

Centre No.						Paper Reference						Surname	Initial(s)
Candidate No.						6	9	6	7	/	0	1	Signature

Paper Reference(s)

6967/01

Edexcel GCE

Leisure Studies

Advanced Subsidiary

Unit 2: Working Practices in Leisure

Thursday 14 January 2010 – Morning

Time: 1 hour 30 minutes

Examiner's use only

Team Leader's use only

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Instructions to Candidates

Check that you have the correct question paper.
Answer ALL the questions. Write your answers in the spaces provided in this question paper.

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Do not use pencil. Use blue or black ink.

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Information for Candidates

The marks for individual questions and the parts of questions are shown in round brackets: e.g. (2). The total mark available in this section is 100. The total mark available in this section is 100.

There are 3 questions in this question paper. The total mark for this paper is 90.

You may use a calculator.

Advice to Candidates

You will be assessed on your ability to organise and present information, ideas, descriptions and arguments clearly and logically, including your use of grammar, punctuation and spelling.

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

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1. Parston Golf Club is a large golf club situated on the edge of a town. As a leisure organisation it has to observe the many laws and regulations that govern it. One of these is the Health and Safety (First Aid) Regulations that controls the provision of first aid.

- (a) Outline the key requirements of the Health and Safety (First Aid) Regulations.

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(4)



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The club car park is behind the clubhouse and holds 50 cars. There is only one entrance to the car park and it is surrounded on the other three sides by woodland and the golf course itself.

- (b) Identify and explain **two** security measures that could be put in place to improve the security of cars in the golf club car park.

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Turn over



The club has recently had a series of incidents involving the various chemicals used there. These included:

- Some chemicals had been left in old, unmarked drums. As a result, two staff members suffered from burns as they used a powerful cleaning fluid to wash their hands.
 - As the instructions for use of fertilisers were kept in the clubhouse, the assistant groundsman had not read them. He added the wrong amount of fertiliser to the water and grass on two fairways has died.
 - Two children suffered from inhaling fumes when playing in an area where chemicals had leaked. A member of staff had noticed the leak but had simply put a handwritten ‘keep away’ notice near it.
 - Although the manager was aware that some chemicals were unlabelled, he was not aware that some chemicals bought recently were having to be stored outside.

(c) Analyse the benefits for Parston Golf Club of its staff correctly following the requirements of the Control of Substances Hazardous to Health (COSHH) Regulations.

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(8)



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Inspectors from the Health and Safety Executive (HSE) have recently visited and seen some of the problems described on page 4. As a result of their visit they have issued a sanction on Parston Golf Club.

- (d) Identify and describe **two** sanctions that the HSE could impose upon Parston Golf Club following their inspection. For each sanction, give a reason why it would be suitable for these problems.

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(6)



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Turn over

In the spring, the club is to hold a tournament in which club members will be partnered by celebrities from television and sport. There are a number of issues concerning safety of spectators at an event such as this. The car park only holds 50 cars and the lane that leads to the club is quite narrow. A large crowd is expected, with many wanting to get as close to the celebrities as possible, both in the clubhouse and the marquees erected for the day. There will be many people who are not used to golf and who may run across the course or try to get near the celebrities when they are playing.

- (e) Using the following pro forma, produce a risk assessment for the tournament with the key hazard being injury to spectators.

Hazard	Injury to spectators at the celebrity tournament.		
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 36 marks)

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Q1



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7

Turn over

2. A new manager has just been appointed to the club. A review of the club's working practices has shown some problem areas and she wants to introduce a quality system in order to help the club improve. She is unsure whether the Quest or Investors in People quality system will be best for the club.
- (a) Describe the process that Parston Golf Club would have to go through in order to achieve the Investors in People quality system.

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(5)



The major problems that the new manager has identified are:

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- poor health and safety, shown by the problems with COSH&H described on page 4
 - service in the bar/restaurant has been slow and unhelpful with mistakes in orders
 - some enquiries about new memberships have not been recorded
 - some customers have received incorrect mailings intended for other customers
 - staff are not aware of the overall direction and aims of the club
 - some special events have been poorly attended as poor communication between staff meant that information was not sent to members.

- (b) In the light of these problems, select which quality system (Quest or Investors in People) you think would be more appropriate for Parston Golf Club to achieve. Justify your decision.

Quality system chosen

Justification

(8)



N 2 6 2 8 2 A 0 0 1 6

Achieving either of these quality systems will cost Parston Golf Club money in the short term, but in the long term it is probable that this money will be recovered.

- (c) Explain **two** ways in which the costs of achieving a quality system might be recovered by Parston Golf Club.

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As it has a thriving junior section, Parston Golf Club could also choose to try to gain the Clubmark quality system.

- (d) Identify **four** features of the Clubmark quality system.

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Q2

(Total 23 marks)



Parston Golf Club has a large shop in which it sells golf equipment and clothing. Two major problems have recently occurred with its stock-taking procedures.

The price labels for the packs of golf balls were produced by hand. Unfortunately the assistant misread her instructions and marked them at £13.30 instead of £15.50. The club estimates that they have sold 17 packs at the wrong price.

3. (a) (i) Showing your calculations in the space provided, calculate how much money the club estimates it has lost through this mistake.

Answer

£

(2)

The club has recently carried out a valuation of its stock, part of which is shown in the table below. Goods are ordered every three months and over the last two years it has gradually built up a surplus of golf bags. As they take up a lot of room to store, the shop has reduced the selling price of these to below the cost price.

- (ii) In the spaces provided, calculate the stock value for each stock line and the total stock value for these items.

Stock line	Number of units	Cost	Selling price	Stock value
Golf shoes	15	£58	£75	
Golf bags	23	£48.50	£41	
Golf gloves	28	£5	£8.75	
Total stock value				

(3)



- (iii) Explain how an electronic stock control system could help Parston Golf Club avoid the two problems of mistakes in labelling and over ordering.

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(6)

The club shop is at the back of the clubhouse. There is an entrance from the car park as well as from the inside of the clubhouse. Much of the stock it keeps is expensive, with sets of clubs costing over £200. The recent introduction of an electronic till enables customers to pay by credit and debit card.

- (b) Explain **two** benefits that the club might gain from members being able to use credit and/or debit cards rather than cash.

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(4)



The manager of Parston Golf Club believes that improvements are necessary. She has identified a number of areas for improvement:

- very few new members have joined recently and some established members have rarely attended the club
 - some existing members do not get to hear about events in time and sometimes incorrect information is sent to them
 - members' comments suggest that the club is rather impersonal.

The manager is going to arrange a series of social events at the club. This should help to show that it is a welcoming club, so widening its appeal to members. She has also decided that the club should move to an electronic membership scheme.

- (c) Explain how the introduction of an electronic membership scheme might help to improve Parston Golf Club.

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- (d) (i) Identify and explain **two** measures that Parston Golf Club could take in order to ensure that the new electronic membership scheme complies with the Data Protection Act.

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(4)

Turn over for Question 3(d)(ii)

15



Turn over

The manager knows that the introduction of the new electronic membership scheme may not be popular with all the staff, many of whom have been there a long time. In order to avoid some of the problems the club could face in introducing this new scheme, she has decided to close the club for a weekend. Staff will go away for this weekend for computer training and social activities.

- (ii) Assess the effectiveness of this action.

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Q3

(Total 31 marks)

TOTAL FOR PAPER: 90 MARKS

END

