

Mark Scheme (Results) January 2011

GCE

GCE Leisure Studies (6970/01)
Unit 5: Employment in Leisure

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Assessment Objectives

There are four assessment objectives for GCE in Leisure Studies. They detail the knowledge, skills and understanding that the learner is required to demonstrate.

For this qualification, the assessment objective descriptions and the weightings for each assessment objective are given below.

AO1	Demonstration of knowledge, skills and understanding Candidates demonstrate knowledge, skills and understanding of the specified content of leisure studies in a range of vocationally-related contexts.
AO2	Application of knowledge, skills and understanding Candidates apply knowledge, skills and understanding of the specified content of leisure studies in a range of vocationally-related contexts.
AO3	Research and analysis Candidates use appropriate research methods to obtain information from a range of sources to analyse leisure industry vocationally-related issues.
AO4	Evaluation Candidates evaluate evidence, draw conclusions and make recommendations for improvement in a range of vocationally-related contexts.

Unit	AO1	AO2	AO3	AO4
1	30%	30%	23%	17%
2	25-35%	25-35%	20-30%	10-20%
3	28%	30%	22%	20%
4	20%	25%	25%	30%
5	15-25%	20-30%	20-30%	25-35%
6	15%	30%	30%	25%

Question Number	Answer	Mark
1 (a)(i) AO1	<p>Award 1 mark for each valid point that is a characteristic of a job analysis. For example:</p> <ul style="list-style-type: none"> • It is the first stage in the recruitment process (1) • Job analysis decides whether the job is needed (1) • Job analysis works out the actual responsibilities and roles of the job (1) • It is used to write the job description (1) 	(3)

Question Number	Answer	Mark
1 (a)(ii) AO1	<p>Award 1 mark per correct item.</p> <p>Job title (1) Roles and responsibilities (1) Salary (1) Location (1) Or any other realistic response (1)</p>	(4)

Question Number	Answer	Mark
1 (a)(iii) AO2	<p>Award 1 mark for each explanatory point. Maximum of 3 marks for generic only responses. For example:</p> <p>It is used to write the person specification (1) as they will be head chef they will need leadership skills (1). They will use some of the information to write the advert (1). it is used to show potential applicants what the job involves (1).</p>	(4)

Question Number	Indicative Content	
1 (b)(i) AO4	<p><i>The candidates are not expected to deal with every possible point and may be rewarded well for a comparatively small number of points if these are developed and supported by relevant evidence. This list is not exhaustive.</i></p> <p>They need a Head Chef as soon as possible. Online can provide advert, information and application form without delay of posting it. May use a specialist website as it is a high level post - this is most likely to be seen by those interested in this type of post. Online may provide photos/walk through video of the organisation and much detail. Saves candidates time/effort if they can see it. May shorten recruitment procedure as less likely to get candidates who are not really interested because they have more information.</p>	
Level	Mark	Descriptor
	0	No rewardable material.
Level 1	1-2	Basic responses that are mainly theoretical/descriptive. Possibly limited reasoning/application. Some benefits of online advertising stated but little more.
Level 2	3-4	Responses with some analysis/application. Responses may have either clear application and some evaluation or some application and clear evaluation. Responses may focus only on the club or the candidate.
Level 3	5-6	Focused responses with sustained evaluation and application. At the top of the level there should be reference to both candidates and the organisation.

Question Number	Answer	Mark
1 (b)(ii) AO2	<p>Award 1 mark for realistic suggestion and up to 2 marks for justification.</p> <p>National newspaper (1). It is a high level post so they will need to reach as many potential candidates as possible (1) and people would be prepared to travel a long distance/move if it pays well (1).</p> <p>Specialist magazine (1)</p> <p>Accept local paper as alternative to national if justified</p>	(3)

Question Number	Answer	Mark
1 (c)(i) AO1	<p>Credit reference to development of ideas that show ambition for the restaurant, either in the light of the information about its present high quality, wish to improve, or realistic assertions in other directions. For example:</p> <p>I would like to continue to improve it (1) and enable it to get some sort of award (1). I would hope to attract a wider clientele by widening the scope of the menu we are offering (1).</p>	(3)

Question Number	Answer	Mark
1 (c)(ii) AO2	<p>They would know the qualifications from the CV (1) and would not therefore look very professional by asking this (1). A Head Chef may not have taken qualifications for a long time (1) but it is what he has achieved/his experience that may be more important (1).</p>	(3)

