

# **Leisure and Tourism**

General Certificate of Secondary Education

Unit **B183**: Working in the Leisure and Tourism Industries

## **Mark Scheme for January 2013**

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This mark scheme is published as an aid to teachers and students, to indicate the requirements of the examination. It shows the basis on which marks were awarded by examiners. It does not indicate the details of the discussions which took place at an examiners' meeting before marking commenced.

All examiners are instructed that alternative correct answers and unexpected approaches in candidates' scripts must be given marks that fairly reflect the relevant knowledge and skills demonstrated.

Mark schemes should be read in conjunction with the published question papers and the report on the examination.

OCR will not enter into any discussion or correspondence in connection with this mark scheme.

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## Annotations

Annotation	Meaning
<b>QWC+</b>	Additional QWC credit given
	Unclear
	Benefit of doubt
	Ignore
	Cross
	Level 1
	Level 2
	Level 3
	Level 4
	Not answered question
	Repeat
	Tick
	Alternative BOD
	Vague

**Subject-specific Marking Instructions****Assessment of QWC**

In this external unit the assessment of QWC will take place in question 3(c) which is a level of response mark scheme and carries 6 marks.

Marks are embedded within this mark scheme for assessing the quality of written communication.

**Level 3:**

ability to present relevant material in a well planned and logical sequence. Material is clearly structured using appropriate industry terminology confidently and accurately. Sentences, consistently relevant, are well structured in a way which directly answers the question. There will be few, if any, errors of grammar, punctuation and spelling.

**Level 2:**

limited ability to organise relevant material. Some appropriate industry terminology is used. Sentences are not always relevant with materials presented in a way which does not address the question. There may be noticeable errors of grammar, punctuation and spelling.

**Level 1:**

ability to communicate at least one point using some appropriate industry terminology. Sentences have limited coherence and structure, often being of doubtful relevance to the main focus of the question. Errors of grammar, punctuation and spelling may be noticeable and intrusive.

Question			Answer	Marks	Guidance
1	(a)	(i)	<p><b>Indicative Content:</b></p> <ul style="list-style-type: none"> <li>• cheerful</li> <li>• patient</li> <li>• energetic</li> <li>• creative</li> <li>• motivated</li> <li>• good sense of fun</li> <li>• good with children</li> <li>• outgoing personality/confident</li> <li>• lots of stamina</li> <li>• flexible</li> <li>• good communicator/polite.</li> </ul>	2	<p>Award one mark for each correct identification up to a maximum of two identifications. Do <b>not</b> accept <b>skills</b>.</p>
		(ii)	<p><b>Indicative Content:</b></p> <ul style="list-style-type: none"> <li>• wearing a uniform</li> <li>• unsociable hours</li> <li>• long hours</li> <li>• seasonal</li> <li>• commission-based earnings</li> <li>• not office-based</li> <li>• jobs based at specific resorts</li> <li>• often overseas</li> <li>• away from home for months at a time.</li> </ul>	2	<p>Award one mark for each correct identification up to a maximum of two identifications.</p> <p>Do <b>not</b> accept generalised statements about entitlements to breaks or holiday as these are not job specific.</p>

Question	Answer	Marks	Guidance
(b)	<p><b>Indicative Content:</b></p> <ul style="list-style-type: none"> <li>• college course</li> <li>• work experience</li> <li>• in-house training</li> <li>• induction.</li> </ul> <p>Part-time overseas reps course at college (1); further education course (1)            40+ hours work experience with children (1); in a nursery or at a primary school (1), or summer activities leader at a leisure centre (1)            In-house training course – 5 days at Ribby Hall near Blackpool (1);            tour operators run their own courses (1);            Two week induction in resort (1) – with the childcare co-ordinator (1).            Will be taken on a tour of all the facilities (1), meet other staff (1), be introduced to all the paperwork (1), see activity plans etc (1).</p>	6	<p>Award one mark for each correct identification up to a maximum of three identifications, plus a further one mark for each of three descriptions.</p> <p>Do <b>not</b> accept first aid or health and safety training as these are not referenced in Fig. 1.</p>

