

Mark Scheme (Results)

Summer 2015

GCE Leisure Studies (6970/01)
Unit 5: Employment 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) (i)	<p>Award 1 mark for each descriptive point. For example:</p> <ul style="list-style-type: none"> It is written by the organisation (1) and describes the ideal candidate for the post (1). It will show what they are expected to have (1) in terms of skills (1) Accept any 2 of skills, attributes, qualifications and experience for a mark each provided it is clear that the response is not indicating that the applicant writes the specification. If it is not clear then max 1 for these. <p>N.B. If it is clear that the response thinks it is written by the candidate, then 0 should be awarded.</p>	(3)

Question Number	Answer	Mark
1 (a) (ii)	<p>Award 1 mark for each explanatory point. For example:</p> <ul style="list-style-type: none"> Job description is used to write the advert (1) to tell the candidates what their roles/responsibilities would be (1) so they can decide whether they want to apply or not (1). This means that candidates are less likely to drop out later in the process because they don't like the tasks (1) It is used to decide what type of person they need to complete the tasks (1) and so it needs to be decided before a person specification can be written (1) It can be used to decide the format of interviewing(1) specific role play tasks may be set to reflect the specific requirements of the job description.(1) Or any other realistic response. 	(4)

Question Number	Indicative Content
1 (b) QWC (i)-(iii)	<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"> Has no closing date – may miss good candidates who apply after this date Only has email address for CVs so will limit applications. Information about hours is not totally clear – works 5 days but maybe weekends. As it is open long hours, may be shift work but haven't been told. Gives good idea of type of candidate and the qualities needed so should not attract time wasters. Salary is not precise – only says competitive. Candidates may need to ask about this and for the job description – but there is

		<p>no indication of where to ask, so candidates know if it is worth it for them. If it is competitive then it is good that the advert is put on the internet as internet covers wide area and people would be willing to travel/move for this. Similarly because it is permanent and full-time.</p> <ul style="list-style-type: none"> • Has spelling errors – basic mistakes which makes it look unprofessional so may deter good applicants • Role is not totally clear as it may involve security of animals and/or people but does not state this. • There are promotion opportunities so will be attractive to ambitious and therefore probably hard working candidates. • The name of the company is not given so the potential candidates cannot do any background research to see if it might be suitable for them • Location not clear so some candidates may be unsuitable
Level	Mark	Descriptor
1	1-3	<p>Simple statements about what is good or bad about the advert. Basic evaluation. Often will be about appearance rather than content.</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 evaluation and application. Responses may have either clear application and some evaluation or some application and clear evaluation. Development of ideas will indicate why the characteristics identified are good or bad.</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 evaluation and effective application. The characteristics of the advert will be closely linked to the post involved and how effective it will be in getting the right candidate for the post</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	Indicative Content	
1(c)	<p data-bbox="416 387 1469 521"><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="464 566 1465 1167" style="list-style-type: none"> • Well organised needed as in charge of a team and the park covers a wide area. Range of responsibilities and the park is open 7 days a week but post only works 5 of them. probably vital as essential • Good customer service skills – probably not essential as will not be in direct contact with customers in normal course of job, although security will be concerned with customers at time so valid as desirable • Good communication skills needed as has worked with a team, although small so should be manageable. As not there all the time will need to communicate instructions. • Experience of security work. In charge so this should be essential rather than desirable. Responsible post without experience and may not get respect of workforce or may make basic errors. Very hands on type of job so experience needed. • Credit inclusion of others that might be suitable if they have justification for their inclusion 	
Level	Mark	Descriptor
1	1-2	Basic statements made with no/minimal evaluation. May well get little further than stating which ones are appropriate and which not or may give simple statement of why each is useful.
2	3-4	Sound response with limited evaluation and sound application or sound evaluation and limited application. There will be some link to the role for at least one criteria and candidate may start to question the position of at least one.
3	5-6	A focussed response with sustained evaluation and effective application. Response will link specifics of the post and/or type of organisation with the usefulness of the criteria. Should consider repositioning at least one of them with justification

Question Number	Answer	Mark
1 (d)	<p>Award 1 mark for each correct method identified up to a maximum of 2 and up to 2 marks for each explanation. For example:</p> <ul style="list-style-type: none"> • Specialist magazine (1). As this is a post of responsibility it needs someone already with experience (1) and if they are looking in a specialist magazine they are more likely to have the qualities needed for the post (1) • National newspaper (1) this has a wide area of circulation (1) necessary because the number of people likely to be able to carry out the role is small and this will enable more to be reached (1) • Internet job site (1) as this reaches a wide area (1) and people looking for this type of post are likely to seek out specialist sites/so there is a better chance of finding a high quality candidate (1) <p>Or any other realistic response.</p>	(6)