Question Number	Answer	Mark
1 (d) AO4	<p>Award 1 mark for a realistic suggestion, either as a variation on the interview or of tasks that could be added. Up to 2 marks for justification of each. For maximum at least one should be directly linked to the specific post of Head Chef.</p> <p>They could ask them to do a presentation (1) which might show them how clearly they put forward ideas to other people (1). This would be useful as a Head Chef would have to make his ideas clear to those under him (1).</p> <p>The candidates might do a group task (1) to show their leadership skills in turn (1). They would need to show leadership as they will have a team under them in the kitchen (1).</p>	(6)

Question Number	Answer	Mark
1(e)	Up to 3 marks for each correct statement.	
A01	Maternity leave is the time that employees are allowed off to have a baby (1). All employees are entitled to 26 weeks' leave (1). They can also have time off for prenatal classes/appointments in work time (1). They can return to the firm in the same position or one that is equivalent at the end of their leave (1).	(3)

Question Number	Indicative Content	
1(f) QWC i - iii AO3	<p><i>The candidates are not expected to deal with every possible point and may be rewarded well for a comparatively small number of points if these are developed and supported by relevant evidence. This list is not exhaustive</i></p> <p>Sous chef about to leave so will need to know what staff are used to, what they can do and usual work practices. Will have at least two new staff so will have to be able to convey information about the kitchen to them. Style/equipment is different so will have to get to know how it operates. Get to know staff as they have to work closely as a team - will want to treat them individually to get the best out of them. Credit comments on fire hazards, safety procedures needed as risks are greater in a kitchen.</p>	
Level	Mark	Descriptor
	0	No rewardable material.
Level 1	1-3	<p>Basic responses that are mainly theoretical/descriptive. Possibly limited reasoning/application. Comment may well be generic reasons why inductions take place, together with what is in them. Maximum of 2 marks for responses that basically only address content.</p> <p>The candidate uses everyday language and the response lacks clarity and organisation. Spelling punctuation and the rules of grammar are used with limited accuracy.</p>
Level 2	4-6	<p>Responses with some analysis/explanation. Responses may have either clear application and some analysis or some application and clear analysis. At least one aspect of an induction should be linked with the actual role.</p> <p>The candidate uses everyday language and the response lacks clarity and organisation. Spelling punctuation and the rules of grammar are used with limited accuracy.</p>
Level 3	7-8	<p>Focused responses with sustained explanation and application. Reasons for inductions should be justified by reference to actual post being taken up.</p> <p>The candidate uses specialist terms consistently and the response shows good focus and organisation. Spelling, punctuation and the rules of grammar are used with considerable accuracy.</p>
		Total for Question 1 - 43 marks

Question Number	Answer	Mark
2 (a)(i) A04	Award 1 mark for each different example of poor practice. For example: Poor channels of communication (1) Inappropriate interview location (1) Taking advantage of Karl for free work (1)	(3)

Question Number	Indicative Content	
2 (a)(ii) A03	<p><i>The candidates are not expected to deal with every possible point and may be rewarded well for a comparatively small number of points if these are developed and supported by relevant evidence. This list is not exhaustive.</i></p> <p>Analysis should be in terms of: Effects on reputation of club from point of view of members Effects on customer views of club Effects on future recruitment from either of these or present staff motivation if see poor procedures.</p>	
Level	Mark	Descriptor
	0	No rewardable material.
Level 1	1-2	Basic responses that are mainly descriptive. Will tend to give generic comments about its possible effects on recruitment. May well include much that unrealistically links them with loss of customers (realistic comment will probably require some analysis so will be seen in higher levels).
Level 2	3-4	Responses with some analysis/application. Responses may have either clear application and some evaluation or some application and clear evaluation. Still likely to focus on how/why they are examples of poor practice but there should be analysis of potential effects for the club or customers.
Level 3	5-6	Focused responses with sustained analysis and application. Analysis should focus on effects on both club operation (probably staff) and customers - although good candidates may see this as the same in the long run so credit sophisticated responses that do not separate them explicitly

Question Number	Answer	Mark
2 (b) A01 (3) A02 (3)	<p>Credit information on how they can be used with 1 mark per valid point. A maximum of 3 marks for responses that do not relate it to the type/hours of work given.</p> <p>They could not do a whole shift in the week (1) as they can only work 2 hours a day (1).</p> <p>They wouldn't be able to use them on the evening shift (1) as they cannot work beyond 7pm and that's when it starts (1).</p> <p>They would be able to work longer on Saturday than Sunday (1).</p> <p>they still would not be able to use them all day in the holidays as there are still limits (1)</p>	(6)

Question Number	Answer	Mark
2 (c) A02	<p>Award 1 mark for each comment that explains how flexible working operates and/or why it is used.</p> <ul style="list-style-type: none"> • Flexible working means that as long as staff do their work they can choose to an extent when they do it (1). • They will have a set number of hours (1). • Staff have some control over their work hours (1). • Staff can work at the times most convenient to them (1). • It allows staff to organise their work around other responsibilities to some extent. 	(3)

