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Answer ALL the questions. Write your answers in the spaces provided.

1. Cambria Leisure Park offers a variety of facilities including outdoor sports pitches, indoor multi-sport areas and roller skating rinks. It also caters for children's parties and needs to follow the requirements of the Children Act 1989. A year ago it was found to be in breach of this act and the Health and Safety Executive imposed sanctions on it.

(a) (i) Outline the key requirements of the Children Act 1989.

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(ii) Identify and describe **two** sanctions that the Health and Safety Executive can impose on any organisation.

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The children's parties can be held in any of the facilities and food is provided in the café. The café's staff prepare all the food from fresh ingredients. Menus are sent to customers a week before their party so they can select the type of food they want. For large parties the centre has to bring in extra staff to help with the preparation and serving of food.

(b) Describe and explain **two** measures that Cambria Leisure Centre could put in place to ensure that it complies with the Food Safety Act 1990.

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- (d) Cambria Leisure Centre has one large and one small roller skating rink. A key hazard of these is the possibility of participants being injured in high-speed collisions, particularly when participants are of different sizes and abilities.

Using the following pro forma, complete a risk assessment with the key hazard being injury from collisions between participants on the roller skating rinks.

Hazard	Injury from collisions between participants on the roller skating rinks		
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. (a) (i) Describe the Investors in People quality system.

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Reviewing an organisation's website is one type of evidence that an Investors in People assessor could use to decide whether an organisation deserved to achieve the award.

(ii) Suggest **two** other types of evidence the assessor might use.

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Before choosing Investors in People, Cambria Leisure Centre also considered introducing the Quest quality system.

(c) Explain **two** ways in which the Quest quality system might have helped to improve customer loyalty and reduce the number of complaints at Cambria Leisure Centre.

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(d) Explain how the Quest quality system is assessed.

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Q2

(Total 24 marks)

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3. Cambria Leisure Centre has a membership scheme and also allows casual use. Members pay for their visits with one annual payment or by monthly direct debit. For this fee members get unlimited use of the indoor areas and a discount on other facilities. Casual users pay each time they visit.

Cambria Leisure Centre is considering launching a new advertising campaign to convert casual users to members. It has collected the following information about entry to the main indoor area during the three months of April, May and June:

	Average number of visits per user		
	April	May	June
Members	14	12	14
Casual users	11	10	9

Fees paid

Members pay an annual fee of £800.
Casual users pay £6 per visit.

- (a) (i) Explain what is meant by *direct debit*.

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- (ii) Calculate how much on average it costs a **member** per visit. Show your working in the space provided.

Answer

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(iii) Calculate the total income the centre receives from an average **casual user** in this three-month period. Show your working in the space below.

Answer

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(iv) Using your answer from part (iii), explain whether you think that the new advertising campaign to convert casual users to members will be worthwhile to Cambria Leisure Centre.

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Use the following information to answer Question 3(b).

The centre holds regular events, including quiz evenings in the café and a children’s play scheme in the holidays. There is also a weekly programme of classes for all ages and levels of fitness. Some of these events and classes are open only to members and some are open to all. The organisation is considering building another fitness studio as at certain times of the day it is very crowded, although for much of the day it is almost empty. All Cambria Leisure Centre users are allowed to use the café.

- (b) Analyse the possible benefits to Cambria Leisure Centre of encouraging casual users to become members.

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Cambria Leisure Centre has recently introduced an electronic membership system, providing a large amount of customer information quickly and accurately. Not all organisations choose to change to an electronic system for membership.

(c) Explain **two** reasons why organisations might choose **not** to change to an electronic system for membership.

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