

Centre No.						Paper Reference					Surname	Initial(s)		
Candidate No.						6	9	6	7	/	0	1	Signature	

Paper Reference(s)

**6967/01**

# Edexcel GCE

## Leisure Studies

### Advanced Subsidiary

#### Unit 2: Working Practices in Leisure

Tuesday 13 June 2006 – Morning

Time: 1 hour 30 minutes

Examiner's use only

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Team Leader's use only

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Question Number	Leave Blank
1	
2	
3	
Total	

**Materials required for examination**

Calculator

**Items included with question papers**

Nil

**Instructions to Candidates**

In the boxes above, write your centre number, candidate number, your surname, initials and signature. Check that you have the correct question paper. Answer ALL the questions. Write your answers in the spaces provided in this question paper.

**Information for Candidates**

The marks for individual questions and the parts of questions are shown in round brackets: e.g. (2). There are 3 questions in this question paper. The total mark for this paper is 90. There are 16 pages in this question paper. Any blank pages are indicated. You may use a calculator.

**Advice to Candidates**

You will be assessed on your ability to organise and present information, ideas, descriptions and arguments clearly and logically, including your use of grammar, punctuation and spelling.

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1. Fitaway is a privately owned leisure centre. It has a fitness suite, small café and a swimming pool.

In recent months there has been a number of accidents involving staff at the centre. These have been caused because equipment has not been put away properly or staff have tried to use damaged equipment. Although minor, some accidents have happened more than once.

The Health and Safety Executive (HSE) is to visit the centre and the management are looking into ways to prevent further accidents. One of the issues that has been identified by management is the lack of attention paid to the requirements of the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR) and the Health and Safety at Work Act (HASAWA).

- (a) Outline the key requirements of the Health and Safety at Work Act.

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(b) Identify and explain **two** measures that could be introduced to improve safety for members of staff at the centre.

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(c) Explain **two** possible actions the Health and Safety Executive could take if the accidents continue at Fitaway.

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(d) Explain how following the requirements of RIDDOR could improve safety at Fitaway.

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(e) Using the table below, complete a risk assessment for a customer suffering from illness through over-exercise in the fitness suite.

Hazard	Illness through over-exercise		
Who might be affected	Likelihood of hazard occurring	Severity of hazard	Risk rating

Measures to minimise risk

Scale used for likelihood	Scale used for severity

(12)

Q1

(Total 34 marks)

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2. Fitaway has a young and inexperienced, but enthusiastic team of staff. The team is keen to use new ideas, although some have not been successful. Fitaway is not very well known in the local area and has some difficulty attracting new members. The team wants to achieve the Quest quality system.

(a) There are three stages required to achieve the Quest quality system. Describe each stage:

**1 – Self Assessment**

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**2 – External Assessment**

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**3 – Maintenance Assessment**

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(b) Explain the types of evidence that Fitaway will need to have in place to satisfy the Quest Assessor during the assessment visit.

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Hentmere Borough Council Leisure Centre is located in the same town as Fitaway. It has achieved the Chartermark quality standard.

(d) (i) Hentmere Borough Council Leisure Centre can be awarded Chartermark whilst Fitaway cannot. Explain why.

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(2)

(ii) Outline the key features of Chartermark.

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Q2

(Total 28 marks)

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3. At the café food and drink can be paid for in cash, or by cheque or debit card. Once payment has been made, Fitaway needs a system in place to deal with the cash and cheques.

(a) Outline a system that could be used for the processing of cash and cheques taken at the café.

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(5)



Membership fees are paid for by a monthly direct debit or an annual fee. There is a discount for those members who pay the annual fee.

(b) Analyse the benefits of offering members a discount for payment of an annual fee.

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Fitaway has the following membership costs in place

Membership	Type	Cost
Peak	Annual fee	£600
	Direct debit	£56 per month
Off-peak membership (use of the facilities before 5pm Monday to Friday)	Annual fee	£350
	Direct debit	£32 per month

For all new memberships there is a one-off joining fee of £110.

In April and May Fitaway ran a campaign to encourage more members to join. A choice of two incentives was offered, either:

- 5% off their first year membership or
- a two-week trial for £15

For the two-week trial the results of the campaign were:

	Trials booked	Memberships taken up
April	75	22
May	28	11



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(c) (i) Showing your calculations in the space below, calculate the percentage of trial customers who became members.

Answer

(2)



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After the campaign the new memberships chosen were:

Membership	Type	Number of new members
Peak	Annual fee	18
	Direct debit	56
Off-peak membership (use of the facilities before 5pm Monday to Friday)	Annual fee	15
	Direct debit	29

- (ii) Using the table above and the information on page 12, complete the table below to show the income Fitaway received in April and May from their campaign. Show your working in the space below the table.

		Income (£)
Trial fees paid		
Joining fees paid		
Annual fees paid	Peak	
	Off-peak	
<b>Total income</b>		

(5)



Fitaway is considering introducing a swipe card system for members.

(d) Analyse the advantages and disadvantages of introducing a swipe card system.

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Q3

(Total 28 marks)

**TOTAL FOR PAPER: 90 MARKS**

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