Question Number	Answer	Mark
1 (e)	<p>Award 1 mark for a correct suggestion and up to 3 marks for explanation as to how/why it would be suitable.</p> <ul style="list-style-type: none"> • Presentation (1) would test their skills of communication (1) and enable them to put across their vision of the job (1) allowing Longburn to see whether this would fit in with their views of it (1). • Group task (1) would allow Longburn to see how the interviewees interact with each other (1). This is important as they will be the main point of contact with customers (1) and this will determine how much the latter enjoy their visit (1) • Role play (1) to show how they would control a team (1) as they are applying for the post of Head of Customer Service (1) <p>N.B. Do ensure that responses are distinct in awarding marks, for example that they are not just 2 role plays that show similar attributes etc.</p>	(8)

Question Number	Answer	Mark
1 (f) (i)	<p>Award 1 mark for each correct suggestion. eg</p> <ul style="list-style-type: none"> • Hours of work • Grievance and disciplinary procedures • Pay • Notice period • Job title • Sickness rights • Pension rights • Holiday entitlement 	(3)

Question Number	Answer	Mark
1 (f) (ii)	<p>Award up to 4 marks for explanation. eg</p> <ul style="list-style-type: none"> • So they know what they have to do (1) • So employers and employees show what they've agreed to do (1) • It is the law/it's legally binding (1) • This will mean employees have it written down so they know when they have to work (1). This will reduce the chance of arguments between them and employers over what they are meant to do (1) • As the employee has signed to agree what he/she is going to do (1) then Longburn will be able to take action like a disciplinary if the work is not done (1). Employees will know his/her rights (1) and so will get holidays and holiday pay (1) as it is all in writing and is legally binding (1) • Employees need to know their rights as well (1) and this will form the legal basis for argument (1) should there be a dispute over whether they have been paid enough or got the correct holidays (1). 	(4)

Question Number	Indicative Content	
<p>1(g)</p> <p>QWC</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"> • Used to a different type of environment so will need to be introduced to the various different parts of Longburn • Also had limited experience – the park will have a wide variety of customer issues so will need to get to know channels of communication • Will be many health and safety issues as she will be dealing with customers in different areas so will need to know possible evacuation plans etc • Will also need a tour so she knows where the facilities are so she can direct visitors. • She will have to meet personnel so she can establish channels of communication for dealing with complaints • Need to understand the park ethos as she will be dealing with any serious complaints and will want to ensure consistency with usual practice where appropriate. 	
Level	Mark	Descriptor
1	1-3	<p>Simple statements about what will be present in the induction and why it is done in generic terms.</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 analysis and application. Responses may have either clear application and some analysis or some application and clear analysis. Benefits to the Head of Customer Services or the park should start to emerge linked to information about her/the role given in the stimulus.</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 analysis and effective application. There should be sustained use of the stimulus material with clear benefits to the park and the Head of Customer Services.</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>

Total for Question 1 – 50 marks

Question Number	Answer	Mark
2(a)	<p>Award 1 mark for the identification of a relevant piece of legislation and up to 2 marks for explanatory comment. For example:</p> <p>The Equal Pay act (1) states that people doing the same job should be paid the same (1) and although she may be better at the basic role their terms and conditions will be the same (1). The fact that she gets through more customers is also irrelevant as it does not change the nature of the jobs (1)</p>	(3)

Question Number	Answer	Mark
2(b)	<p>Award 1 mark for each correct explanatory comment. For example:</p> <ul style="list-style-type: none"> • Sandra puts issue in writing (1) to her line manager/a member of staff above them (1) this will enable the line manager to see what the problem is and take steps to address it (1) • Manager plans questions for Sandra, her colleague and the HR department involved (1) • Evidence is gathered from all parties concerned (1) so it that Sandra's version can be verified (1) and that the other parties have had their say to be fair to all (1) • Build up agreed version of facts (1) which can be given to Sandra to demonstrate that the company is correct • Record any decision made (1) so that if there are future queries on it then there is no need to go through the process again (1) <p>Or any other realistic response.</p>	(6)

