

Edexcel GCE

Leisure Studies 6967/01

Unit 2

January 2006

advancing learning, changing lives

Mark Scheme (Results)

Question	Example answers	Marks
1(a)(i)	<p>Key requirements of the DPA</p> <ul style="list-style-type: none"> • Data must only be used for the purposes for which it was obtained • Data must be kept secure • Information is not passed to a third party without permission • Freshfields must be registered with the DPA • Individuals can access the information and change it if it is incorrect • Organisations can only hold necessary/relevant information <p>1 mark for each correct response</p>	1 x 4 marks
1(a)(ii)	<ul style="list-style-type: none"> • Password on the computer • Back-up disk • Firewalls etc • Staff training on the requirements of the DPA • Lock up hard copies • Paper shredder <p>1 mark for each correct response</p>	1 x 2 marks
1(a)(iii)	<p>Password would mean that only trusted people could access it (1) so this would keep it secure (1)</p> <p>Trained staff would not give information out (1) as they would know that Freshfields could be fined for this (1)</p> <p>Firewalls would stop external access (hackers) (1) so this would mean that the data was secure (1)</p> <p>Up to 2 marks for each correct explanation. One mark for stating what it does and the second for explaining the link to the act.</p> <p>If correct identification of measure is made in part (iii) but has not been made in part (ii) then credit within the limits of the part (iii) mark.</p>	2 x 2 marks

1(b)	<p><u>Level 1</u> They would need trained staff on duty There would have to be the correct staff/child ratio Police checks would be needed</p> <p>1-2 marks for explaining basic responses that Freshfields might make to meet the requirements of the Act.</p> <p><u>Level 2</u> Police checks would have to be done on all staff in contact with the children to ensure that they have no past criminal record in connection with children. This would help to ensure that the children were not being put at risk. The rotas would have to be organised to ensure that there were enough staff on duty to ensure that the staff/child ration was correct. (4)</p> <p>3-4 marks for sound explanation of what Freshfields need to do to comply with the act.</p>	4 marks
1(c)	<ul style="list-style-type: none"> • The HSC helps organisations by promoting training for staff so that they are aware of procedures • It conducts and sponsors research into important issues in H&S. • It provides organisations with information and advisory service, particularly important when new legislation is being introduced • It puts forward proposals fro new regulations and approved codes of practice <p>Can achieve 4 marks through brief explanation of 4 ideas or by explanation of 2 in depth (or a combination)</p>	4 marks

1(d)	<p>(1) mark each for</p> <ul style="list-style-type: none"> • Who might be affected • Likelihood of occurring • Severity of hazard • Risk rating <p>(1) mark for each measure to minimise risk up to a maximum of 4</p> <p>Up to 2 marks each for scales of likelihood and severity awarded as follows (1) mark for numerical scale given with some indication of what each end represents or basic scale in words only (2) marks for numerical scale with sensible gradation of the scale shown or detailed scale in words only</p>	12 marks Total 30 marks
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Hazard	Child injuring themselves on damaged equipment		
Who might be affected	Likelihood of hazard occurring	Severity of hazard	Risk rating
Children Staff (1)	3 (1)	2 (1)	5 (0 marks as must be S x L)
Measures to minimise risk			
Rope off damaged equipment (1) Ensure regular maintenance checks are carried out (1) Ensure there is first aid box/ trained staff (1) Stop children using it (0 marks as too vague)			

Scale used for likelihood	Scale used for severity
1 - Highly unlikely to happen 2 - Unlikely to happen 3 - Possible 4 - Likely 4 - Highly likely (2 marks)	Scale 1 to 5 with 1 being minor injuries and 5 being death (1) mark as incomplete scale but concept correct

Example answer with marks awarded (with some justification) in bold

2(a)	<p>Investors in People</p> <p>National accreditation (1) Training and development of people (1) Externally assessed (1) Framework for improving business performance (1) Based on 4 principles - commitment, review/plan, action, evaluation (2 for all 4, 1 for 2-3) (1) mark for each up to a maximum of 4 marks</p>	1 x 4 marks
2(b)	<p>They would have to go through the commitment stage first. (0 marks for stage name) Then they would have to look at all the training and development needs of its workforce on an ongoing basis and take action to meet the identified needs of the various members of staff there. (2 for two stages described although only one named) This would mean training on personal contact skills for the reception staff who don't appear to do this well. (1 mark for relating it to Freshfields) If candidates deal with it from the application process point of view then credit them on the same principles - apply, visited, get award, monitored (or similar) instead of the 4 principles.</p> <p>Reserve 1 mark for explanation of each of the 4 principles: commitment, review/planning, action, evaluation. It is not essential to have the correct terms but the terms themselves are not enough. The further 2 marks to be awarded for further explanation of the process with reference to Freshfields.</p>	6 marks
2(c)	<p><u>Level 1</u> Staff would have greater skills (1) Looks good on the organisation (1) 1-3 marks for theoretical advantages simply described</p> <p><u>Level 2</u> As they are more skilled they could do their job more easily. This would increase their motivation and service to customers might not be so slow. Both this and the greater recognition that the award brings would help attract more customers to Freshfields (5) 4-6 marks for basic explanation of the advantages with some reference to Freshfields</p> <p><u>Level 3</u> In skilled staff would lead to more motivated staff who would do their jobs more easily. The problems such as dirty changing rooms are less likely to occur if staff are working effectively. Systems and procedures will be in place so the club runs effectively. It will help to attract and retain quality staff which will improve service to members, for example at reception. (7) 7-8 marks for detailed explanation with reference to the actual problems at Freshfields</p>	8 marks
2(d)	<u>Level 1</u>	

