

Centre Number						Candidate Number				
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For Examiner's Use	
Examiner's Initials	
Question	Mark
1	
2	
3	
4	
5	
6	
7	
8	
TOTAL	



General Certificate of Education
Advanced Level Examination
January 2010

Leisure Studies

LS09

Unit 9 Working in the People Business

Thursday 14 January 2010 9.00 am to 11.00 am

You will need no other materials.
You may use a calculator.

Time allowed

- 2 hours

Instructions

- Use black ink or black ball-point pen.
- Fill in the boxes at the top of this page.
- Answer **all** questions.
- You must answer the questions in the spaces provided. Answers written in margins or on blank pages will not be marked.
- Do all rough work in this book. Cross through any work you do not want to be marked.

Information

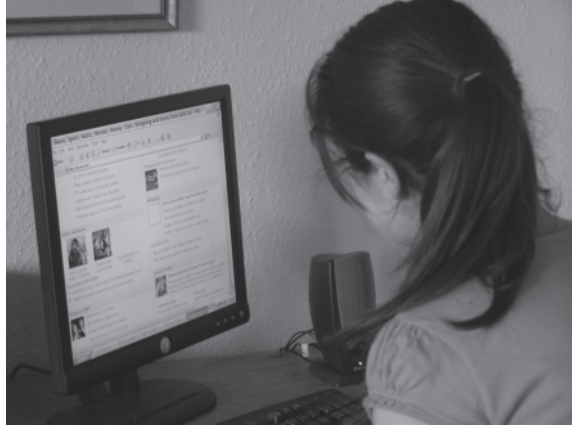
- The maximum mark for this paper is 90.
- The marks for questions are shown in brackets.
- In Question 8 you will be marked on your ability to use an appropriate form and style of writing, to organise relevant information clearly and coherently, and to use specialist vocabulary where appropriate. The legibility of your handwriting and the accuracy of your spelling, punctuation and grammar will also be considered in this question.



J A N 1 0 L S 0 9 0 1

Answer **all** questions in the spaces provided.

1 Leisure organisations place job advertisements in order to attract applicants.



1 (a) Assess the advantages for a leisure organisation of placing its job advertisements in newspapers rather than on the internet.

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(10 marks)

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Question 1 continues on the next page

Turn over ▶



1 (b) **Figure 1** shows three examples of UK legislation.

Figure 1

- | |
|---|
| <p>Sex Discrimination Act 1986</p> <p>Rehabilitation of Offenders Act 1974</p> <p>Age Discrimination legislation
(The Employment Equality (Age) Regulations 2006)</p> |
|---|

Choose **one** example of legislation from **Figure 1** and outline **two** ways in which it is intended to assist people who are making applications for jobs.

Chosen legislation

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(4 marks)



- 2 (a) In the space below, sketch an organisational chart for **one** leisure organisation to show its staffing structure or ‘hierarchy’. You should show at least **six** named leisure jobs, including jobs at different levels of seniority.

Name of leisure organisation

(4 marks)

- 2 (b) Referring to your chart, suggest what is meant by *chain of command*.

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(2 marks)

Turn over ►



2 (c) Choose **one** job within the leisure industry. Explain why particular skills, qualifications and experience are required to do that job.

Chosen job

Explanation

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3 A leisure company decides to reorganise its staffing structure. Some employees will be assigned to new roles and some jobs may disappear. Before the reorganisation takes place, the company takes steps to ensure that the change goes smoothly.

3 (a) Explain how the company should deal with its staff in the lead-up to the reorganisation so that all of its employees are treated properly.

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3 (b) Outline **one** likely consequence for a leisure organisation of failing to follow procedures when changing its staffing structure.

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(2 marks)

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5 Study **Figure 2**, which describes a government-funded training scheme.

Figure 2

A UK company that operates sport and leisure centres takes part in a government scheme to fund its employees who are working towards qualifications at NVQ Level 2 or higher.

Employees over the age of 19, who hold a contract of employment at the start of training and who do not have five GCSE passes or equivalent, can train for leisure qualifications such as Customer Service, Operational Services, Instructing Exercise and Fitness, Team Leading.

Explain the likely benefits and drawbacks for the company of taking part in the training scheme referred to in **Figure 2**.

