

Edexcel Principal Learning

Information Technology

Level 3

Unit 2: Understanding Organisations

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Pre-release material

Paper Reference

IT302/01

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Leisure centres

Background

Greenfields and The Claypit are leisure centres in a city in the east of England. Greenfields was set up ten years ago and The Claypit six years ago. They are owned and run by the city council, and are heavily subsidised to maintain the facilities on offer.

They both have all the facilities associated with leisure centres, such as a fitness suite, badminton and squash courts and a sports hall. They are run as separate centres and manage their own membership and booking systems.

There are also three astro turf sports pitches within the city, used by local hockey and football teams. These pitches may be booked through either of the centres.

All booking of the pitches and other facilities is done over the phone or in person at a centre.

Figure 1 shows the system used for booking an astro turf pitch.

Booking astro turf pitches

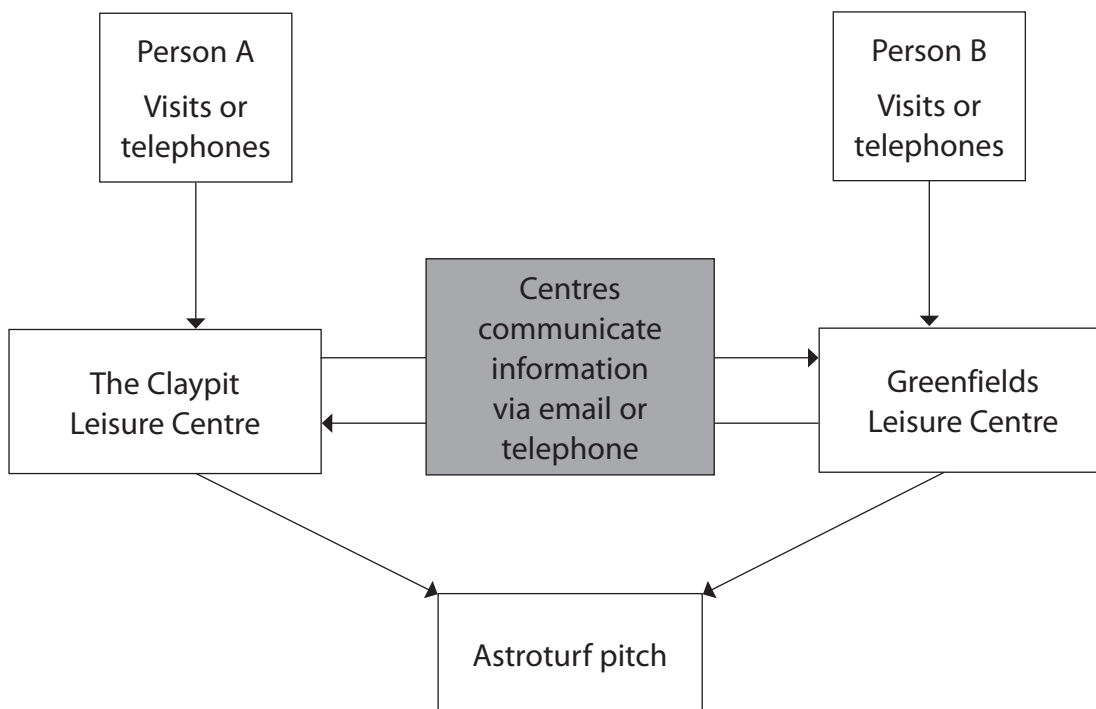


Figure 1

Management Structure

The management structure is the same in each centre and is shown in Figure 2.

The Management structure of the Leisure Centres

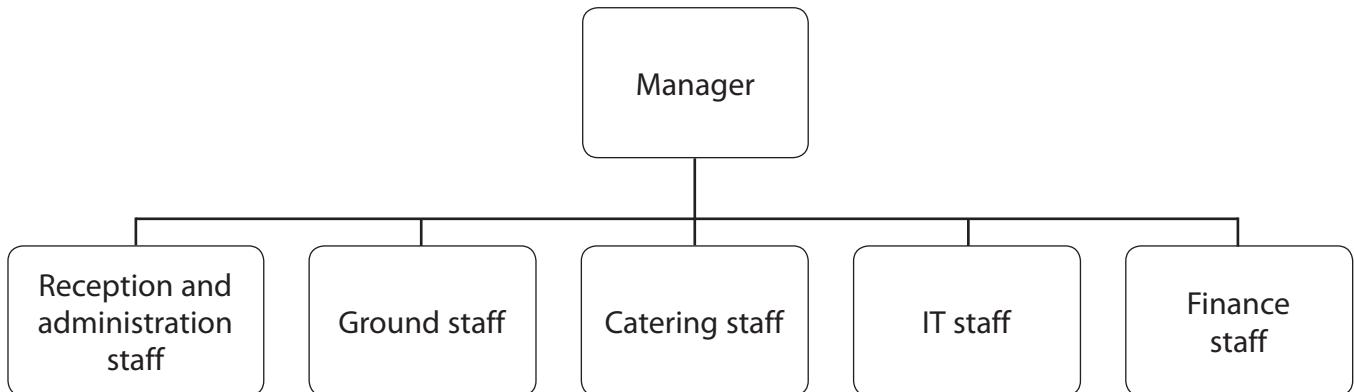


Figure 2

Given an economic climate where the council is reducing expenditure, it has been decided that the leisure centres will be made available to lease by a private company and must become self financing. The council wishes the leisure centres to be leased as one business.

The council has drawn up a procurement strategy to enable companies to bid for the lease. Colin Douglas, a council officer, has been appointed to oversee the procurement strategy.

Business review

Colin Douglas has carried out a business review and identified that:

- there has been very limited marketing of the centres and the local community is unaware of all the facilities on offer
- the IT systems at the centres use different operating systems and the systems are out of date
- a website would improve customer relations and increase the use of the centres
- stock control is an area for improvement.

Business processes and improvements

Colin has carried out a time and motion study of roles and responsibilities of staff and the use of resources. The study highlighted problems with duplication of tasks, lack of coordination in areas and resources being underused. The study identified a number of improvements which could be made in running the centres.

Colin has asked the reception and administration departments of each centre for a list of members and the facilities they use most. The results show that the two most popular facilities are the fitness suite and the badminton courts. A survey of the members using these facilities has shown that queuing at the reception desk to sign in can be a lengthy process.

IT in the leisure centres

Although IT is used in the leisure centres, records of members' details and financial transactions are often inaccurate and thus unreliable. A new IT system is proposed and staff will need training in using the new system. This training includes guidance on data security as personal details of members are stored. It has been decided to use a Computer Aided Learning (CAL) package.

All of the data from the existing systems will have to be transferred to the new system.