

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

1. Durlon Swim Centre has both indoor and outdoor swimming pools. It is used by an ambitious swimming club as its training pool and headquarters. It is also used by many casual swimmers. All areas of the Swim Centre, including the offices, have to abide by the European Directives of 1992 to safeguard its staff and customers.

(a) Choose **one** of the European Directives of 1992 and outline its key requirements.

European Directive chosen

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The junior section of the swimming club consists of more than 100 children from 7–16 years. The swimmers are at the pool for up to two hours a day, usually under the supervision of their coaches. The club takes part in a number of competitions during the year. The club is constantly advertising for new members to join.

Under the requirements of the Children Act 1989 there have to be measures in place to ensure the safety and security of the junior members of the club.

(b) Explain **two** measures that could be put in place to ensure the safety and security of the swimmers aged 7–16 under the Children Act 1989.

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The indoor pool at the Durlon Swim Centre is open from 05.00 until 22.00. At all times there are some administrative staff on duty and there is always at least one lifeguard on the poolside. The centre has a café in which a number of teenagers, aged from 13–16, work during the evenings and at weekends.

Recent growth in the popularity of the pool has meant that some staff were working long hours. Some of the staff did not appear to be enjoying their work. Two minor accidents led to visits from the Health and Safety Executive, who found that the requirements of the Working Time Regulations 1998 were not being fully met. The Swim Centre management has now started to implement these regulations fully.

(c) Analyse the possible effects of the Working Time Regulations 1998 on the running of Durlon Swim Centre.

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(d) Describe the role of **either** the Health and Safety Commission **or** Local Authorities in helping to ensure safe working practices in the leisure industry.

Organisation chosen

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(e) In order to keep the pool water safe, chemicals are added to the water in strictly controlled quantities. This is done using equipment in the boiler room.

Using the following proforma complete a risk assessment where the hazard is swimmers becoming ill due to the incorrect mix of chemicals in the pool water.

Hazard	Swimmers becoming ill due to the incorrect mix of chemicals in the pool water		
Who might be affected	Likelihood of hazard occurring	Severity of hazard	Risk rating

Measures to minimise risk

Scale used for likelihood	Scale used for severity

(12)

(Total 34 marks)

Q1



2. The management of Durlon Swim Centre has decided to introduce a quality system. The management looked at the requirements and benefits of Quest, Investors in People and Charter Mark. The decision was made to introduce the Quest quality system.

(a) (i) Explain the main characteristics of the Quest quality system.

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(ii) Identify **three** pieces of evidence that Quest assessors might expect to see when they visit Durlon Swim Centre.

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Although the swimming club is very popular, the pool itself has received criticism from many of the casual swimmers. These 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.

(b) (i) Analyse the benefits that Durlon Swim Centre might receive from introducing the Quest quality system.

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<p>Durlon Swim Centre found out that because it is privately owned it could not introduce Charter Mark.</p> <p>(c) Describe the main characteristics of the Charter Mark quality system.</p> <p>.....</p> <p>.....</p> <p>.....</p> <p>.....</p> <p>.....</p> <p>.....</p> <p>.....</p> <p>.....</p> <p>.....</p> <p>.....</p> <p style="text-align: right;">(4)</p> <p style="text-align: right;">(Total 24 marks)</p>	Leave blank
	Q2



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3. The management at Durlon Swim Centre has decided to hold a children's 'Waterlotafun' day in the summer holidays. The management has set up an Events Committee to run it. The committee's first step is to carry out a feasibility study.

(a) Explain what is meant by a *feasibility study*.

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Table 1 shows the costs that have been identified as part of running the day.

Table 1

Item	Actual cost
Extra car parking and security	£380
Hire of inflatables	£250 each
Extra staff wages	£600
Printing/mailing advertising material	£180 per 1000 leaflets

The committee is proposing to hire five inflatables for use in and around the outside pool. The committee is intending to send out advertising leaflets to 2000 households in the local area.

- (b) (i) Using the information in Table 1, calculate the total cost of the event to Durlon Swim Centre. Show your calculations in the space provided.

Total cost = £

(2)



The committee's decision

After some debate the committee decides that some of these costs are incorrect and recalculates the total cost of the event as £3154.

The committee is expecting to receive a grant of £1000 towards the running of the event. The entrance fee will be £6 per child.

(ii) Showing your calculations in the space provided, calculate how many children will need to attend in order to break even if the total cost is £3154.

Number of children needed =

(3)

The Finance Director has recommended that before a final decision is made the committee should add an extra 10% to the actual predicted costs of the event.

(iii) Explain why the Finance Director has recommended to add an extra 10% to the actual predicted costs before making a decision.

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(iv) Explain **one** way in which the Events Committee may evaluate the success of this project.

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The swimming club at Durlon Swim Centre holds a variety of social events, such as wine-tasting at the pool café and dinner dances in a local hotel. These are in addition to the competitions they attend and the regular club sessions at the pool.

Another swimming club has recently started up at a nearby Leisure Centre. Durlon is determined to be the best in the area and sees the introduction of an electronic membership scheme as important in ensuring this. It is hoped that, in particular, it will help to retain existing members. As in most membership schemes, their proposed scheme will use a customer profiling system.

(c) (i) Explain what is meant by a *customer profiling system*.

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An increasing number of facilities carry out all their ticketing operations through an electronic system. The Swim Centre wants to install turnstiles. Casual swimmers will be able to buy season tickets online. Not everyone believes this is a good idea.

(d) (i) Explain **one** benefit that the introduction of an electronic ticketing system might bring to Durlon Swim Centre.

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(ii) Explain **two** possible ways in which the new ticketing systems may cause, rather than solve, problems at Durlon Swim Centre.

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Q3

(Total 32 marks)

TOTAL FOR PAPER: 90 MARKS

END

