



Mark Scheme (Results)

Summer 2018

Pearson Edexcel GCE

Advanced Subsidiary

Unit 2: Working Practice in Leisure (6967) Paper 01

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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)	1 mark for each correct point. If attempts are made to quantify ratios of adults to children, accept this as the generic 'there must be correct ratio' even if numbers are incorrect. • police checks for people working with children (1) • must be correct ratio of staff to children (1) • staff must be qualified (1) • guidelines on types of equipment (1) • guidelines on records that need to be kept (1) • controlled access for adults (1). Local Authorities should ensure • adequate social services available (1) • information on child protection available (1) • facilities are registered/inspected (1). or any other valid point	(4)

Question Number	Answer	Mark
1 (b)	Up to 3 marks for each of 2 measures. Explanation may be as to how the measure will work or as to why it needs to be taken. Balance of explanation and description can be 2 + 1 or 1 + 2. • menus give a clear idea of the contents (1) as people would need to know if there was anything that their children are allergic to (1). They could order only food that didn't contain some substances/food on the tables would have to be clearly labelled(1) • staff need a food hygiene certificate (1). This will mean that they have been trained in the necessary procedures such as food storage (1). This will reduce the chances of people becoming ill from the food produced there (1). • Accept use of special equipment (e.g. thermometers) as a measure, but only accept one per part of the act, i.e. could use thermometer for controlling cooking and freezers for controlling storage.	(6)

Question Number	Indicative Content	
1(c)	<i>Candidates are not expected to deal with every possible point and rewarded well for a comparatively small number of points if these developed and supported by relevant evidence. This list is not exhaustive.</i> • Kits are often in use therefore FLC will need to have someone check them regularly to ensure that they are complete/get restocked. • There activities in many different areas so FLC will have to ensure there are always first aiders on hand wherever there are activities. • It has a large number of staff, some of whom may not be there much – they will all have to know where the first aid kits are kept. • Some of the activities, like football on the outdoor pitches, could have serious injuries so the contents of the first aid boxes will need to reflect this. • When its events are held there would have to be a well-marked first aid centre that all the stewards etc would know about.	
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	Example answer	Mark
1(d)	For each: 1 mark for identification 1 mark for description of the sanction 1 mark for explanation as to why it would be appropriate • prohibition order (1) . This means that part of an organisation with a problem cannot be used until the problem is resolved (1) It is appropriate as the area described could be hazardous to the health of the staff(1) • warning (1). This means that the HSE identifies the problems to them and tells them what they should do (1) this could be given as the changes should be easy to make so would not take long (1).	(6)

Question Number	Answer	Mark
1(e)	Up to 3 marks for application stages. 1 mark each for • likelihood of risk • severity of risk • risk rating. As always, bear in mind that 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. • have younger children on one rink and older ones on the other • section off areas of the rink for different abilities • have a one way system skating round it • have signage encouraging people to be responsible/not go too fast • Have staff supervising/have stewards who monitor/stop bad behaviour on the ice • have trained first aiders/first aid kit etc • have different times for skaters of different ages/levels • limit the number of people on the ice • or any other realistic response. Up to 3 marks for correct scales. Up to 2 marks each for scales of likelihood and severity. Awarded as follows:	

	Slightly harmful	Harmful	Extremely harmful
Highly unlikely	Trivial risk	Tolerable risk	
Unlikely	Tolerable risk	Moderate risk	
Likely	Moderate		

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 = 34 marks

Question Number	Indicative Content
2 (a)	<i>Candidates are not expected to deal with every possible point and are awarded well for a comparatively small number of points if these are developed and supported by relevant evidence. This list is not exhaustive.</i> <u>Quest</u> Pool hot and rooms cold could be improved through introduction of systems linked to maintenance or environment control Lack of clean poolside/changing rooms improved with attention to housekeeping and cleanliness Complaints etc. improved with introduction of systems for customer feedback, customer research and people management Equipment problems could be improved through regular risk assessments of it, policies of buying the best, customer introductions so that they know how to use it. <u>Investors in People</u> Better training may mean that poolside etc. is kept clean and/or that damaged equipment is replaced as staff remove it from poolside

	Better communication may mean that staff do talk to each other effectively and so complaints are dealt with more efficiently	
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 address at least one of the problems. 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 how the problems stated will be addressed 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 (b)	Up to 3 marks for explanation of each possible way. For example: • greater efficiency in operations (1) as staff would be more likely to understand their job role within the club (1). For example, this would mean less wastage of food if orders were taken correctly each time (1) • more money from customers (1) as the service would be improved encouraging them to return and bring friends (1). For example, accurate mailing of events would help to achieve this (1). • Better use of resources (1) as there would be adequate staff training to ensure that use was monitored (1). For example, this would save money through not overstocking on equipment (1)	(6)

