

**Friday 15 June 2012 – 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

Centre number

Candidate number

**MODIFIED LANGUAGE**

**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  
**SPRING HILL**

- 1 (a) Spring Hill employs a range of different staff, full-time permanent, part-time and seasonal. Give the meaning of the following terms.

Part-time staff: .....

.....

Seasonal staff: .....

..... [2]

- (b) (i) On occasions it is necessary to dismiss staff.

Identify the **four** stages in the dismissal process.

Stage 1: .....

Stage 2: .....

Stage 3: .....

Stage 4: ..... [4]

- (ii) Shaun dismissed a member of staff immediately and removed her from the building. Explain why Shaun did not have to follow the four stages in this situation.

.....

.....

.....

.....

..... [2]

[Total: 8]

- 2 (a)** Emma and Mike both work at Spring Hill. Emma is due to start her maternity leave in 10 weeks.

Discuss Mike's rights as an employee under Ordinary Paternity Leave.

[8]

..... [10]

..... [8]

[8]

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- 3 (a)** Shaun often works a 60-hour week.

Evaluate the likely effect of the Working Time Directive on leisure organisations such as Spring Hill.

..... [8]

- (b)** All new staff at Spring Hill undertake an induction programme.

Assess the usefulness of an induction programme to new members of staff at Spring Hill.

..... [8]

Discuss the benefits to Spring Hill of providing its staff with opportunities to keep up to date with ever-changing information technology and software.

..... [8]

- (d) Identify **two** benefits to Spring Hill of adopting the Investors in People (IIP) quality award as a system for staff development and training.

1. ....

.....

2. ....

..... [2]

[Total: 26]

- 4     **(a)\*** Shaun is becoming less and less motivated by the attitudes of his parents to his ability to run Spring Hill.

Discuss approaches and techniques which might improve Shaun's motivation. Do not include financial rewards in your answer.

..... [10]

**(b)** Shaun is thinking of introducing an appraisal process at Spring Hill.

Discuss whether or not Spring Hill should introduce an appraisal process.

[10]

**[Total: 20]**

- 5 The economy has had an effect on a large number of businesses such as Spring Hill.

Assess how changes in the economy could affect human resource planning at Spring Hill.

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..... [12]

[Total: 12]

**15**  
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