

**ADVANCED GCE
LEISURE STUDIES**

Human Resources in the Leisure Industry

G184

Candidates answer on the Question Paper

OCR Supplied Materials:

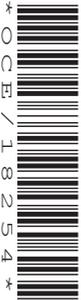
- Clean copy Case Study

Other Materials Required:

None

**Wednesday 20 January 2010
Afternoon**

Duration: 1 hour 30 minutes



Candidate Forename		Candidate Surname	
--------------------	--	-------------------	--

Centre Number						Candidate Number				
---------------	--	--	--	--	--	------------------	--	--	--	--

INSTRUCTIONS TO CANDIDATES

- Write your name clearly in capital letters, your Centre Number and Candidate Number in the boxes above.
- Use black ink. Pencil may be used for graphs and diagrams only.
- Read each question carefully and make sure that you know what you have to do before starting your answer.
- Answer **all** the questions.
- Do **not** write in the bar codes.
- Write your answer to each question in the space provided.

INFORMATION FOR CANDIDATES

- The number of marks is given in brackets [] at the end of each question or part question.
- The total number of marks for this paper is **100**.
- The quality of your written communication will be taken into account when marking your answer to the question marked with an asterisk (*).
- This document consists of **16** pages. Any blank pages are indicated.

- 1 (a) As in any leisure organisation, sometimes Out and About needs to terminate the employment of members of its staff.

Explain **two** reasons for the termination of employment.

1:

.....

.....

.....

.....

.....

.....

2:.....

.....

.....

.....

.....

.....

.....

..... [4]

- (b) Simon has started the disciplinary process by giving Sam an oral warning. The final stage in the disciplinary process is dismissal.

Identify Stages 2 and 3 in the disciplinary procedure. [2]

- Stage 1 Oral Warning
- Stage 2
- Stage 3
- Stage 4 Dismissal

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

..... [10]

4 (a) Yvonne has decided to provide induction training for all new household staff.

Identify **four** aspects that might be included in an induction programme for household staff at Out and About.

1:

.....

2:

.....

3:

.....

4:

..... [4]

(b) Explain what is meant by the term 'on the job training'.

.....

.....

.....

.....

.....

.....

..... [2]

.....
.....
.....
..... [10]

(d) Identify **two** benefits to a leisure organisation such as Out and About of adopting the Investors in People quality award as a system for staff development and training.

1:
.....
2:
..... [2]

[Total: 18]

5 (a) One external issue which may impact on the human resource planning at Out and About is the economy.

Identify **two** other external issues which could influence human resource planning in a leisure organisation such as Out and About.

1:
.....
2:
..... [2]

.....

.....

.....

..... [10]

[Total: 12]



Copyright Information

OCR is committed to seeking permission to reproduce all third-party content that it uses in its assessment materials. OCR has attempted to identify and contact all copyright holders whose work is used in this paper. To avoid the issue of disclosure of answer-related information to candidates, all copyright acknowledgements are reproduced in the OCR Copyright Acknowledgements Booklet. This is produced for each series of examinations, is given to all schools that receive assessment material and is freely available to download from our public website (www.ocr.org.uk) after the live examination series.

If OCR has unwittingly failed to correctly acknowledge or clear any third-party content in this assessment material, OCR will be happy to correct its mistake at the earliest possible opportunity.

For queries or further information please contact the Copyright Team, First Floor, 9 Hills Road, Cambridge CB2 1GE.

OCR is part of the Cambridge Assessment Group; Cambridge Assessment is the brand name of University of Cambridge Local Examinations Syndicate (UCLES), which is itself a department of the University of Cambridge.