

Candidate Forename		Candidate Surname	
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Centre Number						Candidate Number				
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**OXFORD CAMBRIDGE AND RSA EXAMINATIONS
ADVANCED GCE**

G184

LEISURE STUDIES

Human Resources in the Leisure Industry

WEDNESDAY 20 JANUARY 2010: Afternoon

DURATION: 1 hour 30 minutes

SUITABLE FOR VISUALLY IMPAIRED CANDIDATES

Candidates answer on the Question Paper

OCR SUPPLIED MATERIALS:

Clean copy Case Study

OTHER MATERIALS REQUIRED:

None

READ INSTRUCTIONS OVERLEAF

INSTRUCTIONS TO CANDIDATES

- **Write your name clearly in capital letters, your Centre Number and Candidate Number in the boxes on the first page.**
- **Use black ink. Pencil may be used for graphs and diagrams only.**
- **Read each question carefully and make sure that you know what you have to do before starting your answer.**
- **Answer ALL the questions.**
- **Write your answer to each question in the space provided.**

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 (*).**

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- 1 (a) As in any leisure organisation, sometimes Out and About needs to terminate the employment of members of its staff.

Explain TWO reasons for the termination of employment.

1: _____

2: _____

_____ [4]

(b) Simon has started the disciplinary process by giving Sam an oral warning. The final stage in the disciplinary process is dismissal.

Identify Stages 2 and 3 in the disciplinary procedure.

[2]

Stage 1 Oral Warning

Stage 2 _____

Stage 3 _____

Stage 4 Dismissal _____

(c) Assess the advantages and disadvantages to Out and About of using self-employed instructors rather than permanently employed instructors.

[8]

[Total: 14]

[8]

[8]

(c) At present Yvonne does not use job descriptions or person specifications when recruiting staff.

Discuss how a person specification and job description could be used to aid a recruitment and selection process.

- 4 (a) Yvonne has decided to provide induction training for all new household staff.

Identify **FOUR** aspects that might be included in an induction programme for household staff at Out and About.

1: _____

2: _____

3: _____

4: _____

_____ [4]

(b) Explain what is meant by the term ‘on the job training’.

[2]

(d) Identify TWO benefits to a leisure organisation such as Out and About of adopting the Investors in People quality award as a system for staff development and training.

1: _____

2: _____

_____ **[2]**

[Total: 18]

- 5 (a) One external issue which may impact on the human resource planning at Out and About is the economy.

Identify TWO other external issues which could influence human resource planning in a leisure organisation such as Out and About.

1: _____

2: _____

_____ [2]

(b) Discuss how the economy might affect human resource planning at Out and About.

[10]

[Total: 12]



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