

GCE
Edexcel GCE
Leisure Studies 6967

Summer 2006

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Working practices in leisure

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6967 Working practices in leisure
Mark scheme
June 2006

Question	Example answers	Marks
1(a)	<ul style="list-style-type: none">• Employers have duty of care towards employees• Make sure their operations do not put employees at risk• Make sure they have adequate information about any work-related hazards• Employees have duty to take reasonable care of their own health• Protection within reasonable limits on money• Staff are trained to use equipment properly• Staff must ensure that customers are safe at all times• Maintenance procedures are carried out regularly• Staff training and awareness is kept up to date• Risk assessments form the basis of all safety checks• Special measures for the protection of young/pregnant• Written safety plan is compulsory• Compulsory to have safety officer• Emergency procedures have to be agreed and practised etc	<p>1 mark for each correct idea up to maximum of 4</p> <p>(4)</p>

<p>1(b)</p>	<p>Maintenance procedures (1) These need to be carried out regularly (1) so that equipment is kept in good working order(1)</p> <p>Staff training (1) needs to take place so that staff know where to put equipment (1) and why it is important to replace it when it is no longer needed (1)</p> <p>ACCEPT Signage on facility equipment Log book CCTV Panic buttons Lighting in car park Risk assessments Fire drills or any other realistic response</p>	<p>1 mark for identification of each measure 2 marks for explanation of each measure 2 x 3</p> <p>(6)</p>
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<p>1(c)</p>	<p>They could make an inspection of Fitaway and look at the accident records (1). They could then advise them on ways to reduce them (1). They might consider that Fitaway could warrant a sanction such as a fine(1) as they have had repeated accidents (1). They might suggest further staff training was taken (1) this would help prevent repetition of the situation in the future (1). They can offer advice to Fitaway (1). This may make them appreciate the benefits to them of tackling the problem (1)/ Then they can re-inspect them (1). Improvement order (1), then they will return to see if the changes have been made (1). Accept 'closure' ONLY if it follows the above idea and is qualified by idea that the improvements have not been made.</p> <p>N.B Do not credit identical explanations for different suggestions, for example They could offer advice to Fitaway (1). This may make them appreciate the benefits to them of tackling the problem (1). They might suggest further staff training was taken (1). This may make them appreciate the benefits to them of tackling the problem (1).</p>	<p>1 mark for each of two actions suggested 1 mark for explanation of each action suggested</p> <p>(4)</p>
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1(d)	<p>Level 1 They would have to keep a record of all accidents. (1)</p> <p>Level 2 Records of the details of each accident would be kept. Management would be able to see if the same thing happened more than once and could prevent the same problem occurring again. (4)</p> <p>Level 3 Adherence to RIDDOR would ensure that the nature, place and time of all accidents were recorded. If all accidents were reported then management could see if they were happening in the same place and regular checks made on the areas involved. Procedures may need to be adapted to reduce risks of re-occurrence. If records showed that the same people were involved then this might be an indication that they needed further training. (7)</p>	<p>Level 1 1-3 marks Descriptive comment about RIDDOR, mainly theoretical</p> <p>Level 2 4-6 marks Basic explanation of how RIDDOR would affect Fitaway</p> <p>Level 3 Detailed explanation of the effects of RIDDOR on Fitaway</p> <p>(8)</p>
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1(e)

(1) mark each for

- Who might be affected

The only likely correct answer is customers although accept logical variations of this

- Likelihood of occurring
- Severity of hazard

These 2 have to balance. If the severity is high then the likelihood must be low and vice versa. Consult their given scales at the foot of the pro forma and don not credit answers that use parts of both scales that are above halfway. For example if both scales are 5 point then 2x3 would be acceptable but 3x3 would not. For a severity of depth (or near equivalent) do not accept anything other than the lowest possible likelihood.

- Risk rating

This must equal their likelihood score x their severity score, even if they do not match. **Addition** of the two scores is not acceptable. On that basis these examples would score as follows

Customer L5 S1 R5 = 4

Customer L5 S3 R15 = 3

Customer L1 S5 R5 = 4

Customer L2 S3 R5 = 3

Customer L2 S3 R6 = 4

Customer L3 S3 R9 = 3

If their scales are in words only then the following is likely to be used (it's the one in the textbook!)

The completed boxes are the acceptable combinations

	Slightly harmful	Harmful	Extremely harmful
Highly likely	Trivial risk	Tolerable risk	Moderate risk
Unlikely	Tolerable risk	Moderate risk	
Likely	Moderate risk		

Up to 4 marks for application scales etc

If there is no scale at the foot then assume a 5 point scale unless there is evidence to the contrary and you are reasonably certain that you can ascertain their actual scale being used.

