

**Wednesday 4 June 2014 – Morning**

**A2 GCE LEISURE STUDIES**

**G184/01 Human Resources in the Leisure Industry**



Candidates answer on the Question Paper.

**OCR supplied materials:**

- Clean copy Case Study

**Other materials required:**

None

**Duration: 1 hour 30 minutes**



Candidate forename		Candidate surname	
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Centre number						Candidate number			
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**INSTRUCTIONS TO CANDIDATES**

- Write your name, centre number and candidate number in the boxes above. Please write clearly and in capital letters.
- Use black ink. HB pencil may be used for graphs and diagrams only.
- Answer **all** the questions.
- Read each question carefully. Make sure you know what you have to do before starting your answer.
- Write your answer to each question in the space provided. Additional paper may be used if necessary but you must clearly show your candidate number, centre number and question number(s).
- Do **not** write in the bar codes.

**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 **12** pages. Any blank pages are indicated.

**WILDERNESS BOOT CAMP**

- 1 (a) Wilderness Boot Camp employs full-time and part-time permanent staff, as well as using the services of self-employed instructors.

What is meant by each of the following terms:

- part-time staff

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- self-employed instructors?

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[4]

- (b) Wilderness Boot Camp is considering employing more permanent members of staff. The first stage in this process is a needs analysis.

What is meant by a needs analysis?

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[2]

- (c) Evaluate the benefits and drawbacks to Wilderness Boot Camp of employing more full-time permanent staff rather than using the services of self-employed fitness instructors.

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[10]

- (d) Identify **two** benefits to a leisure organisation of achieving the Investors in People (IIP) award.

- 1 .....  
2 .....

[2]

- 2 (a) Mike and Karen are considering recruiting more permanent fitness staff.

Identify and explain **three** skills or qualities needed to work effectively in a leisure organisation such as Wilderness Boot Camp.

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2 .....

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3 .....

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[6]

- (b) The quality of staff is central to the experience at Wilderness Boot Camp.

Assess why it is important for Mike and Karen to employ the right staff ‘first time and every time’.

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[8]

- (c) Mike and Karen need to design an advertisement for the new permanent fitness instructor.

Evaluate the importance of the job advertisement in the recruitment process at a leisure organisation such as Wilderness Boot Camp.

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- (d) Every member of staff employed by Wilderness Boot Camp is entitled to have a contract of employment.

Other than personal details, identify **two** items which should be included in a contract for employment at Wilderness Boot Camp.

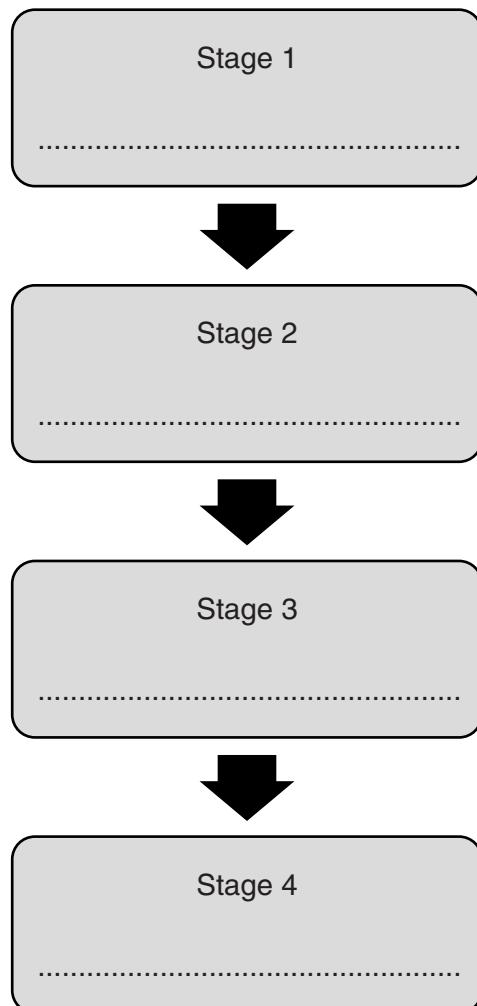
1 .....

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[2]

- 3 (a) Mike and Karen may have to discipline a member of staff.

Identify **four** stages in the disciplinary process in the diagram below.



[4]

- (b) Julia Peterson has taken out a grievance against John Jones.

Discuss the importance to Mike and Karen of correctly following the statutory grievance procedure.

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- (c) It is important that staff in the leisure industry are able to use modern technology, especially in the communication process.

Identify **two** ways in which the staff at Wilderness Boot Camp can use modern technology to communicate with colleagues and clients.

- 1 .....  
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[2]

- 4 (a)\* Some of the staff who work at Wilderness Boot Camp lack motivation.

Evaluate motivational techniques which could be used to successfully motivate the staff of Wilderness Boot Camp.

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[12]

- (b) Performance management is used in the leisure industry.

Discuss the benefits and drawbacks to Wilderness Boot Camp of using a 360 degree appraisal technique as a method of performance management.

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- 5 (a)** The economy has an impact on all leisure organisations.

Assess how changes in the economy could impact on human resource planning at Wilderness Boot Camp.

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- (b) Location is one external issue which could affect human resource planning at Wilderness Boot Camp.

Evaluate how location might affect human resource planning at Wilderness Boot Camp.

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[10]

**END OF QUESTION PAPER**

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