

Write your name here

Surname

Other names

Centre Number

Candidate Number

**Edexcel GCE**

# Leisure Studies

**Advanced Subsidiary**

**Unit 2: Working Practices in Leisure**

Friday 18 January 2013 – Morning

**Time: 1 hour 30 minutes**

Paper Reference

**6967/01**

**You must have:**

Calculator

Total Marks

## Instructions

- Use **black** ink or ball-point pen.
- **Fill in the boxes** at the top of this page with your name, centre number and candidate number.
- Answer **all** questions.
- Answer the questions in the spaces provided – *there may be more space than you need.*

## Information

- The total mark for this paper is 90.
- The marks for **each** question are shown in brackets – *use this as a guide as to how much time to spend on each question.*
- Quality of written communication will be taken into account in the marking of your responses to questions 1(c) and 2(b). These questions are indicated with an **asterisk (\*)** – *you should take particular care on these questions with your spelling, punctuation and grammar, as well as the clarity of expression.*

## Advice

- Read each question carefully before you start to answer it.
- Keep an eye on the time.
- Try to answer every question.
- Check your answers if you have time at the end.

Turn over ►

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**PEARSON**

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

**1** Smada Park is a stadium shared by a football club and a rugby club. An important piece of legislation that determines how the stadium operates is the Health and Safety at Work Act.

(a) Identify **four** key requirements of the Health and Safety at Work Act.

(4)

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The football club's local rivals have recently been promoted to the same league. The first match between the two teams is next month. The club has never suffered from crowd trouble in the past and it is keen to ensure that spectators are kept safe in the stadium for this match.

(b) Identify and explain **two** measures that could be put in place in order to ensure crowd safety in the stadium on the day of the match.

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Recently there have been two accidents at the stadium. A member of staff was injured in an accident with chemicals and a customer suffered a mild electric shock. Shortly after this, all staff received a reminder of the requirements of the Reporting of Injuries, Diseases and Dangerous Occurrence Regulations (RIDDOR).

(d) Explain how RIDDOR helps to keep both staff and customers safe in leisure organisations.

(4)

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The stadium uses chemicals for cleaning and to mark the pitch. Internal procedures for dealing with these have not been reviewed for a long time.

(e) Using the following pro forma, complete a risk assessment where the key hazard is injury to staff through contact with chemicals.

(12)

Hazard	Injury to staff through contact with chemicals		
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	

(Total for Question 1 = 34 marks)



2 The stadium manager at Smada Park is looking at introducing either the Investors in People quality system or the Quest quality system.

(a) Describe the accreditation process for the Quest quality system.

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A number of customers have complained about poor experiences at matches at the stadium. These complaints include:

- turnstiles not in operation leading to long queues
- stewards being rude or not knowing their job
- broken seats, even in newer areas of the stadium
- large amounts of litter.

The manager's aim is to ensure that customer experience is of the highest quality.

In order to help achieve this aim he has decided that the stadium should try to introduce a quality system. He is not sure whether Investors in People or Quest would be more appropriate.

**\*(b)** State which quality system you think would be more appropriate. Explain how your chosen quality system would help the stadium achieve the manager's aim. Use the information above in your response.

**(8)**

Quality system chosen .....

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The manager is keen to show the value of his chosen quality system to the stadium's owners and therefore needs to be able to evaluate its success.

(c) Outline **two** ways in which the manager might be able to evaluate the success of his chosen quality system.

(4)

1

2

A nearby football club has the Clubmark quality system in place.

(d) State the main features of the Clubmark quality system.

(4)

(Total for Question 2 = 22 marks)



3 The rugby club at Smada Park was promoted last season. It is hoping to get promotion again this season but one of the stands is old and would not meet the requirements for the higher division. The stadium owner is considering replacing it with a new stand, which would hold more people and have space for corporate boxes. The entry fee would be higher. All this should bring extra income at each match.

The stadium is usually full for the rugby matches but not for the football matches. The owner is trying to decide whether it will be worth building this new stand and is using the information below to help her decide.

	Capacity (maximum number of people it can hold)	Entry fee for individual customers
Old stand	5000	£14
New stand	8000	£17
	10 corporate boxes in the new stand can be hired for the whole season for £30,000 each.	

For questions 3(a)(i), 3(a)(ii) and 3(a)(iii), assume that the stands are full for each game.

(a) (i) State the income per match that the old stand produces. (1)

(ii) State the total **extra** income per match that the new stand produces from individual customers. (1)

(iii) Assuming there are 22 matches in a season, state the total extra income for a season if the new stand is built. Show any working in the space provided. (2)



The new stand could bring a much greater income into the stadium, so increasing profits. However, other factors may mean that profit does not increase.

(b) Explain why, after building the new stand, the profit from each match may not increase.

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As well as potentially increasing income from entry fees, the new stand may bring other benefits to the stadium.

(c) Outline **two** other possible benefits that the new stand might bring to the stadium.

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The stadium owner is ambitious and has decided to go ahead with the new stand despite the effects of the economic problems of the last few years.

The building of the new stand will start in mid-May after the last game of the season and should be completed by the end of September. Although this will not be in time for the start of the new season, the owner hopes to minimise disruption for supporters at matches in August and September.

Two important parts of the project will be the feasibility study and the project plan.

(d) (i) Explain what is meant by a *feasibility study*.

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(ii) Explain why it will be important to have an accurate project plan for the building of the new stand.

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The owner of the stadium is also considering installing a new electronic ticketing system. Up to now ticketing has been carried out by a specialist agency, but with the new stand being built the owner thinks that it may be a good time to change.

(e) (i) State **three** features of an electronic ticketing system. (3)

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