Question		Answer	Marks	Guidance	
				Content	Levels of response
	(c)	<p>A children's rep may work in a popular resort or in a quiet resort (L1). The resorts may differ if the rep is based at a hotel or on a campsite or in a ski resort (L2). Overseas children's reps can work in different types of resorts. They may work in a summer resort such as Los Christianos in Tenerife, based in one hotel working for a tour operator such as Thomson and provide activities for children in the hotel or arrange excursions to the local area. If the rep is working the winter season, they may work in a ski resort such as Jasper in Canada, working in a kid's club in the resort for a tour operator such as Crystalski. The activities run for children may have some similarities and some differences. A rep may run art and craft sessions and play indoor sports such as ten pin bowling or table tennis in both types of resort. However, the outdoor activities a rep plan will be very different. In the summer resort you would plan activities such as a volleyball competition on the beach or a fun and splash session in the hotel pool. In the winter resort a rep will plan sledging and snow play activities (L3).</p>	6	<ul style="list-style-type: none"> <li>overseas can be summer season or winter season</li> <li>if summer season, likely to be in a warm climate and carry out activities at the beach or around the pool</li> <li>if winter season, likely to be in a ski resort and will carry out different activities in the snow, eg tubing, tobogganing, etc.</li> </ul> <p>Do <b>not</b> accept references to differences in pay and working conditions as these are not part of the job role.</p>	<p>AO2 – Application – 4 marks AO3 – Analysis and evaluation – 2 marks</p> <p><b>Level 3 (5–6 marks)</b> Candidates at this level will use comparative language to <b>analyse</b> the similarities and/or the differences in the job role of a children's rep in up to three different resorts for 5 marks or evaluate the similarities or differences for 6 marks.</p> <p><b>Level 2 (3–4 marks)</b> Candidates at this level will <b>describe</b> the possible differences in the job role of children's rep in up to three different resorts.</p> <p><b>Level 1 (1–2 marks)</b> Candidates at this level will <b>identify</b> different aspects of the job role of a children's rep in any resort.</p>

Question			Answer	Marks	Guidance
2	(a)	(i)	<p><b>Indicative Content:</b></p> <ul style="list-style-type: none"> <li>Working as part of a team</li> <li>Being able to work under pressure</li> <li>Being able to multi-task</li> <li>Being able to use databases</li> <li>Skills in analysis, reporting and presenting results.</li> </ul>	3	<p>Award <b>one</b> mark for each correct identification up to a maximum of three identifications.</p> <p>Do <b>not</b> accept 'organised' as this is not mentioned in Fig. 2</p>
		(ii)	<p><b>Indicative Content:</b></p> <ul style="list-style-type: none"> <li>Sales work</li> <li>Marketing events</li> <li>Dealing with health and safety</li> <li>Dealing with legal aspects</li> <li>Dealing with insurance</li> <li>Budget planning</li> <li>Risk management.</li> </ul>	3	<p>Award <b>one</b> mark for each correct identification up to a maximum of three identifications.</p>
	(b)		<p><b>Indicative Content:</b></p> <p><b>Risk assessment:</b></p> <ul style="list-style-type: none"> <li>legal requirement</li> <li>to ensure the health and safety of employees and clients</li> <li>may have large numbers of visitors in one place at the same time.</li> </ul> <p><b>Complaints Record:</b></p> <ul style="list-style-type: none"> <li>to monitor levels of customer satisfaction</li> <li>to know what aspects of provision needs to be improved</li> <li>to find out about customers' needs and wants.</li> </ul>	4	<p>Award <b>one</b> mark for each correct identification, up to a maximum of two identifications for each of the two forms of documentation.</p> <p>Be careful not to over credit responses on risk assessment which <b>describe</b> what a risk assessment is. The answer must reflect <b>why</b> it is important to carry out a risk assessment.</p>