1 mark for each measure to minimise risk up to a maximum of 4

- Have water available
- Compulsory induction / make sure they use equipment correctly
- Health test
- Trained gym staff
- Warnings about over exercise / signs with advice and regular updates (2)
- Individual training schemes
- Staff trained to spot people overdoing it!
- Monitor the customers
- Air conditioning

Or any other realistic response

Up to 2 marks for scales of likelihood and severity awarded as follows

- (1) mark for numerical scale given with some indication of what each represents or scale in words only
- (2) (2) marks for numerical scale with sensible gradation of the scale shown or detailed scale in words only

Likely scales to be met:

Unlikely - likely - highly likely

Slightly harmful - harmful - harmful - very harmful

Slightly injury - first aid treatment - time off - hospitalised - death

Unlikely - improbable - possible - possible - very likely - certain

DO NOT ACCEPT

Unsevere - severe - very severe

'Impossible' as part of a scale

Very bad - bad - not bad

2(a)	<p>Self Assessment is where organisations assess their operation themselves, judging themselves in comparison to industry standards/best practice information (1). They can identify their strengths/areas for improvement (1). They can draw up their plan of action to raise standards (1).</p> <p>External validation is undertaken by (trained) assessors from the industry (1). They check the operation against the standards (1). They provide a percentage score which is the basis for the grading (1). They are registered if they score above 60% (1). This may involve a mystery visit (1).</p> <p>Maintenance assessment is where further visits take place (1) to maintain registration on the scheme(1). This is based on a two year cycle/two visits are made in two years (1).</p>	<p>Description only. Don not credit explanations for why these take place</p> <p>(4)</p>
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2(b)	<p>Level 1 Areas would have to be clean and well maintained (1). Health and safety systems would be needed for staff and customers (1)</p> <p>Level 2 Evidence of systems to protect customers would need to be available. One of these could be induction for them before they use the fitness suite so that it is evident that safety for them is a priority. Cleaning checklists, accident report forms etc will be needed to show how the facility's performance is improving(5)</p> <p>Level 3 This would need a wide variety of evidence. All areas of the facility would have to be clean to show that effective systems are in place for monitoring of housekeeping. Equipment would have to be in good working order as evidence that maintenance procedures are carried out competently. Documentation would be needed to show that staff had been given appropriate training in handling of equipment and customers in use of it. (7)</p>	<p>Level 1 1-3 marks Basic types of evidence identified</p> <p>Level 2 4-6 marks Simple explanation of the type of evidence is offered</p> <p>Level 3 7-8 marks Detailed explanation of the evidence required</p> <p>(8)</p>
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2(c)	<p>Level 1 Increased numbers of members More professional staff More efficient organisation Expensive to set up</p> <p>Level 2 Fitaway should be able to meet customer needs more effectively as they will have received an independent assessment of the service that they provide. This should mean that they attract more members through word of mouth advertising. If they don't succeed in attracting new members then they will lose money by its introduction. (5)</p> <p>Level 3 Quest will ensure continuous professional development for the staff, so that they will be able to match their enthusiasm with high skill levels in dealing with customers. Improved systems management overall should mean that there are proper channels of communication to provide clear information about what is needed, and purchasing of equipment for which there is no demand would be less likely. It could also address the issue of its low profile, as Quest is a publicly recognised standard so will provide good publicity, attracting new members. It is a long term process, however, involving considerable resources/money before any real benefits are seen. It will be really beneficial to the inexperienced team but would not be possible if Fitaway is already struggling financially(8)</p>	<p>Level 1 1-3 marks Simple analysis of the advantages/disadvantages for Fitaway probably without application to given scenario</p> <p>Level 2 4-6 marks Analysis of the advantages and disadvantages to Fitaway. At the top of this level both should be addressed.</p> <p>Level 3 7-8 marks Detailed analysis of the advantages with relation to Fitaway</p> <p>(8)</p>
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2(d)(i)	The Chartermark system is only open to public organisations (1) and HBLBC is run by local government but Fitaway is privately owned (1)/ but Fitaway is privately owned and so would not be eligible (1).	1 mark for statement indicating public nature of Chartermark 1 mark for some explanation as Fitaway is not eligible
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2(d)(ii)	<ul style="list-style-type: none">• Sets standards based on what the customer wants/shows it listens to customers and acts on it• Offers choices for a wide range of needs• Promotes continuous improvement• Involve staff in the planning and implementation of change• Staff are encouraged and empowered to put things right where possible• Benefits of new technology are maximised• Communities have a say in the design and delivery of local services	1 marks for each correct idea up to a maximum of 4
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3(a)	<ul style="list-style-type: none">• Receipt is issued to the customer• Entry made on daily cash summary sheet• Receipts are checked against summary sheet• Bank paying in slip filled in• Paid into bank account• Paying in slip returned to accounts dept• Check cash against receipts• Totalled / counted up• Put in safe• Cheques separate from cash• Recorded on database• Request cheque guarantee card etc	5 x 1 marks
1 mark for each correct point up to a maximum of 5		

