

Mark Scheme (Results)

Summer 2015

GCE Leisure Studies (6967/01)
Unit 2: Working Practices in Leisure

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General Marking Guidance

- All candidates must receive the same treatment. Examiners must mark the first candidate in exactly the same way as they mark the last.
- Mark schemes should be applied positively. Candidates must be rewarded for what they have shown they can do rather than penalised for omissions.
- Examiners should mark according to the mark scheme not according to their perception of where the grade boundaries may lie.
- There is no ceiling on achievement. All marks on the mark scheme should be used appropriately.
- All the marks on the mark scheme are designed to be awarded. Examiners should always award full marks if deserved, i.e. if the answer matches the mark scheme. Examiners should also be prepared to award zero marks if the candidate's response is not worthy of credit according to the mark scheme.
- Where some judgement is required, mark schemes will provide the principles by which marks will be awarded and exemplification may be limited.
- When examiners are in doubt regarding the application of the mark scheme to a candidate's response, the team leader must be consulted.
- Crossed out work should be marked UNLESS the candidate has replaced it with an alternative response.

Question Number	Answer	Mark
1 (a)	<p>Award 1 mark for each correct statement up to a maximum of 4. For example:</p> <ul style="list-style-type: none"> • provision of a first aid room (1) • provision of a marked first aid box (1) • staff should be informed of location of first aid box/first-aiders (1) • contents should be checked regularly for content (1) • should be adequate number of first-aiders for the number of customers/members/people at a leisure facility. (1) 	(4)

Question Number	Answer	Mark
1 (b)	<p>Award one mark for identifying a realistic measure and a further 2 marks for explanation of how/why each operates.</p> <ul style="list-style-type: none"> • Clear toughened screens should be in front of those collecting the money (1). This will prevent anyone grabbing money across a desk (1) and give protection from possible threats of violence (1) • Large sums of cash should not be left in the tills(1). These should be emptied regularly during the day (1) so that the temptation to attack the receptionist to steal the money was not there (1) • The centre should employ security guards (1) particularly at times when the staff are vulnerable (1) such as late in the evening when there may not be many people about (1) <p>Accept reference to:</p> <ul style="list-style-type: none"> • Panic buttons or similar • Promote use of cashless payment system • Training of staff • More than one member of staff on duty • CCTV ONLY IF it is related to staff safety <p>If only stealing is mentioned then accept for one method but not both.</p>	(6)

Question Number	Indicative Content	
<p>1(c)</p> <p>QWC (i)-(iii)</p>	<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> <ul style="list-style-type: none"> • Procedures must be put in place to check sell by dates on food and to ensure that safe disposal of out-of-date food is achieved • All food should be labelled to ensure that customer know the content. This would help to ensure they don't get allergic reactions to it which would look bad on the organisation • Strict hygiene should be observed in the kitchen to ensure that all food is fit to eat and does not cause illness in customers • All staff should have food hygiene certificates/be trained in food handling. There is a number of part-time staff so the centre should ensure that they all have this training. This will ensure that food is not likely to cause illness in customers and stop the returning • All the above can be linked to the idea of word of mouth advertising ensuring that customers return and bring others and that it is a positive asset to the centre. 	
Level	Mark	Descriptor
1	1-3	<p>Basic statements made with no/minimal explanation. Specific requirements for the act will be stated but not developed.</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>
2	4-6	<p>Sound response with some explanation and application. Requirements of the act will be linked to the stimulus information and/or how staff will be affected. Some links to attracting people to the centre will be explored.</p> <p>The candidate uses some specialist terms and the response shows some focus and organisation. Spelling, punctuation and the rules of grammar are used with some accuracy.</p>
3	7-8	<p>A focussed response with sustained explanations and effective application. There will be specific application of the act linked to both the stimulus information and its staff. Responses will indicate specific procedures that are needed and how these stem from the requirements of the act. These ideas will have specific linkage to attracting customers or ensuring that they return.</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
1 (d)	<p>Award up to 2 marks for each. In reality this will probably be 1 mark for what the act requires and the second for how the organisation might achieve this.</p> <ul style="list-style-type: none"> • It will have to be made large enough (1) so that all the staff work stations can be fitted in correctly with space for the staff to work (1) • The infrastructure of the building will have to be planned and installed (1) so that there is adequate lighting and heating for the staff working there (1) • The facilities will have to be carefully planned (1) so that the staff are provided with washing/toilet etc facilities (1) <p>Accept references to furniture, computer equipment etc.</p>	(4)

Question Number	Answer	Mark
1 (e)	<p>Award 1 mark for each correct descriptive point.</p> <ul style="list-style-type: none"> • powers are usually exercised through the environmental health officers (1) • can inspect all types of leisure premises (1) • can make inspections (1) at any time/without warning (1) • make assessments of the facility's health and safety (1) • can carry out food hygiene assessments (1) • can allow operations to continue or impose sanctions. (1) 	(4)

