

ADVANCED SUBSIDIARY GCE
LEISURE STUDIES
Leisure Industry Practice

G182

Candidates answer on the Question Paper

OCR Supplied Materials:

- Clean copy Case Study

Other Materials Required:

None

Thursday 14 January 2010
Morning

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 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 **20** pages. Any blank pages are indicated.

1 Sunnyvale Leisure Centre (SLC) has achieved the Charter Mark quality standard.

(a) Identify and explain **three** possible criteria that facilities such as SLC have to demonstrate in order to achieve the Charter Mark quality standard.

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(b) Identify and explain **three** benefits of the Charter Mark quality standard to a facility such as SLC.

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[Total: 12]

(b) State **two** responsibilities that SLC has under the Disability Discrimination Act.

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(c) SLC is aware of the need to review and keep up to date its health and safety risk assessment procedures. Below is an extract from a health and safety risk assessment for the large pool area.

Complete this health and safety risk assessment. You must:

- identify who is most likely to be harmed;
- indicate a possible consequence should each hazard occur.

[4]

| HAZARD | PROBABILITY RATING 1–5 (1 = low, 5 = high) | SEVERITY RATING 1–5 (1 = low, 5 = high) | WHO IS MOST LIKELY TO BE HARMED | CONSEQUENCE |
|-------------------------------------------|-----------------------------------------------|--------------------------------------------|---------------------------------|-------------|
| Diving in the shallow end | 2 | 4 | | |
| Slipping on the wet floor around the pool | 5 | 3 | | |

(d) For each hazard identified in **part 2(c)**, identify and justify a realistic measure to reduce this risk.

Hazard – Diving in the shallow end

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Hazard – Slipping on the wet floor around the pool

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[Total: 20]

3 SLC takes into account both internal and external influences on its business through the use of SWOT and PEST analysis.

(a) Complete a PEST analysis for SLC.

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[Total: 28]

4 (a) Explain **each** of the following terms.

[4]

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|---------------------|-------------------------------------------------|
| Cash Surplus | <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> |
| Gross Profit | <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> |

(b) Leisure organisations such as SLC use a range of financial documents to assist their financial planning.

Assess how a profit and loss account could help the management of SLC in its financial planning.

- (c) Although SLC is a publicly owned leisure facility it still has to produce the equivalent of a yearly balance sheet.

State **four** items which would normally be listed on a balance sheet.

- 1:
- 2:
- 3:
- 4: [4]

[Total: 18]

- 5 (a) The ICT management information system of SLC needs to be secure, but still usable as required. Identify and justify **two** ways in which security can be ensured.

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[6]

(b) SLC uses ICT effectively. It has computerised systems which provide the senior management team with up-to-date and accurate information on the following aspects:

- bookings;
- staff work records;
- customer payments;
- payroll.

Discuss how information from **two** of these aspects could be used to assist SLC in its forward planning.

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18
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