Mark Scheme (Results)

Summer 2017

Pearson Edexcel GCE
In Leisure Studies (6967/01)
Unit 2: Working Practices in Leisure

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General Marking Guidance

- All candidates must receive the same treatment. Examiners must mark the first candidate in exactly the same way as they mark the last.

- Mark schemes should be applied positively. Candidates must be rewarded for what they have shown they can do rather than penalised for omissions.

- Examiners should mark according to the mark scheme not according to their perception of where the grade boundaries may lie.

- There is no ceiling on achievement. All marks on the mark scheme should be used appropriately.

- All the marks on the mark scheme are designed to be awarded. Examiners should always award full marks if deserved, i.e. if the answer matches the mark scheme. Examiners should also be prepared to award zero marks if the candidate's response is not worthy of credit according to the mark scheme.

- Where some judgement is required, mark schemes will provide the principles by which marks will be awarded and exemplification may be limited.

- When examiners are in doubt regarding the application of the mark scheme to a candidate's response, the team leader must be consulted.

- Crossed out work should be marked UNLESS the candidate has replaced it with an alternative response.

Question Number	Answer	Mark
1 (a)	Award 1 mark for each correct statement up to a maximum of 4. For example: • Can prohibit use of a sports ground if fire risk considered too great (1) • Need a fire safety certificate for stand over 5000 (1) • Need a fire safety certificate if a covered stand over 500 (1) • Need a special safety certificate if the event is not the one given on the existing fire safety certificate. (1) • Fire certificates are needed by all leisure venues. (1)	**(4)**

Question Number	Answer	Mark
1 (b)	Award one mark for identifying a realistic measure and a further 2 marks for explanation of how/why each operates. • It would be an all ticket match (1). Tickets would need to be checked at the entrance (1). This would ensure that they could separate home and away fans to reduce the chance of them attacking each other (1) • Stewards should be used (1) to guide people to their seats in an orderly way (1) so that there is no danger of people being crushed by everyone moving at once (1) Also accept reference to: • Alcohol restrictions • Changing kick-off time • Fire exits clear • Barriers between spectators • First aid facilities • Evacuation procedures Or any other realistic response.	**(6)**

Question Number	Indicative Content
1(c) **QWC (i)–(iii)**	*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.* • They would not be able to share information without asking customers so would have to contact them and include statement on questionnaires in future. • If people are no longer members their information should be erased/destroyed as it is no longer needed. • They need to ensure that it is kept safe so will have to find a place that is lockable for old forms. • They need to change the questionnaires so they gather only relevant data. Asking for information in case they might want it is not permitted. • They cannot use the financial information for other marketing etc as this is not the purpose for which it was intended.

Level	Mark	Descriptor
1	1-3	Basic statements made with no/minimal analysis. Specific requirements for the act will be stated but not developed. The candidate uses everyday language and the response lacks clarity and organisation. Spelling punctuation and the rules of grammar are used with limited accuracy.
2	4-6	Sound response with some analysis and application. Requirements of the act will be linked to the stimulus information and what changes might be needed. 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.
3	7-8	A focussed response with sustained analysis and effective application. There will be specific application of the act linked to the stimulus information. Responses will show how implementation will affect the club in a number of ways. 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 (d)	Award up to 2 marks for each. This will probably be 1 mark for what the act requires and the second for how the organisation might achieve this, although may also be detailed outline of how this is achieved. For example: • The regulations set out how to manage loads better (1) so the task may be adapted to ensure that it follows the guidelines (1) • He will need to have training in the best way to lift them (1) so which reduces the chance of him injuring himself. (1) • He will need to carry out a risk assessment on the task (1) to see if it is manageable for one person (1) / whether it will need both of them to carry it out (1)	**(4)**

Question Number	Answer	Mark
1 (e)	Award 1 mark for each explanatory comment. For example: They would have to investigate the complaint (1) as the organisation may have broken the HASAWA (1). They would gather evidence from the organisation to establish the facts (1) so they could consider what might be the appropriate course of action / sanctions (1), which would depend on the severity of the issue (1). In this case it might be a fine / warning (1) as the potential dangers were not great and they have not had safety issues before(1).	**(4)**