Question Number	Answer	Mark
2 (c)	<p>Award 1 mark for each valid explanatory point up to a maximum of 4 for each (so can be 4+2, 2+4 or 3+3). For example:</p> <p><u>Longburn</u></p> <ul style="list-style-type: none"> • Can train them as they want/with the animals they have (1) which will make them more beneficial than generically trained ones (1) • Later in their apprenticeships they may be able to carry out roles • on their own (1) and they are not paid a great deal so this may save them money (1) • They might be specialist so possibly not many other places to train them (1). • More valuable to train them on their specific animals (1) as different animals will require very different types of care (1) • <p><u>Apprentice</u></p> <ul style="list-style-type: none"> • Learning on the job will be more effective than just at training (1) as they are putting into practice what they are learning (1) and may well attract good quality apprentices who want to work with animals (1). • It is hands on and so are more likely to be engaged by the practical work (1) they are being paid while they are working (1) so more likely to motivate them than just learning at college (1) 	(6)

Question Number	Answer	Mark
2(d)(i)	<p>Award 1 mark for each correct characteristic of staff used.</p> <ul style="list-style-type: none"> • Usually short-term contracts • Can hire on a daily basis • Used when demand is greatest for single events • Conditions of employment often weak 	(3)

Question Number	Indicative Content	
2 (d) (ii)	<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> <p>Seasonal staff vs casuals:</p> <ul style="list-style-type: none"> • Often same each year so do not have to train each time unlike casual workers • Often have skills that will serve customer best and some experience this could include language skills for overseas visitors. Casual workers likely to have few skills and probably not job related. • Have more loyalty to the organisation • May be more reliable • do not have to go through the whole recruitment process each time unlike casuals so costs can be reduced. <p>Seasonal vs fulltime</p> <ul style="list-style-type: none"> • Can be recruited only for times when demand is higher. Longburn has far more visitors in summer so would need more staff • Only work at the busier times of the year and so not paid when not working unlike full-time who would be paid even if they are not working • May be well motivated by the possibility of getting a full-time job 	
Level	Mark	Descriptor
1	1-2	Basic statements with minimal explanation/analysis. Probably just stating the characteristics of the employment types or of the organisation with minimal link between them
2	3-4	Sound response with some analysis and application. The response will clearly link the benefits of the seasonal staff to the pattern of visitor numbers and contrast with at least one of the other types.
3	5-6	A focussed response with effective application and clear analysis. Benefits of the seasonal staff will clearly be contrasted to the other 2 employment types.

Total for Question 2 – 24 marks

Question Number	Answer	Mark
3 (a) (i)	Award 1 mark for each explanatory point. Job rotation is where one employee may switch between one job and others (1) on a regular basis (1). They will probably be all at the same level (1).	(2)

Question Number	Indicative Content	
3 (a) (ii)	<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"> • Appraisal could address issue of feedback on his work so he will know what he is doing well or not so well • Could be used to set targets if there are areas of his work that are suitable • Could be used to discuss further training or possible promotion as he appears to have done well at times. It would be appropriate because his line manager does not talk about it. • Appraisal could be with another person other than his line manager so he could talk honestly unlike to his line manager • Could be used to discuss recent disciplinary and sort out the reasons for his rudeness • Relatively cheap for Longburn and should be part of their processes anyway. • Would be better for them than present situation, either not working well or having disciplinary problems. 	
Level	Mark	Descriptor
1	1-3	Basic responses that are mainly theoretical/descriptive. Will consist mainly of outlining generic benefits of appraisals.
2	4-6	Responses with some evaluation and sound application or sound evaluation and some application. Use of appraisals will be applied to at least one specific characteristic of the situation, indicating how it might motivate him.
3	7-8	Focused responses with sustained evaluation and application. Use of appraisals will be clearly linked to a number of aspects in the stimulus, indicating how it might/might not be beneficial to the organisation and the employees.

Question Number	Indicative Content	
3 (b)	<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> <p>For example: Staff training and development</p> <ul style="list-style-type: none"> • Could use bonding days to bring the staff together • New staff are evidently less familiar with the specific job so training would enable them to do the job properly • If all trained to the same extent this would enable them to work better together • May be expensive for the Longburn as would have to send them all on training/development days or it would be seen as unfair • But would gain a more efficient workforce as there would be better communication and greater skills. • Specific training in customers service will reduce mistakes and encourage customers to return and increase profits <p>NB other methods can be used The least suitable will be self limiting</p>	
Level	Mark	Descriptor
1	1-2	Basic responses that are mainly theoretical/descriptive. Will consist mainly of outlining generic benefits of chosen method
2	3-4	Responses with some evaluation/application. Responses may have either clear application and some evaluation or some application and clear analysis. Use of chosen method will be applied to at least one specific characteristic of the situation, indicating how it might motivate them.
3	5-6	Focused responses with sustained evaluation and application. Use of chosen method will be clearly linked to a number of aspects in the stimulus, indicating how it might/might not be useful.

Total for Question 3 - 16 marks
Total for Paper – 90 marks

