

Monday 21 January 2013 – Afternoon

A2 GCE LEISURE STUDIES

G184/01 Human Resources in the Leisure Industry

Candidates answer on the Question Paper.

OCR supplied materials:

- Clean copy Case Study

Other materials required:

None

Duration: 1 hour 30 minutes



Candidate forename		Candidate surname	
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Centre number						Candidate number				
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INSTRUCTIONS TO CANDIDATES

- Write your name, centre number and candidate number in the boxes above. Please write clearly and in capital letters.
- Use black ink. HB pencil may be used for graphs and diagrams only.
- Answer **all** the questions.
- Read each question carefully. Make sure you know what you have to do before starting your answer.
- Write your answer to each question in the space provided. Additional paper may be used if necessary but you must clearly show your candidate number, centre number and question number(s).
- Do **not** write in the bar codes.

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 (*).
- This document consists of **16** pages. Any blank pages are indicated.

2 The recruitment and selection process used by Gymtime is standard and includes the production of a job description and person specification for each role.

(a) Identify **three** key pieces of information which could be expected to be found on a person specification for a gym instructor.

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(b) Gymtime uses psychometric tests as part of its recruitment and selection process.

Discuss the benefits and drawbacks to a leisure organisation of using psychometric tests in its selection process.

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[8]

3 Gymtime ensures that all of its staff are trained in the most appropriate and up to date ways as possible. Gymtime is planning to adopt the Investors in People (IIP) quality award as a system for staff development and training.

(a) Identify and describe **two** advantages to Gymtime of achieving the IIP quality award.

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(b) Explain the difference between on-the-job training and off-the-job training.

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(c) In recent years technology has made a significant difference to the leisure industry.

Explain why it is important for leisure organisations such as Gymtime to provide opportunities for staff to stay up to date with ever-changing ICT.

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- (d) Gymtime operates from 5 am until 11 pm, and, therefore, has to take into account legislation such as the Working Time Directive.

Assess how the Working Time Directive affects day to day operations at Gymtime.

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(b) Gymtime has a range of methods for monitoring the performance of its employees.

Evaluate the usefulness of individual and group target setting as ways in which the management of Gymtime could monitor the performance of its employees. **[10]**

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(b) State **two** internal issues which may affect human resource planning at a leisure organisation such as Gymtime.

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(ii)
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(c) The economy is one external issue which could affect human resource planning at Gymtime. Discuss how the economy at **both** a national and a local level might affect human resource planning at Gymtime. [10]

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END OF QUESTION PAPER

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