	<p>Can cost a lot of money (1) It's a long process (1) 1-3 marks for theoretical disadvantages simply described</p> <p><u>Level 2</u> It would be expensive to achieve the award and this money might be better spent on other things. These might show immediate benefits to the customers. Customers may go elsewhere in the mean time (5) 4-6 marks for basic explanation of the disadvantages</p> <p><u>Level 3</u> Quality systems are expensive to achieve and are a long-term goal. The club could benefit by spending money on improvements to the swimming pool, which their members use so their members are aware that they are making improvements. The benefits of the large investment will not be seen immediately and unhappy members may go elsewhere before any improvements are seen. (7) 7-8 marks for detailed explanation of the disadvantages with reference to Freshfields</p>	<p>8 marks Total 26 marks</p>
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3(a)(i)	<p>Each week orders are sent to suppliers The restaurant mangers checks the stock when it arrives Each delivery is put on the stock records on the computer.</p>	
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	<p>This generates payment to the suppliers Staff store the items in appropriate places in the bar/restaurant store.</p> <p>These are only examples - there are many possibilities! 1 marks for each correct point up to a maximum of 5. 1 mark for having them in a logical order for the <i>system</i>.</p>	6 marks
3(a)(ii)	<ul style="list-style-type: none"> • Money is wasted (1) • Money has been used to buy stock but income is not being received from it as it is not being sold (2) • Although Freshfields has spent money on stock it is not receiving income from it as it remains in storage. Money is being wasted as it could be gaining interest or being invested in other improvements in the club (3) • Stock could go out-of-date/could go off (1) • Some of the stock may be perishable as it is food from the restaurant so will go off. (2) • Perishable items such as food will have a sell-by date, which will be passed if they are left in store too long. This will mean that the money used to buy them will be wasted (3) <p>Up to 3 marks for each explanation, depending on depth</p>	2 x 3 marks
3(b)(i)	<p>2 marks - £218-50</p> <p>1 mark awarded if</p> <ul style="list-style-type: none"> • A correct method is seen (even if addition is implicit by position) and there is only one mechanical error. • The individual totals are correct but the sum of them is incorrect. • One of their individual totals is incorrect but they have followed through to add up their values correctly 	2 marks

3(b)(ii)	<p>4 marks - £67.10 or if their answer is their answer to (b)(i) minus £151.40 correctly calculated. Accept the answer outside the box if it is evident that candidate regards it as the answer</p> <p>3 marks awarded if</p> <ul style="list-style-type: none"> • a correct method is seen/implicit but there is one mechanical error • correct answer is seen in the working but is not identified as the answer • answer of £132.10 is given (monthly fee not included) <p>2 marks awarded if</p> <ul style="list-style-type: none"> • £86-40 or £151.40 is seen • answer is given as £57.50 (10% discount not included) or their answer to (b)(i) minus £161 • answer is given as £86 (personal training omitted) or 134-60 (Golf omitted) • answer given is £44.60 (forgot to exclude aerobics) <p>1 mark awarded if</p> <ul style="list-style-type: none"> • either £18-90 or £67.50 are seen • complete correct method is seen with not more than two mechanical errors • £96 or £9.60 seen <p>At all levels, deduct 1 mark only if 'correct' answer is calculated but then incorrectly transferred to the answer box.</p>	4 marks
3(c)	<p><u>Level 1</u> They get the membership fees (1) They get money regularly (1) 1-3 marks for theoretical benefits simply described</p> <p><u>Level 2</u> They get regular membership fees. They know the money is coming in making it easier for them to plan their spending. If members are paying for using it, this might encourage them to come more often. This means there is more chance of them spending more while they are there (5) 4-6 marks for simple evaluation of the benefits</p> <p><u>Level 3</u> This means that the club has a guaranteed income flow in the short/medium term so they can plan future spending/investment with greater certainty. This would enable them to plan upgrades of facilities or new facilities to keep attracting new members. Customers are more likely to use the club regularly if they are paying anyway and so contribute more to secondary spend. This increases the club's income. Because it is guaranteed the club will also get income whether they come or not! (7) 7-8 marks for full evaluation of the benefits with reference to Freshfields</p>	8 marks

3 (d)	<p><u>Level 1</u> It tells you how often they use the club (1) It tells you what facilities they use (1) 1-3 marks for theoretical benefits simply described</p> <p><u>Level 2</u> They tell you which activities are being used most. Management will know which activities are the most popular so they know what to provide more of to retain members/attract more. They will know which types of members are attending regularly and which groups are not. (5) 4-6 marks for basic analysis of the benefits</p> <p><u>Level 3</u> Freshfields will know which people are using which activities and how often they are attending. This might mean they could target special offers to members according to their preferences. This will make marketing more efficient/less expensive. Records of popularity of events/ activities could be used to plan the use of future resources in the best way - if the gym appears underused they might ask customers what they would like to see there. (7) 7-8 marks for detailed analysis of the benefits with reference to Freshfields</p>	<p>8 marks Total 34 marks</p>
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Paper total 90 marks