

Tuesday 2 June 2015 – Afternoon

GCSE LEISURE AND TOURISM

B183/01 Working in the Leisure and Tourism Industries

Candidates answer on the Question Paper.

OCR supplied materials:

None

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 **80**.
- The quality of written communication will be taken into account in marking your answer to the question marked with an asterisk (*).
- This document consists of **20** pages. Any blank pages are indicated.

Refer to Fig. 1, which is some information about a ski instructor.

Ski Instructor Profile

Name: Jackson Hewitt

Age: 24

Qualifications: New Zealand Ski Instructors Association (NZSIA) Level 1 and Level 2 Ski Instructor and Canada Ski Instructor Association (CSIA) Level 3 Ski Instructor.

Based: Edmonton, Canada.

07.00

Get up and look out of the window to check if there has been any snow overnight.

07.05

Check local weather reports to find out what temperatures are forecast and what kind of visibility is expected. Restock the supplies in the first aid kit, if necessary, and check other safety equipment in my backpack.

08.00

Take the first ski lift of the day onto the mountain and enjoy a few practice runs before other skiers arrive.

09.00

Attend professional development training. All ski instructors at the ski centre are encouraged to develop their own level of skiing ability and to gain higher level qualifications. I am working towards my CSIA Level 4.

10.00

Lessons begin. Instructors are given a customer or a group of customers to instruct. As a more experienced instructor, I get lots of advanced skiers in my groups, who need to improve their technique on the ski slopes.

12.00

Lunchtime.

13.00

Afternoon sessions begin. I often take out the same group as in the morning but also sometimes work with youngsters on their freestyle spins and flips.

16.00

Lessons finish. I use the next hour or so to catch up on any paperwork, before joining some of the other ski instructors for an evening meal and a game of pool.

Fig. 1

1 (a) (i) Identify **two** qualifications which a ski instructor might gain.

- 1
- 2 [2]

(ii) The work of a ski instructor is seasonal.

Explain, using an appropriate example, what is meant by the term 'seasonal employment'.

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(b) Using examples from Fig. 1, explain **two** duties of a ski instructor.

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[6]

(b) Leisure and tourism organisations which employ children’s representatives must follow child protection procedures.

Explain **two** ways in which leisure and tourism organisations can ensure the well-being of children while in the care of a children’s representative.

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[4]

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Question 3 begins on page 10

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3 You are working as a conference organiser and have received the following booking request by email from Mr George Newton at an organisation called BTCP. The email is given in Fig. 2 below.

(a) (i) Use the information from Fig. 2, an email, to complete the booking form in Fig. 3, opposite.

[12]

