

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							
			l				
Centre Number				Candidate Number			

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 Exam	iner's Use
1	
2	
3	
4	
Total	

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

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		2
(a)	Dis	missal 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 <i>Dalehead Aqua Park</i> 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 <i>Dalehead Aqua Park</i> may fairly dismiss staff.
		1
		2
		[4]

(D)	Refer to the job description given in the case study, Fig. 1.	
	Discuss how the information in the job description could be used by:	
	potential applicants	
	Bob Doherty during the recruitment and selection process.	
		[8]
(c)	Discuss how Bob Doherty might make use of a person specification during the selection produced in the selection produced i	cess.
(-)	, , , , , , , , , , , , , , , , , , ,	

	[8]
(d)	Evaluate the consequences to <i>Dalehead Aqua Park</i> of failing to follow legal and ethical responsibilities when recruiting and selecting staff.
	[01]

2	(a)	Following the selection process Bob Doherty has appointed a new pool supervisor. For the first time, Bob has decided to provide induction training for all new employees. Explain what might be included in an induction programme that would meet the needs of both <i>Dalehead Aqua Park</i> and the new Pool Supervisor/Lifeguard. Justify your answer.
		[10]

b)	Refer to the organisational structure given in the case study, Fig. 2.
	The new Pool Supervisor has been appointed on a permanent, full-time basis. Discuss the appropriateness of different types of employment opportunities at <i>Dalehead Aqua Park</i> .
	[40]
	[12]

(a)		n so many new staff being appointed in recent months, Bob has decided to implement a apprehensive training programme for the workforce.
	(i)	Explain what is meant by the term "mentoring."
		[3]
	(ii)	Distinguish between "non-transferable skills" and "transferable skills."
		[4]

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(iii)	Discuss whether or not <i>Dalehead Aqua Park</i> should implement an in-house training programme.
	[8]

introduction of performance management might improve the motivation of the workforce of Dalehead Aqua Park.
[12]

4	(a)	(1)	planning at Dalehead Aqua Park.
			Internal issue
			External issue
			[2]
		(ii)	Discuss how each of the issues identified in 4(a)(i) might affect human resource planning at <i>Dalehead Aqua Park</i> .
			[40]

(b)	The operation of the human resources function in leisure organisations is affected by the development of ICT technology. State three different uses <i>Dalehead Aqua Park</i> could make of ICT within the human resources function.
	1
	2
	3
	[3]
	[Total: 15]

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