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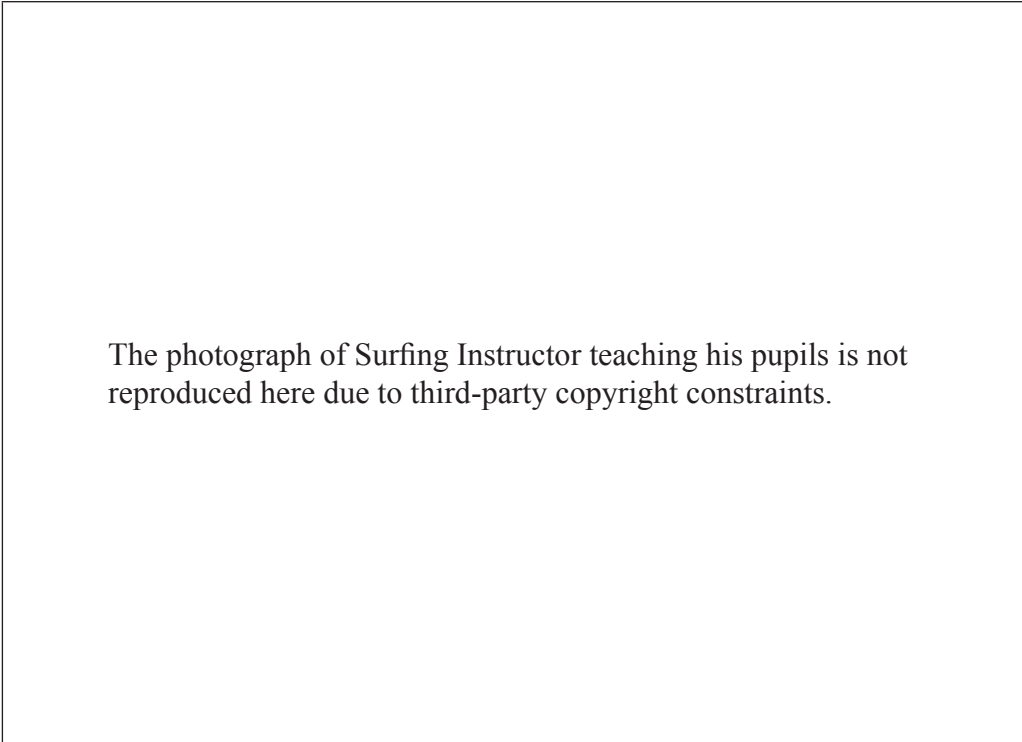
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6 Study **Figure 3**, which is an advertisement for a seasonal job.

Figure 3



The photograph of Surfing Instructor teaching his pupils is not reproduced here due to third-party copyright constraints.

We're looking for fun-loving surfers to join our popular activity holiday centre for the 2010 season.

This role will suit anyone looking to start their career in the outdoor industry.

Or, if you're searching for a career break, you'll pick up numerous transferable skills for your CV.

Salary: £200 per week gross, plus commission on sales and bonus.

Start April 2010 on a seasonal contract with the possibility of a permanent position in the company for the right applicant.

6 (a) Suggest what is meant by *transferable skills*.

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(2 marks)



6 (b) What is the difference between *commission* and *bonus*?

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(2 marks)

6 (c) Discuss the difficulties that seasonal employment might cause **employers** in the leisure industry.

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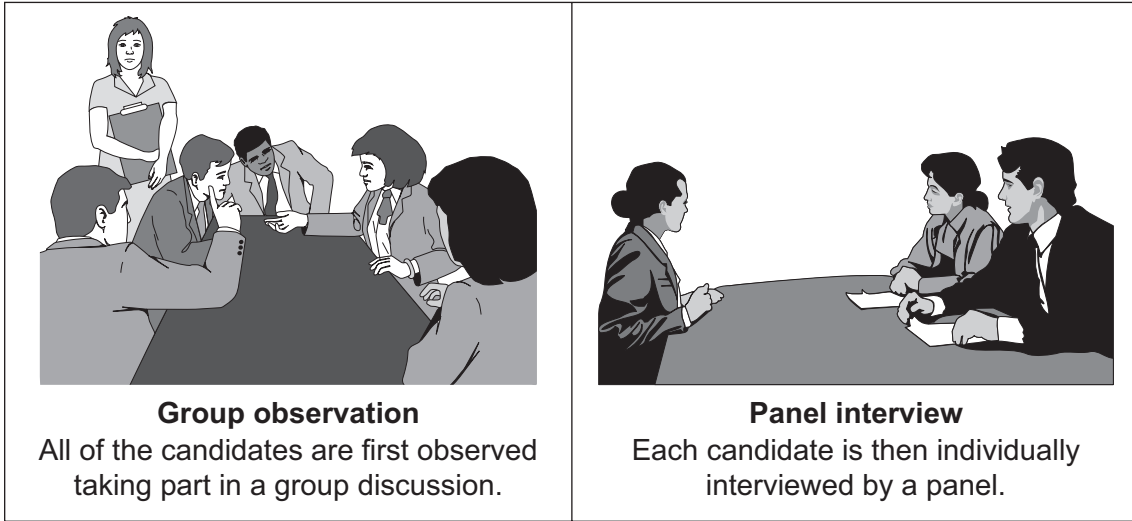
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7 Katie applies for the job of trainee manager at a leisure centre, and attends for interview.

Figure 4



7 (a) Explain why some leisure organisations assess candidates by using the two methods shown in **Figure 4**.

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7 (b) When the panel interviews Katie for the post of trainee manager at the leisure centre, the interview will consist of:

- welcome and introduction to the panel
- questions to the candidate
- any questions from the candidate.

7 (b) (i) Suggest **one** question that the panel might ask, and explain why it would be appropriate.

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(2 marks)

7 (b) (ii) Explain why Katie should have questions for the panel.

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(2 marks)

12

Turn over ▶



8 **Figure 5** shows David working in a large country park.

Figure 5



Managers have become aware that David often ignores the health and safety practices that he is supposed to follow. They decide to begin disciplinary procedures.

Explain the disciplinary steps that the country park should take to resolve this problem. Suggest what should happen if David continues to ignore correct health and safety practices.

Answer this question in continuous prose. The quality of written communication in your answer will be assessed.

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