Question Number	Answer	Mark
1 (f)	<p>Up to 3 marks for application stages. 1 mark each for</p> <ul style="list-style-type: none"> • likelihood of risk • severity of risk • risk rating. <p>As always, bear in mind that there should be a balance in their application of the problem. If they specify a severe risk then the likelihood of this occurring must be very low. Ensure that you check the scales that the candidate gives at the foot of the RA as they may not be logical!</p> <p>Up to 4 marks for measures to minimise risks. 1 mark for each measure up to a maximum of 4.</p>	(10)

- e.g.
- all employees working in the crèche should be CRB checked
 - there should be adequate numbers of staff to the number of children being looked after
 - children should not be able to exit the crèche without supervision
 - regular inspections of equipment.
 - Equipment is suitable (or an example of this)
 - Signing in/out procedures
 - Limit the number of children in the crèche at a time

Up to 3 marks for correct scales.

Up to 2 marks each for scales of likelihood and severity.

Awarded as follows:

- 1 mark for 1/2 scales that are only partially complete
- 2 marks where candidate has one scale that is fully correct, i.e. has numerical scale with sensible gradation of the scale shown or detailed scale in words only, and one that is partially correct or no other scale.
- 3marks where both scales are fully correct

N.B If there is one complete scale but no partial scale then award 1 mark only.

- If they are in words only it is likely to be as follows. Accept only the filled in boxes for the overall risk.

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

Likely scales to be met accompanied by numbers (although acceptable without – but it is impossible to get the overall risk mark if these are presented without numbers):

Unlikely – likely – highly likely

Slightly harmful – harmful – harmful - very harmful

Slight injury – first aid treatment – time off – hospitalised – death.

DO NOT ACCEPT for 2 marks

Unsevere/not severe – severe – very severe

Any scale with never/no harm explicit or implicit

Total for Question 1 – 36 marks

Question Number	Answer	Mark
2 (a)	<p>Award one mark for each descriptive point up to a maximum of 6. Points could include.</p> <ul style="list-style-type: none"> • The organisation needs to apply for the award (1) and then go through self assessment comparing itself against the industry standard (1). They draw up their plan of action to raise standards from this (1) and implement the plan (1). • They will be visited by a trained external assessor from the industry (1) and there will be a mystery visit for the Facility Management award (1). • The grading system means they have to get 60% or satisfactory to be registered (1) (give 2 marks if the complete marking system is outlined correctly). • They will have then have assessments on a two-year cycle (1) and maintenance visits are made to ensure they are keeping the standard (1). <p>The last 2 points may be combined as 'further regular visits are made to ensure standards are being maintained' for 1 overall mark.</p> <p>N.B. Do not credit types of evidence that may be used</p>	(6)

Question Number	Answer	Mark
2(b) (i)	<p>Award 1 mark for identification of specific evidence For example:</p> <p>For example:</p> <ul style="list-style-type: none"> • Staff training records (1) • Minutes of staff meetings (1) • Action plan (1) 	(2)

Question Number	Answer	Mark
2(b)(ii)	<p>Award 1 mark for each correct explanation. For example:</p> <p>For example:</p> <ul style="list-style-type: none">• Staff training records will show whether they staff skills are being updated/improved (1)• Minutes of staff meetings will show whether communication is good between staff (1)	(2)

Question Number	Indicative Content	
<p>2 (c)</p> <p>QWC (i)-(iii)</p>	<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> <ul style="list-style-type: none"> • IiP develops channels of communication – links to ensuring that all staff know their roles and requests etc are passed to the appropriate people • Training for staff will mean they respond appropriately when problems arise and that new staff are aware of their roles, reducing possibility of high turnover affecting service • IiP runs throughout organisation at all levels so all areas will benefit – bookings for the cafe, service. • IiP improves communication so staff will know who line managers are and co-operate in serving customers. Also will ensure that messages such as dietary requests are passed to the relevant staff • IiP organisation will ensure correct supervisory structure so new staff are guided correctly. 	
Level	Mark	Descriptor
1	1-3	<p>Basic responses that are mainly theoretical/descriptive. Specific characteristics of IiP may not be evident and the effects could be on any organisation. Possibly limited reasoning/ application. Largely/wholly generic</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>
2	4-6	<p>Sound responses with some explanation/application. Responses may have either clear application and some explanation or some application and clear explanation. They link the benefits of the IiP system to the manager's aims but with limited depth.</p> <p>The candidate uses some specialist terms and the response shows some focus and organisation. Spelling, punctuation and the rules of grammar are used with some accuracy.</p>
3	7-8	<p>Focused responses with sustained explanation and application. IiP characteristics are linked to improvements in staff and hence customer service and the manager's aims with specific benefits to the restaurant analysed</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 (d)	<p>Award 1 mark for each explanatory point. For example:</p> <ul style="list-style-type: none"> • Dealing with internal customers is only one aspect of Quest (1) • Quest is a broader quality system looking at all aspect of the business (1) and much of it is focussed on customer service (1). As there will be hundreds of different types of customers entering the facility each day this approach may be more beneficial (1) • Quest also deals with the facility itself (1) and so will ensure that equipment that customers are using is fit for purpose (1) and so provide more all round support for the customer (1) facility management would also have regular inspections of buildings. • Quest is a specialist leisure quality system (1) • N.B. Do not credit unjustified claims that are not explicitly recognisable as outcomes of having Quest. 	(4)