Question Number	Answer	Mark
1(f)	Up to 3 marks for application stages. 1 mark each for • likelihood of risk • severity of risk • risk rating. Please note there should be a balance in their application of the problem. If they specify a severe risk then the likelihood of this occurring must be very low. Ensure that you check the scales that the candidate gives at the foot of the RA as they may not be logical! Up to 4 marks for measures to minimise risks. 1 mark for each measure up to a maximum of 4. e.g. • Ensure that dangerous chemicals are labelled • Ensure that they are stored correctly. • Ensure that storage is secure so customers cannot access them • Staff must pass on information about chemicals • Staff follow correct procedures in dealing with them Up to 3 marks for correct scales. Up to 2 marks each for scales of likelihood and severity. Awarded as follows: • 1 mark for 1/2 scales that are only partially complete • 2 marks where candidate has one scale that is fully correct, i.e. has numerical scale with sensible gradation of the scale shown or detailed scale in words only, and one that is partially correct. • 3 marks where both scales are fully correct N.B If there is one complete scale but no partial scale then award 1 mark only. • If they are in words only it is likely to be as follows. Accept only the filled in boxes for the overall risk. |	Slightly Harmful	Harmful	Extremely Harmful
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Highly unlikely	Trivial Risk	Tolerable Risk	
Unlikely	Tolerable Risk	Moderate Risk	
Likely	Moderate Risk		| Likely scales to be met accompanied by numbers (although acceptable without – but it is impossible to get the overall risk mark if these are presented without numbers): Unlikely – likely – highly likely Slightly harmful – harmful – harmful - very harmful Slight injury – first aid treatment – time off – hospitalised – death. DO NOT ACCEPT for 2 marks Unsevere/not severe – severe – very severe Any scale with never/no harm explicit or implicit	**(10)**

Total for Question 1 = 36 marks

Question Number	Answer	Mark
2 (a)	Award 1 mark for each explanatory point. For example: The leisure industry is a highly competitive environment (1) and so product/service needs to be as good as possible in order to survive (1). They help increase efficiency (1) and give customers value for money (1). It provides a way of measuring themselves objectively (1) as the quality systems provide industry standards to guide them (1). Staff are used in more efficient ways (1) so they should in the long term be more effective organisations (1). Can be used as a marketing tool (1).	**(6)**

Question Number	Indicative Content
2 (b) **QWC** **(i)-(iii)**	*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.* The most logical choice for this is Quest, for which responses might include: • The Quest assessment looks at cleanliness and housekeeping and this should ensure that the facility is clean in all areas, using signage, cleaning schedules, hence the improvement in cleanliness etc. • Comparison with other clubs may well indicate that they are now meeting industry standards in all areas, which is part of the self assessment. • Quest involves financial management with annual targets and budgeting. All staff are involved in budget planning so they should be more aware of what is going on and less likely to be constantly in crisis. • Maintenance schedules are necessary so damage should be identified and rectified at regular intervals. This may be linked to the improvements indicated in the first statement • It is customer focussed wand so is more likely to read and take note of feedback. • Quest and IiP requires greater communication so this may be related to some of the comments. If Investors in People is chosen it will probably be self-limiting but there are ways of linking staff development and improved communication to the points made. Credit responses which do this accurately.

Level	Mark	Descriptor
1	1-3	Basic responses that are mainly theoretical/descriptive. Specific characteristics of the chosen quality system may not be evident. Possibly limited reasoning / application. Largely/wholly generic The candidate uses everyday language and the response lacks clarity and organisation. Spelling punctuation and the rules of grammar are used with limited accuracy.
2	4-6	Sound responses with some justification/application. Responses may have either clear application and some explanation or some application and clear explanation. They show how the chosen quality system may have led to one or more of the changes indicated. 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.
3	7-8	Focused responses with sustained justification and application. The chosen quality system characteristics are linked to most of the improvements stated and the link between them is clear. 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
2 (c)	Up to 4 marks for evaluative comments. For example: • It would enable the staff to be better informed about the system (1) so they would not have negative reaction through lack of information (1) • They could see that the club was concerned about them (1) as it would be spending a lot of money to get their message across (1) • The weekend would give them a chance to discuss it informally as well without the pressure of work (1) which would be more likely to give them all a balanced view of what its introduction might mean (1).	**(4)**

Question Number	Answer	Mark
2 (d)	Award 1 mark for identification of specific evidence. For example: For example: • Cleaning schedules (1) • Reception desk etc at appropriate height for all users (1) • Effective fault finding system for maintenance (1).	**(2)**

