OCR
RECOGNISING ACHIEVEMENT

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.

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Turn over

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.

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2:.....

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..... **[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

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(c) Assess the advantages and disadvantages to Out and About of using self-employed instructors rather than permanently employed instructors.

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[Total: 14]

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2 **(a)** Sam has been at the centre for 10 years and now lacks motivation in his job. Evaluate the use of financial rewards as a means of motivating Sam.

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(b)* Assess how Out and About could use non-financial rewards to motivate its staff.

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..... **[12]**

[Total: 20]

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3 **(a)** The housekeeper is about to take maternity leave.

Discuss the likely impact on a business such as Out and About of a key member of staff taking maternity leave.

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(b) Evaluate the advantages and disadvantages to Out and About of **only** advertising internally for maternity cover.

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

(c) At present Yvonne does not use job descriptions or person specifications when recruiting staff.

Discuss how a person specification and job description could be used to aid a recruitment and selection process.

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(d) Sam has complained about the long working hours experienced by instructors at Out and About.

Evaluate the likely impact the Working Time Directive has on a leisure organisation such as Out and About.

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[Total: 36]

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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: .....

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2: .....

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3: .....

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4: .....

..... **[4]**

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

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(c) Assess the likely consequences to a leisure organisation such as Out and About of poor staff training and development.

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(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: .....

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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:.....

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2:.....

..... **[2]**

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(b) Discuss how the economy might affect human resource planning at Out and About.

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

[Total: 12]

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