

Monday 8 June 2015 – Afternoon

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:

Duration: 1 hour 30 minutes



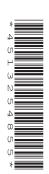
Candidate forename				Candidate surname			
Centre numb	er			Candidate nu	ımber		

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.



FULL SAIL

1	(a)	To help run Full Sail, Peter employs a range of full-time and part-time permanent staff, he also employs staff on a seasonal basis who are on fixed-term contracts.
		Explain what is meant by seasonal staff.
		[2]
	(b)	Full Sail has to take into account several pieces of legislation such as the Equality Act and the Working Time Directive.
		Outline the key intentions and requirements of the Equality Act.

(c)	Evaluate how the Working Time Directive affects operational practice within Full Sail.
	[10]

(a) At present, when recruiting new instructors for the summer season, Full Sail advertise the

Do you ag answer.	ree that this	is an	appropriat	e method	of I	recruitment	advertising	? Justif
					•••••			

(b)*	Evaluate the advantages and disadvantages to Full Sail of asking applicants to submit an application form rather than a curriculum vitae (CV).
	[10]
(c)	Shortlisting is one part of the recruitment process. Define shortlisting.
	[2]

(d)	Full Sail employ a number of staff on a seasonal basis.
	Evaluate the appropriateness to Full Sail of employing seasonal staff under these terms.
	[8]

3	(a)	through a range of methods including the use of pre-recorded materials, discussions and demonstrations from staff who already work for Full Sail.
		Discuss what might be included in an induction programme for Full Sail. Justify your answer.
		[8]
		[v]
	(b)	Peter supports his staff by offering an ongoing programme of staff development and training in all areas of sailing. This is done by attending specialist courses away from the sailing school, rather than in-house.
		Explain the difference between on-the-job and off-the-job training.
		[2]
		IZI

(c)	Evaluate the Full Sail.	importance	of training	and c	levelopment	to leisure	organisations	such as
				•••••				
				•••••				
				•••••				
				•••••				
								F4 6=
								[10]

4	(a)	The seasonal instructors work from Easter until mid-October, with many only working one season and not returning despite the training offered by Full Sail.
		Simon believes that financial remuneration is the best way to motivate the seasonal instructors. Do you agree? Justify your answer.
		[12]

	Do you agree with Peter's viewpoint? Justify your answer.
	you agree with reter's viewpoint: bustily your answer.
•	
•	
	[10
	Despite numerous attempts, Jeanette's performance has not improved. Explain th
	consequences for Full Sail if Peter did not follow the correct procedure before dismissing
	Jeanette.
•	

_	
D	he economy is one external issue which could affect human resource planning for Full S iscuss how the economy, at both national and local level, might affect human resource plannit Full Sail.
	[1

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