Question Number	Answer	Mark
2 (e)	Award up to 2 marks for each standard outlined. For example: Customer insight (1) is identifying your customers and consulting with them in a meaningful way (1). Information and access (1) is making sure that a full range of information about what is provided is available to customers of the organisation (1). Delivery (1) is listening to customers to ensure a service that is appropriate to their needs/using feedback from customers to adjust how you provide service to customers (1) Timeliness/quality of service (1) reflects the ability to keep to agreed timescales/the ability to provide a quality of service along with timeliness of delivery (1) Culture of the organisation (1) shows a commitment to the customer focus throughout the staff (1)	**(4)**

Total for Question 2 = 24 marks

Question Number	Answer	Mark
3 (a)	Award marks for description identification of the 3 elements in a framework that gives their relationship. For example: The balance sheet is used to calculate the organisation's capital (1) by showing the difference between what the company owns/its assets (1) and what it owes/its liabilities (1)	**(3)**

Question Number	Answer	Mark
3 (b)(i)	**2 mark response** 2460 **1 mark response** 2110 2001 Incorrect addition of 4 correct subtotals seen(350, 400, 510, 1200) One mistake in otherwise correct method shown.	**(2)**

Question Number	Answer	Mark
3 (b)(ii)	**2 mark response** 35 **1 mark response** 34.46, 34.5 56 One mistake in otherwise correct method shown.	**(2)**

Question Number	Answer	Mark
3 (b)(iii)	Up to 3 marks for explanatory comments. One mark can be awarded for identification of the 5% as a contingency fund. For example: This will be a contingency fund (1) to cover any costs that may not have been foreseen (1). This could be something like the cost of stamps rising before the mailings are sent out so the £17 per 100 would be wrong (1). Look for an overall understanding of what it is and how it is useful in project planning/operation – a response that shows this should get 3 marks	**(3)**

Question Number	Answer	Mark
3 (c)(i)	Award 1 mark for each explanatory point. For example: They can be used to monitor their cash flow (1). It will continually record payments into and out of the organisation (1) so that payments are not made unless there are receipts against which make these payments (1). They will ensure that there is a record against which to check documents (1) to see if money is being stolen (1). They can flag up when payments may outweigh incomings (1), which might cause the organisation to go into debt (1) and incur interest charges (1). It can provide reviews over different timescales (1) to give an accurate picture of financial progress(1).	**(6)**

Question Number	Indicative Content
3(c)(ii)	*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.* Shorter queues if it is busy on match days as cheques are time consuming to write and check so customer satisfaction may increase. Less bank charges so greater profit which can be used elsewhere. Less staff time used in processing so greater efficiency in use of staff and finance processes. In the café it is not likely that customers will need to spend large amounts so it may have little overall effect. May put people off if used to this method or may lose sales if they do not have other means of payment. Some people prefer to send cheque rather than use cards over phone or internet. It may have limited effect as cheques are less commonly used now.

Level	Mark	Descriptor
1	1-2	Simple statements of possible benefits or problems with the.
2	3-4	Sound analysis of the issue. Reasoning will be given, linking the use of cheques with information in the stimulus.
3	5-6	Focused responses with analysis of both positive and negative aspects of the suggestion. There will be specific use of information from the stimulus. It does not have to be balanced.

Question Number	Indicative Content
3 (d)	*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.* • Enable them to advertise functions more efficiently and increase income from them • Make people feel more part of the club by personalised messages such as birthday cards etc so less likely to leave. • More people will get to know about them • They can have feedback as to why some are poorly attended and adjust what they do • Can send offers for the restaurant to encourage greater use • More direct and personal contact with members should mean • they can address concerns and chase up those who leave. May be able to prompt them into renewing. • Software can be designed specifically for their needs to ensure these issues are addressed. • Database would be quicker to operate, enabling them to check all communications, including reasons for leaving. These could then be addressed. • Membership renewal will be automatic and could reduce the number of non-renewals.

Level	Mark	Descriptor
	0	No rewardable material
1	**1-3**	Simple statements of possible benefits.
2	**4-6**	Sound analysis with some application or some analysis with sound application. Characteristics of membership systems will be basically linked to the stimulus and linked broadly with benefits to the club.
3	**7-8**	Focused responses with analysis of the possible benefits. Specific reference to possible benefits linking the characteristics of membership systems to information from the stimulus.

Total for Question 3 = 30 marks

Total for Paper = 90 marks