Total for Question 2 – 22 marks

Question Number	Answer	Mark
3 (a) (i)	<p><u>3 mark answer</u> 101</p> <p><u>2 mark answer</u> One error in working shown but method correct 171 135 137</p> <p><u>1 mark answer</u> 2 errors in working shown but method correct</p>	(3)

Question Number	Answer	Mark
3(a) (ii)	<p>Answer 0 36 8 Accept blank for first one Do not accept -36 or -8</p>	(1)

Question Number	Answer	Mark
3(a) (iii)	<p>Up to 3 marks for each explanation. For example:</p> <ul style="list-style-type: none"> • They are selling the cereal bars at below the cost price (1) which is causing the shop to lose money. This is probably because they have too many in stock (1) as it shows 120 units of them (1) • They are buying far too many rugby balls (1). Although they had 22 left after 2 months they still kept on buying the same amount (1) which ties up money/space for the shop (1). • They are probably not ordering enough sports bags (1). Each month they sold all that they bought (1) so it is likely that they could have sold more if they had bought more (1) <p>Accept reference to too many tracksuits if it is linked to potential large outlay for them and/or that it may be a marginal decision.</p>	(6)

Question Number	Answer	Mark
3 (b)	<p>Award 1 mark for each descriptive point</p> <ul style="list-style-type: none"> • The Accord system can be tracked 'first in, first out'(1) • Barcode technology can be used for pricing (1) • Best before dates can be recorded (1) • Will give alerts/order goods when preset levels of stock are reached (1) • Can be linked to suppliers so that reordering is automatic (1) <p>Accept other systems, such as Just in time Sage EPOS</p> <p>Accept benefits of a new system to max 1 mark if it is embedded Any other realistic response.</p>	(4)

Question Number	Answer	Mark
3 (c)	<p>Award up to 4 marks for explanatory ideas of how/why a stock take is used. For example:</p> <ul style="list-style-type: none"> • They need to compare what they actually have with what the records show (1). Any differences between the two can then be investigated (1). • They will be able to find out if errors are occurring in the system (1) or if there are less goods left than the records show (1) if any theft of stock has taken place (1) • It will also be needed to prepare financial records for tax purposes (1) so they can see what their total assets are (1) • May highlight whether some stock is not being sold(1) and may suggest that a promotion should be used to sell the stock(1) <p>Any other realistic response.</p>	(4)

Question Number	Indicative Content	
3 (d)	<p data-bbox="443 275 1433 416"><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> <ul data-bbox="496 454 1477 981" style="list-style-type: none"> • Any project needs this as the need to know that it will be worthwhile – usually this means that it will be worth more to the organisation than it will cost to build • An arena will cost a great deal of money and they will need to know they can afford it and how they are going to get the money to pay for it. Finance will have to be in place • Building this will cause disruption to the complex and even the surrounding area so they will need to see that they can continue to operate while it is being built • They will need to work out how they will market it what other organisation might use it so they can assess the potential income • Owning the system will be expensive in the short –term but may be cheaper long term even with maintenance costs that will have to be paid by HLC. <p data-bbox="443 987 1445 1055">N.B. Beware of claims that would be part of the project plan rather than the feasibility study.</p>	
Level	Mark	Descriptor
1	1-2	Simple statements of possible reasons.
2	3-4	Sound explanation with some reference to the implications for a stadium/sizeable project or the running of the complex during construction.
3	5-6	Focused responses with explanation giving clear reasons why it might be beneficial. Application to the stimulus material is shown and the need for the complex to do this for this project will be explicit.

Question Number	Indicative Content	
3 (e)	<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> <ul style="list-style-type: none"> • Set up costs will be high and they are already spending money on a new stadium • Numbers have fallen so cash flow position is also not great – a new stadium does not guarantee more people attending so it is a risk • The number of events per year is not great so they may not get a return on the investment – may well make more sense to keep ticketing with the external agency if this is the case • Local competitions unlikely to be large enough to need an electronic system • Would be cheaper to run than an external agency • They could market themselves to new members through the ticketing system • 5000 seater stadium is considerable number so might make it worthwhile if they can get more events <p>NB credit use of information taken from other parts of the paper</p>	
Level	Mark	Descriptor
1	1-3	Simple statements of possible advantages and/or disadvantages.
2	4-6	Sound analysis with some application or some analysis with sound application. Reasoning will be given and there will some link with the information in the stimulus. At the top of the level both advantages and disadvantages should be considered.
3	7-8	Focused responses with analysis of both advantages and disadvantages with specific reference to the stimulus information

Total for Question 3 - 32 marks
Total for Paper – 90 marks

