

**ADVANCED GCE UNIT
LEISURE STUDIES**

G184

UNIT 5: Human Resources in the Leisure Industry
WEDNESDAY 20 JUNE 2007

Afternoon

Time: 1 hour 30 minutes

Candidates answer on the question paper.

Additional materials: Pre-release case study material (clean copy)



Candidate
Name

Centre
Number

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Candidate
Number

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INSTRUCTIONS TO CANDIDATES

- Write your name, Centre number and candidate number in the boxes above.
- Answer **all** the questions.
- Use blue or black ink.
- Read each question carefully and make sure you know what you have to do before starting your answer.
- If you run out of space for an answer, continue on the lined page at the back of the booklet.
- If you use this lined page, you **must** write the question number next to your answer.
- Do **not** write in the bar code.
- Do **not** write outside the box bordering each page.

INFORMATION FOR CANDIDATES

- The number of marks for each question is given in brackets [] at the end of each question or part question.
- The total number of marks for this paper is 100.

For Examiner's Use	
1	
2	
3	
4	
Total	

This document consists of **11** printed pages and **1** lined page.

1 (a) Dismissal of a member of staff is one reason why leisure organisations need to recruit staff.

(i) State **three other** reasons why leisure organisations such as *Dalehead Aqua Park* might need to recruit staff.

1

2

3[3]

(ii) Dismissal is the final stage of a disciplinary procedure. Identify the **three** key stages which should proceed dismissal.

Stage 1

Stage 2

Stage 3[3]

(iii) Explain, using examples, **two** reasons why *Dalehead Aqua Park* may fairly dismiss staff.

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.....[4]

3 (a) With so many new staff being appointed in recent months, Bob has decided to implement a comprehensive training programme for the workforce.

(i) Explain what is meant by the term “mentoring.”

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.....[3]

(ii) Distinguish between “non-transferable skills” and “transferable skills.”

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.....[4]

- 4 (a) (i) Identify **one** internal issue and **one** external issue which might affect human resource planning at *Dalehead Aqua Park*.

Internal issue

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External issue

.....[2]

- (ii) Discuss how each of the issues identified in **4(a)(i)** might affect human resource planning at *Dalehead Aqua Park*.

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(b) The operation of the human resources function in leisure organisations is affected by the development of ICT technology. State **three** different uses *Dalehead Aqua Park* could make of ICT within the human resources function.

1

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2

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3

.....[3]

[Total: 15]