Question		Answer	Marks	Guidance	
				Content	Levels of response
	(c)	<p>Conference centres need evacuation procedures for health and safety or for legal reasons (L1).</p> <p>Conference centres have evacuation procedures in order to ensure that staff and visitors know what to do in an emergency (L2). It is important for any conference centre to have an evacuation procedure because there can be potentially be large numbers of people there at any one time and if an emergency were to occur, it would be important to know exactly what to do in order to ensure the safety of everyone in the building. Conference organisers need to issue the evacuation instructions to those leading a conference to make sure everyone is aware of what to do in an emergency. They should take a register of attendees, so that it is known exactly how many people are in the building and who is there, in case of an incident. Staff should have fire marshal training, in order to know what their role is in the case of an emergency and all emergency exits should be easily identified and accessible. It is important that delegates are told that they should follow the instructions of the conference centre staff in order to ensure that they can leave the building quickly and safely. Similarly, delegates should be informed that they should not attempt to return to the building until they have been instructed that it is safe to do so (L3).</p>	6	<ul style="list-style-type: none"> <li>• register needed in order to know exactly who is in the building</li> <li>• conference centre staff should have been trained as fire marshals to allow conference delegates to be evacuated quickly and efficiently by nearest exit</li> <li>• the building will be checked by Fire Crew or other emergency service personnel and must be declared safe before anyone can re-enter.</li> </ul>	<p>AO1 – Knowledge and understanding – 2 marks AO2 – Application – 2 marks AO3 – Analysis and evaluation – 2 marks</p> <p><b>Level 3 (5–6 marks)</b> Candidates at this level will <b>analyse</b> the importance of evacuation procedures.</p> <p><b>Level 2 (3–4 marks)</b> Candidates at this level will <b>explain</b> the importance of having evacuation procedures.</p> <p><b>Level 1 (1–2 marks)</b> Candidates at this level will <b>identify</b> the importance of having evacuation procedures.</p>

Question			Answer	Marks	Guidance
3	(a)	(i)	<p><b>Indicative Content:</b></p> <ul style="list-style-type: none"> <li>• legal requirement</li> <li>• accurate records</li> <li>• health &amp; safety.</li> </ul> <p>Registration forms are legal requirements – hotels must provide the country's immigration services with confirmation of visitor's passport and visa details (1). Registration forms allows hotels to keep accurate records of who the guests are (1), for health and safety purposes – if, for example, an accident were to occur (1), the hotel would have a record of who was in which room on any given date (1).</p>	4	Award one mark for each correct identification up to a maximum of two identifications. Plus a further one mark for each of two explanations.
		(ii)	<p><b>Indicative Content:</b></p> <p>Arrival date: 15 January 2013  Departure date: 18 January 2013  Adults 1 Children 0  Non smoking room  Executive Room  Family Name: Perry  First Name: Simon  Title: Dr  Organisation: Columbus College  Address: Columbus Hall, 198 East Avenue, Columbus, Ohio  Telephone: +1 614 292 644 623  Fax: +1 614 292 644 923  Email: <a href="mailto:perrys@cc.edu">perrys@cc.edu</a>  Visa  Cardholder name: Simon Perry or Columbus College</p>	10	Award one mark for each correctly transcribed detail on the reservation form, up to a maximum of 10 marks.

Question	Answer	Marks	Guidance
(b)	<p><b>Indicative Content:</b></p> <ul style="list-style-type: none"> <li>• fire alarms in all areas of the building</li> <li>• smoke detectors and sprinkler systems</li> <li>• fire evacuation procedures denoted</li> <li>• first aider and first aid box always accessible</li> <li>• risk assessments carried out</li> <li>• kitchen safety to protect kitchen staff</li> <li>• health and safety checks on leisure facilities</li> <li>• signage to alert customers to dangers etc.</li> </ul> <p>Accept any reasonable health and safety measure (allow appropriate security measures).</p> <p>Safety equipment fitted to ensure everyone's safety (1)</p> <p>Instructions given in different languages (1) and using illustrations (1) so as to be accessible to everyone (1)</p> <p>Medical equipment available, in case of injury (1) or medical emergency (1).</p>	4	Award one mark for each correct identification up to a maximum of two identifications, plus a further one mark for each of two descriptions.

