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For Examiner's Use

General Certificate of Education
June 2009
Advanced Level Examination



LEISURE STUDIES
Unit 9 Working in the People Business

LS09

Monday 1 June 2009 1.30 pm to 3.30 pm

You will need no other materials.
You may use a calculator.

Time allowed: 2 hours

Instructions

- Use black ink or black ball-point pen.
- Fill in the boxes at the top of this page.
- Answer **all** questions.
- You must answer the questions in the spaces provided. Answers written in margins or on blank pages will not be marked.
- Do all rough work in this book. Cross through any work you do not want to be marked.

Information

- The maximum mark for this paper is 90.
- The marks for questions are shown in brackets.
- You will be marked on your ability to use an appropriate form and style of writing, to organise relevant information clearly and coherently, and to use specialist vocabulary where appropriate. The legibility of your handwriting and the accuracy of your spelling, punctuation and grammar will also be considered.

For Examiner's Use			
Question	Mark	Question	Mark
1		5	
2		6	
3		7	
4		8	
Total (Column 1) →			
Total (Column 2) →			
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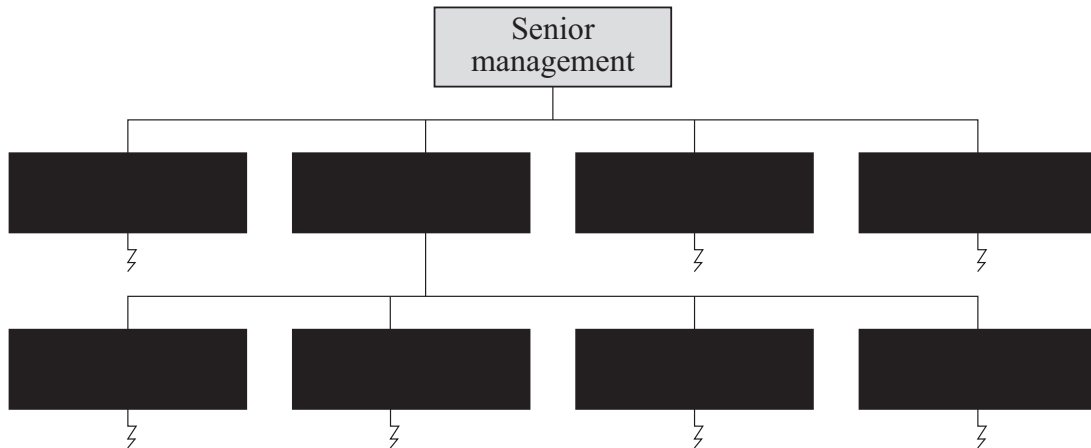
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LS09

Answer **all** questions in the spaces provided.

- 1 Study **Figure 1**, which shows how an organisational job structure or hierarchy might be set out.

Figure 1



- 1 (a) Draw an organisational structure diagram in the space below, showing **at least six** different *job positions* at a named leisure organisation that you have studied. You should include jobs at different levels of the structure or hierarchy.

Name of leisure organisation

(4 marks)



- 1** (b) Explain how leisure organisations benefit from organising their staff in a structured way, as on your diagram.

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(6 marks)

Question 1 continues on the next page

Turn over ►



Explain the qualifications, experience and skills required to carry out the job role.

Name of job

[illegible]

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(10 marks)

20

Turn over for the next question

Turn over ►



- 2 The Thursford Collection is a permanent traditional fairground with steam engines and carousel rides. November and December see the exhibition hall transformed to house the largest Christmas Spectacular Show in England.

Study the recruitment advertisement shown in **Figure 2**.

Figure 2

THURSFORD

***Santa's
Magical Journey
into Christmas***

Our exciting new multi-million pound venture for children aged 1 to 101 will be taking place in our fantastic new building. The journey is through an exciting winter wonderland finishing with a visit to Father Christmas.

We are looking to interview energetic and enthusiastic female dancers to assist in this Christmas fantasy land by wearing our various ladies' character costumes and bringing the magic to life.

If this sounds like you, and you will be available daily from early November until late December, then please contact us on 09876 543210 to arrange an interview.

❄️ ❄️ ❄️ ❄️ ❄️ ❄️ ❄️

We are also looking for a Father Christmas with his very own natural white hair and beard!

If you think you fit this description and will also be available as above, please contact us on 09876 543210 to arrange an interview.



[illegible]

8

Turn over ►



3 A large leisure facility is interviewing candidates for a job vacancy.



Discuss how the leisure organisation should prepare for and conduct the interview in order to find out which candidate is the most suitable person for the job.

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(12 marks)

12

Turn over for the next question

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4 New employees undertake basic training, which includes induction, health and safety and customer service.

4 (a) For **one** leisure organisation that you have studied, outline a half-day programme of initial health and safety training. Show how new employees might begin to learn to work safely within the requirements of UK and/or European Union legislation.

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(6 marks)



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12

Turn over ►



[illegible]

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(10 marks)

10

Turn over for the next question

Turn over ►



- 6 Self-employment is available in many areas of the leisure industry such as instructing yoga, or being a children's entertainer or a health and fitness trainer.
- 6 (a) Andy is self-employed. He is a freelance outdoor activities instructor, specialising in paddle sports.



Andy's route to self-employment included:

- joining the school canoe club
- volunteering at local summer camps and scout groups
- being employed at various outdoor centres across the UK
- starting freelance work as a canoe instructor.

Suggest a possible career route for a young person wishing to become **either** a self-employed children's entertainer **or** a self-employed personal trainer in health and fitness.

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(2 marks)



[illegible]

9

Turn over ►



7 Leisure organisations make use of *person specifications* when recruiting and selecting staff.

7 (a) Describe what should be included in a person specification, and explain why it is important throughout the recruitment process.

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(6 marks)



7 (b) Employers are allowed to take positive action to encourage job applications from under-represented or minority groups in society, although applicants must subsequently be selected on merit.

7 (b) (i) State **one** way of encouraging job applications from under-represented or minority groups.

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(1 mark)

7 (b) (ii) Suggest how an organisation could find out whether it is attracting applications from a cross-section of society.

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(2 marks)

9

Turn over for the next question

Turn over ►



Discuss the formal procedure that should be used to deal with Luke's grievance so that it can be brought to a satisfactory conclusion.

[illegible]

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(10 marks)

END OF QUESTIONS

10



There are no questions printed on this page

**DO NOT WRITE ON THIS PAGE
ANSWER IN THE SPACES PROVIDED**

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Figure 2

www.thursford.com

Question 3 photograph

www.reid.com/images/discount.jpg

Question 6(a) photograph

Ian P Hardy

Question 6(a) text

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