

Friday 15 June 2012 – Afternoon

A2 GCE LEISURE STUDIES

G184/01 Human Resources in the Leisure Industry

Candidates answer on the Question Paper.

OCR supplied materials:

- Clean copy Case Study

Other materials required:

None

Duration: 1 hour 30 minutes



Candidate forename		Candidate surname	
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Centre number						Candidate number				
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INSTRUCTIONS TO CANDIDATES

- Write your name, centre number and candidate number in the boxes above. Please write clearly and in capital letters.
- Use black ink. HB pencil may be used for graphs and diagrams only.
- Answer **all** the questions.
- Read each question carefully. Make sure you know what you have to do before starting your answer.
- Write your answer to each question in the space provided. Additional paper may be used if necessary but you must clearly show your candidate number, centre number and question number(s).
- Do **not** write in the bar codes.

INFORMATION FOR CANDIDATES

- The number of marks is given in brackets [] at the end of each question or part question.
- The total number of marks for this paper is **100**.
- The quality of your written communication will be taken into account when marking your answer to the question marked with an asterisk (*).
- This document consists of **16** pages. Any blank pages are indicated.

SPRING HILL

- 1 (a) Spring Hill employs a range of different staff, full-time permanent, part-time and seasonal. What is meant by each of the following terms?

Part-time staff:

.....

Seasonal staff:

..... [2]

- (b) (i) On occasions it is necessary to dismiss staff. Identify the **four** stages in the dismissal process.

Stage 1:

Stage 2:

Stage 3:

Stage 4: [4]

- (ii) Shaun dismissed a member of staff on the spot and removed her from the building. Explain why it was not necessary for Shaun to follow the four stages in this situation.

.....

.....

.....

.....

..... [2]

[Total: 8]

(d) Identify **two** benefits to Spring Hill of adopting the Investors in People (IIP) quality award as a system for staff development and training.

1.

.....

2.

..... [2]

[Total: 26]

.....

.....

.....

..... [12]

[Total: 12]

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