Question		Answer	Marks	Guidance	
				Content	Levels of response
	(c)*	<p>Online systems are quicker and easier for hotels to use to keep records (L1).            Online systems are more accurate as hotels can keep up to date records of reservations (L2).            Will update instantly (L2) as a customer makes a booking (L2) or checks in (L2) or checks out thus is more reliable than keeping manual records (L2).            Using a system such as Fidelio is very beneficial to hotels as they can keep their reservation system up to date. Each time a reservation is made, the software will update so that room availability remains accurate in real time online searches. Each time a guest checks into the hotel, the system will update its records to complete the room occupancy details and sales records. When a guest attends breakfast or eats in the restaurant or orders room service, all of these transactions are recorded on the customer's account record. At the end of their stay, these transactions are all clearly printed on the bill, and the total automatically calculated, making check-out quicker and more accurate (L3).</p>	6	<ul style="list-style-type: none"> <li>room occupancy can be updated in real time</li> <li>point of sales records can be used to calculate the final bill for settlement at a touch of a button</li> <li>less likely to lead to overbooking than manual records</li> <li>less likely for errors to occur in calculations as removes some scope for human error (although POS records still depend on correct input).</li> </ul>	<p>This question will be assessing QWC. See instructions at front of Mark Scheme.</p> <p>AO2 – Application – 2 marks            AO3 – Analysis and evaluation – 4 marks</p> <p><b>Level 3 (5–6 marks)</b>            At this level, candidate <b>analyses</b> one or more benefits to the hotel of using software packages such as Fidelio to manage bookings and sales.</p> <p><b>Level 2 (3–4 marks)</b>            At this level, candidate <b>explains</b> one or more benefits to the hotel of using software packages such as Fidelio to manage bookings and sales.</p> <p><b>Level 1 (1–2 marks)</b>            At this level, candidate <b>identifies/describes</b> one or more benefits to the hotel of using software packages such as Fidelio to manage bookings and sales.</p>

Question			Answer	Marks	Guidance													
4	(a)	(i)	<p><b>Indicative Content:</b></p> <ul style="list-style-type: none"> <li>• first aid behind (1)</li> <li>• hazardous substances in the area (1)</li> <li>• fire extinguisher located here (1).</li> </ul>	3	Award <b>one</b> mark for each correct identification of signs up to a maximum of three identifications.													
		(ii)	<p><b>Indicative Content:</b></p> <ul style="list-style-type: none"> <li>• At reception (1)</li> <li>• Where chemicals are stored (1)</li> <li>• Beside every fire extinguisher (1).</li> </ul>			Award <b>one</b> mark for each appropriate identification of locations up to a maximum of three identifications.												
	(b)	<p><b>Indicative Content:</b></p> <table border="1"> <thead> <tr> <th>Equipment</th> <th>Example of Safety Check</th> </tr> </thead> <tbody> <tr> <td>Sports hall equipment</td> <td>eg Check volleyball nets for damage (1)</td> </tr> <tr> <td>Inflatable play equipment</td> <td>eg Check fully inflated or for holes (1)</td> </tr> <tr> <td>Fitness and gym equipment</td> <td>eg Check running machine working properly (1)</td> </tr> <tr> <td>Pool equipment</td> <td>eg Check water quality (1)</td> </tr> <tr> <td>Sunbed equipment</td> <td>eg Check emergency button works and lid raises/lowers (1)</td> </tr> <tr> <td>Catering equipment</td> <td>eg PAT testing up to date (1)</td> </tr> </tbody> </table>	Equipment	Example of Safety Check	Sports hall equipment	eg Check volleyball nets for damage (1)	Inflatable play equipment	eg Check fully inflated or for holes (1)	Fitness and gym equipment	eg Check running machine working properly (1)	Pool equipment	eg Check water quality (1)	Sunbed equipment	eg Check emergency button works and lid raises/lowers (1)	Catering equipment	eg PAT testing up to date (1)	6	Award one mark for each correct identification up to a maximum of six marks.
Equipment	Example of Safety Check																	
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Catering equipment	eg PAT testing up to date (1)																	
	(c)	<p><b>Indicative Content:</b></p> <ul style="list-style-type: none"> <li>• prospective employee fills in CRB Application Form (1)</li> <li>• employer makes appointment with prospective employee to complete documentation (1)</li> <li>• employee provides three pieces of identification one from Group 1 and then any two from Groups 1 or 2 eg Passport or addressed payslip (1)</li> </ul>	6	<p>Award one mark for each correct stage identified up to a maximum of six such identifications, but allow examples as appropriate.</p> <p><b>Do not</b> credit responses which explain why checks are carried out.</p>														

