions between participants on the roller skating rinks.

(10)

Hazard	Injury resulting from collisions		
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 = 34 marks)



2 Use the following information to answer Question 2(a).

A new manager has just been appointed at Fadams Leisure Centre. A review of the centre's working practices has shown some problem areas and she wants to introduce a quality system in order to help the centre improve.

The leisure centre is very popular, but the pool in particular has received criticism from many of the casual swimmers. These criticisms can be summarised as follows:

- The pool is often too hot, the changing rooms are sometimes too cold
- Sometimes the changing rooms and poolside areas are dirty, sometimes they are spotless
- Individual members of staff are helpful but they do not seem to talk to each other as complaints rarely get followed up by the right department
- Equipment, such as diving boards and floats, is in poor condition. Even when they are replaced they do not seem to last very long.

The manager is unsure whether the Quest or Investors in People quality system will be best for the centre.

- *(a)** State which quality system you think would be more appropriate to address the problems that the pool is experiencing. Justify your decision.

(8)

Chosen quality system

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Achieving either of these quality systems will cost the leisure centre money in the short term, but in the long term it is probable that this money will be recovered.

- (b) Explain **two** ways in which the costs of achieving a quality system might be recovered by Fadams Leisure Centre.

(6)

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(c) Explain how the Quest quality system is assessed.

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The leisure centre is used by a local football club for training and matches. This football club has recently achieved the Clubmark quality system.

- (d) (i) Explain why the football club can apply for the Clubmark quality system whilst the leisure centre cannot.

(2)

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- (ii) State **four** key features of the Clubmark quality system.

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(Total for Question 2 = 26 marks)



- 3** Fadams Leisure Centre has a large shop in which it sells equipment and clothing. The price labels for the packs of golf balls are produced by hand. Last month the shop assistant misread her instructions and marked them at £13.30 instead of £15.50. The leisure centre estimates that they have sold 17 packs at the wrong price.

- (a) Showing your calculations in the space provided, calculate how much money the leisure centre estimates it has lost through this mistake.

(1)

Space for calculations

Table 1 shows part of Fadams Leisure Centre's balance sheet. In 2015 Fadams Leisure Centre introduced a new entry system and installed floodlighting on all its outdoor pitches.

Year	Assets (£million)	Liabilities (£million)	Capital (£million)
2014	65	30	
2016		50	25

Table 1

- (b) (i) Complete Table 1 to show the capital for 2014 and the assets for 2016.

(2)

- (ii) Give an example of an asset at Fadams Leisure Centre.

(1)

- (iii) Suggest why liabilities increased between 2014 and 2016.

(3)



(iv) Suggest what evidence there is in Table 1 that Fadams Leisure Centre's financial position got worse between 2014 and 2016.

(1)

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(c) Outline **two** reasons why it is important for Fadams Leisure Centre to keep financial records confidential.

(4)

1

2



Use the following information to answer Question 3(d)(i).

Stock control has been a problem at Fadams Leisure Centre. Its electronic system is old and the following problems have been identified:

- some new stock was left out in the rain as there was no room in the main store
- although some food was transferred to a smaller store, some of it was fresh and was forgotten about until past its sell-by date
- storage space was being taken up by goods that had been reordered even though none had been sold in the past three months.

(d) (i) Explain **two** ways in which a new electronic stock control system might benefit Fadams Leisure Centre.

(6)

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A new stock control system would be expensive to buy and install. The leisure centre's management team also knows that there might be other problems involved in introducing a new system.

- (d) (ii) Explain **two** other problems that might occur when introducing a new stock control system.

(4)

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TOTAL FOR PAPER = 90 MARKS

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