Question Number	Indicative Content	
2 (d) QWC i - iii AO1 (4) AO3 (4)	<p><i>The candidates are not expected to deal with every possible point and may be rewarded well for a comparatively small number of points if these are developed and supported by relevant evidence. This list is not exhaustive.</i></p> <p>Voluntary labour likely to be more enthusiastic if from the club - genuine interest. Cheaper to use them. This may link to the use of the events to promote the club as members more likely to do this. If only for one day, need to explain tasks more than once - takes time/less consistency. Casual labour more expensive but may have more work skills as they do similar elsewhere. They can be employed for whole weekend so consistent in work. Voluntary workers may not have specific stewarding skills that casual labour may have.</p>	
Level	Mark	Descriptor
	0	No rewardable material.
Level 1	1-3	<p>Basic responses that are mainly theoretical/descriptive. Possibly limited reasoning/application. Benefits of voluntary likely to be the focus.</p> <p>The candidate uses everyday language and the response lacks clarity and organisation. Spelling punctuation and the rules of grammar are used with limited accuracy.</p>
Level 2	4-6	<p>Responses with some analysis/application. Responses may have either clear application and some analysis or some application and clear analysis. Some link of benefits and/or/disadvantages to scenario.</p> <p>The candidate uses everyday language and the response lacks clarity and organisation. Spelling punctuation and the rules of grammar are used with limited accuracy.</p>
Level 3	7-8	<p>Focused responses with sustained analysis and application. Should relate to scenario and consider benefits and disadvantages.</p> <p>The candidate uses specialist terms consistently and the response shows good focus and organisation. Spelling, punctuation and the rules of grammar are used with considerable accuracy.</p>

Question Number	Answer	Mark
2 (e) A04	Award 1 mark for each explanatory point. Credit understanding of what a seasonal contract is. For example Sailing is an outdoor sport so probably more popular in summer (1) so need to have extra staff in most areas of the club (1). Seasonal contract would save money (1) as otherwise they will be paying employees for doing nothing in the winter (1).	(4)
	Total for Question 2	30 marks

Question Number	Indicative Content	
3 (a) A04	<p><i>The candidates are not expected to deal with every possible point and may be rewarded well for a comparatively small number of points if these are developed and supported by relevant evidence. This list is not exhaustive.</i></p> <p>PRP Easy to measure results (number of members signed up) so is appropriate means of motivation. Increases in members will mean more income for club so in long term will be worth paying them extra for recruiting members Staff will know where they stand with perhaps targets to aim for, so highly motivational to work hard. Salary increase. No motivation for staff to work harder/better. Those who are better at their work may become demotivated as they see others getting the same for doing less. Will have to pay it out whether they get new members or not.</p>	
Level	Mark	Descriptor
	0	No rewardable material.
Level 1	1-2	Basic responses that are mainly theoretical/descriptive. Possibly limited reasoning/application.
Level 2	3-4	Responses with some analysis/application. Responses may have either clear application and some evaluation or some application and clear analysis. May deal with the benefits only to the employee or the employer. Should give some idea that PRP would be more appropriate.
Level 3	5-6	Focused responses with sustained evaluation and application. Should consider the employee and the employer. Evaluation should be far more positive to PRP.

Question Number	Answer	Mark
3 (b)(i) A01	Award 1 mark for each explanatory point. Job rotation is where one employee may switch between one job and others (1) on a regular basis (1). They will probably be all at the same level (1).	(3)

Question Number	Indicative Content	
3 (b)(ii) A04	<p><i>The candidates are not expected to deal with every possible point and may be rewarded well for a comparatively small number of points if these are developed and supported by relevant evidence. This list is not exhaustive.</i></p> <p>Employees can use them to put over their frustrations officially and talk through what they are not happy with. Line managers can point out where they are going wrong constructively, not be giving them warnings. They can set targets for improvement for timekeeping, etc. They may talk about training or other ways of improving motivation such as job rotation as they are bored.</p>	
Level	Mark	Descriptor
	0	No rewardable material.
Level 1	1-3	Basic responses that are mainly theoretical/descriptive. Possibly limited reasoning/application. Generic benefits/characteristics of appraisals probably stated only.
Level 2	4-6	Responses with some evaluation/application. Responses may have either clear application and some analysis or some application and clear evaluation. Effectiveness may focus either on the employees or the organisation.
Level 3	7- 8	Focused responses with sustained evaluation and application. Effectiveness should be considered for both employee and organisation.
		Total for Question 3 - 17 marks

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