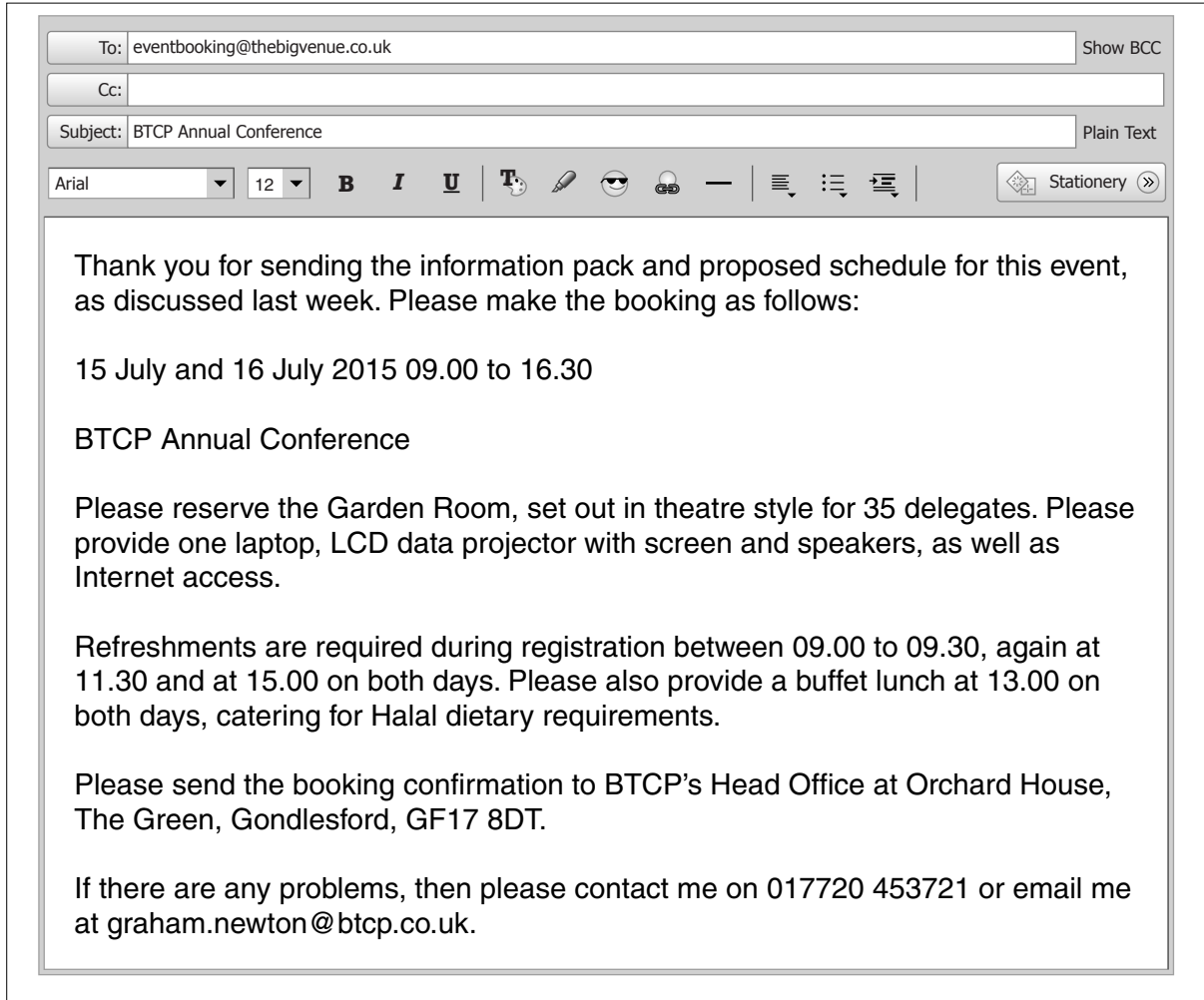


Fig. 2

The Big Venue Conference Centre Booking Form

Contact Details				
Contact name		Organisation		
Address		Postcode		
Tel		Email		
Room Hire				
Number of delegates		Date(s) required		
Room Layout				
Boardroom		Theatre style		
Horseshoe		Other (please specify)		
Timetable for refreshments				
Arrival time (am/pm)		Departure time (am/pm)		
Morning break		Lunch		Afternoon break
Catering Arrangements (please tick, as appropriate)				
Menu type	Buffet		Carvery	
Other dietary requirements (please specify)				
Audio Visual requirements (please tick, as appropriate)				
Recording system		LCD data projector, screen and speakers		
Radio microphones		Laptop		
Loop system		35mm slide projector		
Flipchart		PA system		
Additional information (please specify)				

Fig. 3

(b) Explain each of the following responsibilities of a conference organiser:

- liaising with clients and suppliers

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- ensuring that efficient operating procedures are in place: for example, those for an evacuation procedure.

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[6]

4 Refer to Fig. 4, a copy of a risk assessment used by a blue badge guide.

Risk Assessment		Activity Date and time of activity People involved		Day Tour of Torquay 4 July 2015 09.00 to 15.30 10 adults and 1 guide	
1. Hazards	2. Level of risk: high, medium or low	3. Who might be affected?	4. Is the risk adequately controlled?	5. Further action	
Coach travel	Low	All group	<ul style="list-style-type: none"> • Use reputable coach company • Ensure seat belts are worn 	Head count on and off the coach	
Bad weather	Low	All group	Alternative itinerary used	Use back up plan avoiding coastal activities	
Boat trip	Medium	All group	<ul style="list-style-type: none"> • Harbour tour using reputable boat company • Make sure life jackets worn 	Give information to group about risks involved	
Museum visit	Low	All group	Allocate meeting point in case group gets split up	Meet at Gift Shop	
Accident or illness	Low	All group	Emergency contact details held	Contact other blue badge colleagues in the town for assistance	

Fig. 4

(ii) Explain **two** reasons why a blue badge guide produces risk assessments for each tour they conduct.

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[4]

As a blue badge guide, you must be familiar with First Aid procedures. Refer to Fig. 5(a), which is a list of the responsibilities of a First Aider and to Fig. 5(b) below, which shows the four key principles of Emergency First Aid.

- A. Fetch first aid equipment ✓
- B. Treat urgent injuries
- C. Telephone for emergency assistance
- D. Check for and remove any physical dangers
- E. Calmly identify the risks to yourself, the casualty and any bystanders
- F. Control and deal with bystanders
- G. Carry out an initial assessment of the casualty

Fig. 5(a)

(b) Under which of the following principles of Emergency First Aid does each statement in Fig. 5(a) belong? Write each statement letter in the correct box. One has already been completed for you.