Question			Answer	Marks	Guidance
			<ul style="list-style-type: none"> <li>• employer makes copy of the documents and returns the identification to prospective employee (1)</li> <li>• employer certifies the evidence and sends off the application – many will pay the fee (1)</li> <li>• check carried out by the Criminal Records Bureau and results issued – one copy to the employer and one copy to the employee (1).</li> </ul>		

Question			Answer	Marks	Guidance	
					Content	Levels of response
	(d)		<p>The health club may have different toilet facilities or foods like Halal or Kosher (L1). Staff may have to wear different types of uniform to protect religious or cultural beliefs eg hijab, burqa, etc to conceal faces etc (L2). Different attitudes and cultures may have a significant impact on the way in which the health club is run. It may be necessary to offer women only sessions in order to allow females to exercise without causing offence to people from different cultures who do not believe it appropriate to see females in exercise wear. It may be necessary to provide different restroom facilities, to correspond with differences in personal hygiene – eg providing a shower for ablutions. Food within catering facilities within the health club may have to follow halal or kosher processes. Opening times may be varied in accordance with prayer times (L3).</p>	6	<ul style="list-style-type: none"> <li>• differences in attitudes to personal hygiene, customs regarding dress, food options, prayer times.</li> <li>• need to learn language of the country.</li> </ul>	<p>AO1 – Knowledge and understanding – 2 marks            AO2 – Application – 2 marks            AO3 – Analysis and evaluation – 2 marks</p> <p><b>Level 3 (5–6 marks)</b>            Candidates at this level will <b>analyse/evaluate</b> the impact of different attitudes and cultures on the day to day running of a health club overseas for 5 marks and evaluate the impact of different attitudes and cultures for 6 marks.</p> <p><b>Level 2 (3–4 marks)</b>            Candidates at this level will <b>explain</b> the impact of different attitudes and cultures on the day to day running of a health club overseas.</p> <p><b>Level 1 (1–2 marks)</b>            Candidates at this level will <b>identify</b> the impact of different attitudes and cultures on the day to day running of a health club overseas.</p>

## APPENDIX 1

Question	AO1	AO2	AO3	Total
1 (a) (i)	2	-	-	2
1 (a) (ii)	2	-	-	2
1 (b)	3	3	-	6
1 (c)	-	4	2	6
2 (a)(i)	3	-	-	3
2 (a) (ii)	3	-	-	3
2 (b)	4		-	4
2 (c)	2	2	2	6
3 (a)(i)	2	2	-	4
3 (a) (ii)	-	10	-	10
3 (b)	2	2	-	4
3 (c)	-	2	4	6
4 (a)	6	-	-	6
4 (b)	-	6	-	6
4 (c)	6	-	-	6
4 (d)	-	2	4	6
Actual Total	<b>35</b>	<b>33</b>	<b>12</b>	<b>80</b>
Target	36	32	12	80

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