Question Number	Answer	Mark
2 (c)	1 mark for each correct idea up to a maximum of 6. • Organisations carry out a self-assessment on their operation • They compare themselves to the industry standard/best practice information • They can identify strengths/areas for improvement • External validation is undertaken by assessors from the industry • They are given a percentage score for their grading/they need to get 60% to get the award (60% registered, highly commended 75-84%, excellent 85% and above is the full scoring system which would lift this to 2 marks) • They may get a mystery visit • They will get a maintenance assessment to maintain their registration on the scheme • This is based on a two year cycle/two visits are made in two years	(6)

Question Number	Answer	Mark
2 (d)(i)	1 mark for identifying what Clubmark is for and 1 mark for stating why the football club is eligible and Fadams Leisure centre is not. • Clubmark is for sports clubs (1) and football is a sport but the leisure centre is not a club (1).	(2)

Question Number	Answer	Mark
2 (d)(ii)	Up to 4 marks for each feature identified. For example • provides opportunities for young people (1) • Sport England leads the scheme (1) • The club can be recognised as a club committed to providing a quality experience (1) • has a range of criteria indicators and good practice standards(1) • it sets out standards for club management, coaching/competition, sports equity and ethics and club management (1) • clubs need to contact their NGB (1) • they can get a resources pack/Club Mark fact sheet from Sport England (1) • they get accreditation through a simple self-certification scheme (1) • this demonstrates that they are maintaining the same level	(4)

	• accreditation can be renewed annually (1) • the organisation benchmarks itself against others that show good practice (1)	
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Total for Question 2 = 26 marks

Question Number	Answer	Mark
3 (a)	£37.40	(1)

Question Number	Answer	Mark
3 (b)(i)	2014 Capital: Accept any of the following – 35, £35, 35000000, £35000000 2016 Assets: Accept any of the following: 75, £75, 75000000, £75000000	(2)

Question Number	Answer	Mark
3 (b)(ii)	Award 1 mark or a correct example. For example: • Buildings • Computers • Money in the bank • The equipment (or any example)	(1)

Question Number	Answer	Mark
3 (b)(iii)	Award 1 mark for each explanatory point. For example: They took out more bank loans to pay for new equipment such as floodlights (1) as it shows that the assets increased in that time (1). Interest rates may have risen increasing the size of loans (1). They may owe their suppliers money for goods they have bought (1)	(3)
Question Number	Answer	Mark
3 (b)(iv)	Award 1 mark for a correct explanatory comment. For example: • It got worse because their liabilities increased by more than their assets (1). • It got worse because the amount of capital decreased (1)	(1)

Question Number	Answer	Mark
3 (c)	Award up to 2 mark for each reason. For example: • Need to keep business information confidential as they may contain important information about the company (1) which would help competitors if they got hold of it (1) • They need to keep personal information confidential as people would otherwise not trust them (1) and so would not use them to provide goods/services any more (1) • If they did not keep it confidential they would be breaking the DPA (1) and the company could be fined for this (1) Or any other realistic response.	(4)

Question Number	Answer	Mark
3 (d)(i)	Award up to 3 marks for each explanatory point. For example: • A new system will mean that the amount of stock held is carefully recorded (1). This means that if reorder levels are set correctly then they will not run out of stock (1) and customers will not be disappointed/they will not miss the chance of selling extra items because they didn't have them (1) • Just in time stock management ensures the optimum levels of stock to be held (1). This is efficient in terms of storage as they are wasting space storing extra stock that is not selling (1). This space could be used for something more productive for the organisation • The system will record sell by dates (1) so they will be ordered up from the stock room in the right order (1) so there is less chance of items going past their sell-by date and the money invested in them being wasted (1)	(6)

Question Number	Answer	Mark
3 (d)(ii)	Award up to 2 marks for each problem outlined. For example: • Costs of training new staff (1) as they would have to learn new operating procedures (1) • Staff may make more mistakes initially (1) as they are not familiar with it/ so customers are held up and don't return (1) • If staff are used to the old system there may be resistance to a new one (1)	(4)

Question Number		Indicative Content
3 (e) AO3 Expert		<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.</i> <i>This list is not exhaustive.</i> • specialist software tailored to the club needs could help track members • filters to provide mail outs such as for birthdays may give the personal touch that members say is absent • automatic mailing to all, as details will be held electronically would reduce the chances of members being missed out • regular internal communications will be improved so members will get to hear of all decisions made • linkage to a website could allow greater flow of information/an advantage in trying to attract new members • less likelihood of errors in accounts/enquiries as much will be automatic • social events can be advertised through the mailings, increasing chance of members hearing about them/attending.
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 explanation 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 explanation 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