<p>3(b)</p>	<p>Level 1 It's cheap to operate (1) They have all the money in advance (1) Members can't leave part of the way through the year (1)</p> <p>Level 2 The costs of operating the system are lower as there are no direct debits to set up with bank. Because all the money is paid in advance the customers are members for the year whether they actually use the facility or not, so their income is guaranteed. These mean that profits should rise (5)</p> <p>Level 3 Discounts are there for the dual purpose of encouraging members to join/stay and providing Fitaway with a cost-effective method of running their accounts. If they pay annually then only one reminder should be needed each year and, in addition, Fitaway has all the money at the start of the year, meaning that part of the cost of the discount is offset by the interest earned. It also ensures members stay for the complete year (or at least pay for it!). As members are there for the year they will tend to use Fitaway anyway, creating secondary spend. Having all the money also makes expenditure planning easier as there is a predictable income so that they can plan to buy equipment etc. (8)</p>	<p>Level 1 1-3 marks Benefits simply stated</p> <p>Level 2 4-6 marks Simple analysis of the benefits to Fitaway</p> <p>Level 3 7-8 marks Detailed analysis of the benefits to Fitaway</p> <p>(8)</p>
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3(c)(i)	<p>2 marks = 32 (.038835..) Accept any number of decimal places either truncated or rounded correctly e.g. 32.04, 32.039, 32.03</p> <p>1 mark for correct method seen but one error made e.g. $75+28=93$ (ERROR) $(33/93)\times 100=35.483$ (35.5 or 36) Common addition errors for a sum that could be expected to be done without writing it down will give 93 or 113. For addition error to be accepted for any other possibility it must be evident where the mistake is made i.e. the second line of the following example without the first would not be acceptable for 1 mark $75+28=106$ $(33/106)\times 100=31.13$ Although $22+11$ should not provide difficulties, anything other than 31, 32 or 43 is subject to the same qualification.</p> <p>1 mark for answers of 29.3 or 39.28 (39.3)</p> <p>No marks if answer is any of the following 33.99 33.09 32.2 32.05</p>	(2)
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3(c)(ii)

	Income (£)
Trial fees	1545
Joining fees	12980
Annual fees peak	10260
Off peak	4987.50
Total income	29772.50

	Income (£)
Trial fees	1545
Joining fees	12980
Annual fees Peak	10800
Off peak	5250
Total income	30575

Credit either version as above. If they have taken the 5% off for one of the annual fees but not the other accept that also so;

1545	1545	
12980	12980	
10800	10800	
<u>4987.50</u>	<u>5250</u>	
30312.50	30035	are also correct

N.B For all part scores the final total is correct only if it is the sum of their individual totals

For possible individual and overran totals see table below

5 marks for correct answer for total income

4 marks - either 4 correct individual totals but total income incorrect OR one individual total incorrect but follows through to add to the correct total income

3 marks - any 3 totals correct

2 marks - any 2 totals correct

1 mark - any 1 total correct

If the total is any of these award 5 marks					
1545	1545	1545	1545	1545	1545
12980	12980	12980	16610	16610	12980
10260	10800	10800	10260	10800	13936
4987.5	4987.5	5250	4987.5	5250	6178
£29772.50	£30312.50	£30575.00	£33402.50	£34205.00	£34639.00

1545	1545	1545	1545	1545
12980	16610	12980	16610	16610
16218.4	13936	17072	17072	16218.4
6665.2	6178	7106	7106	6665.2
£37408.60	£38269.00	£38703.00	£42333.00	£41038.60

If the total is any of these award 4marks					
1545	1545	1545	1545	1545	1545
3630	3630	3630	3630	3630	3630
10260	10800	10800	13936	16218.4	17072
4987.5	4987.5	5250	6178	6665.2	7106
£20422.50	£20962.50	£21225.00	£25289.00	£28058.60	£29353.00

Correct individual totals

1545				
12980	16610			
10280	10800	13936	16218.4	17072
4987.5	5250	6178	6665.2	7106

3(d)	<p>Level 1 Easy way of checking whether people entering are members Quick entry for customers Can record what facilities they use Costs money to introduce</p> <p>Level 2 Swipe cards are expensive to introduce, as the equipment for reading them has to be bought so short term profits fall. They mean that Fitaway have a record of what facilities each member uses - this may help them plan for the future if they can see which activities are popular so use resources more effectively (5)</p> <p>Level 3 Swipe cards benefit both customers and Fitaway as it enables customers to enter and use facilities without the need for staff to check whether they are members. This saves time for customers and releases staff for other duties. They will cost money to introduce as the cards have to be paid for, as well as the equipment needed to pay for them This will mean that profits will fall in the short term, although in the long term the savings will outweigh these. They mean that Fitaway can monitor who is using which services. This helps them plan for the future - less mistakes may be made introducing facilities that are not used - and marketing can be targeted according to customers' preferences. (8)</p>	<p>Level 1 1-3 marks Statement of possible advantages and/or disadvantages</p> <p>Level 2 4-6 marks Simple analysis of advantages/disadvantages. At the top of this level both should be included</p> <p>Level 3 7-8 marks Detailed analysis of advantages/disadvantages</p> <p>N.B. Advantages/disadvantages can be for the facility, the customer or both.</p> <p>(8)</p>
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