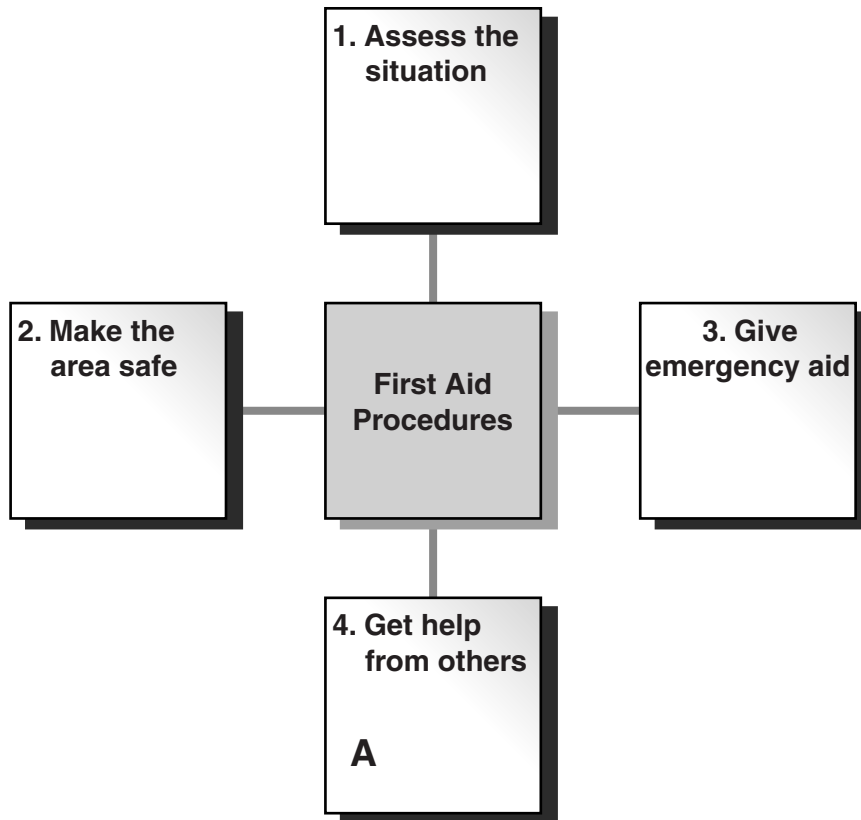


Fig. 5(b)

[6]

As a blue badge guide, you are required to plan itineraries for clients. Refer to Fig. 6(a), information about attractions in London, and Fig. 6(b) an itinerary template. Use the information from Fig. 6(a) to plan a full day itinerary for a tour of London.

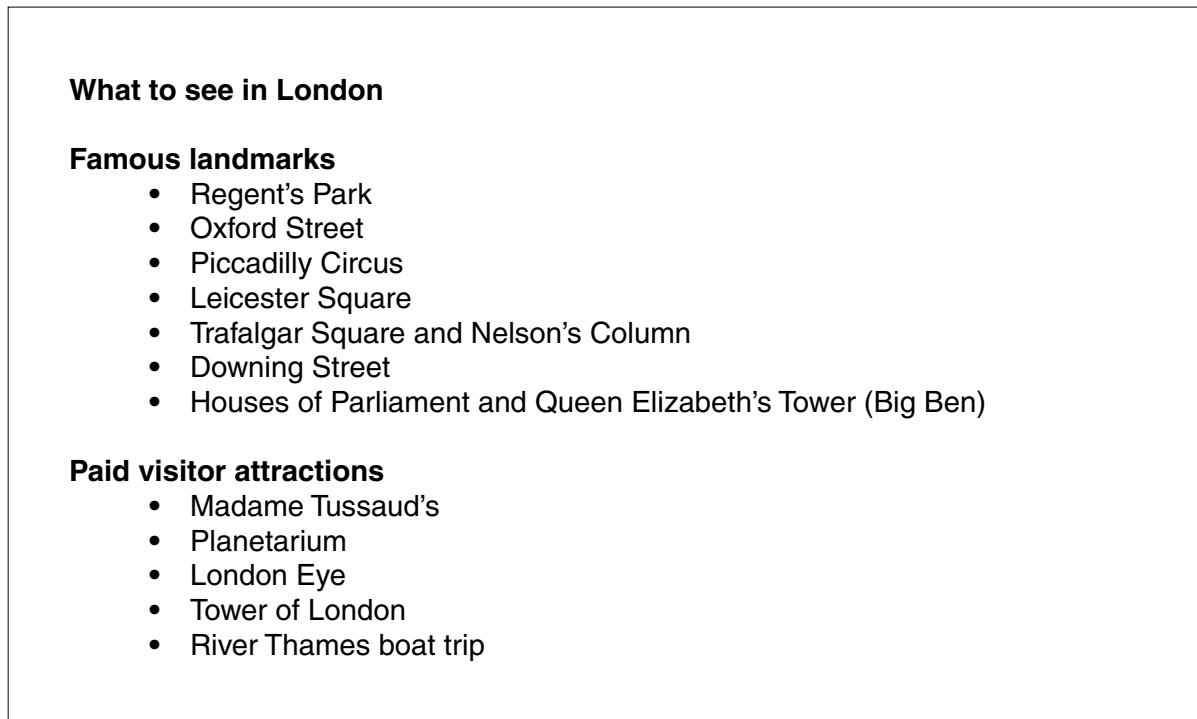


Fig. 6(a)

(c) Use the information in Fig. 6(a) to plan a full day itinerary for a tour of London in Fig. 6(b).

Choose any **two** famous landmark attractions to visit in the morning and any **one** paid visitor attraction to visit in the afternoon. Allow some time during the day for lunch.

Blue Badge Full Day London Tour Itinerary		
Start Time	End Time	Activity
08.45		
	16.00	

Fig. 6(b)

[6]

END OF QUESTION PAPER

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