

Moderators' Report/ Principal Moderator Feedback

January 2013

GCE Travel and Tourism (6988)
Paper 01 Travel & Tourism Customer

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This report comments on the marking from this January moderation series. This report will comment on the assessment evidence requirements, the accuracy of the marking and the administration. There are also some general comments and details of support materials available from Edexcel.

Assessment Evidence

The tasks for the unit are set within the specification. There are four tasks for the unit as shown on page 21 of the specification. Three of the tasks should be completed following investigation of various travel and tourism organisations. The fourth task (b) can be completed independently through dealing with customers through work experience or role plays.

The Tasks are:

- a) A description of the needs of customers in one entire sector of the Industry and an explanation of how the organisations, in that sector meets those needs.
- b) Customers have been dealt with in four real or simulated travel and tourism situations. A complaint is dealt with.
- c) A method is proposed for evaluating customer service and documentation is produced.
- d) An evaluation of customer service in a travel and tourism organisation covering quality criteria, with conclusions and recommendations.

Included in many portfolios were the tasks set by the centre, indicating that candidates had been given correct information about the evidence requirements.

The Travel and Tourism Organisations

All candidates selected travel and tourism organisations to investigate. The most popular type of organisations are still accommodation, mainly the Hotel component being covered, and airlines. For all centres all candidates in the cohort selected to investigate the same organisation. In a minority of centres, candidates chose to study different organisations. Either approach was acceptable.

Teachers are advised to confirm with candidates, their choice of organisation and sector to ensure they have selected one that is appropriate. Teachers may also want to liaise with the selected organisation to ensure they are able to provide access to relevant information, some of which may not be available for general public scrutiny.

Some centres are still focusing on **two or three organisations**, this does not constitute a sector.

The centres were able to use their own facilities for task (b). However these must be Travel and Tourism based. Catering is not acceptable; however, centres are permitted to use a hotel scenario for one of their role plays. 'Welcome meeting' scenarios although acceptable MUST highlight and demonstrate how and where the candidates have met different customer needs.

Candidates may complete task (c) and (d) for this unit on different organisations, however, this may limit them being able to progress up the grade boundary. Centres should note that tasks (c) and (d) should be completed and presented as discrete tasks.

There were only a small number of centres for this series.

Task A

This task addresses AO1 – *demonstrate knowledge and understanding of the specified content and of related skills in vocationally related contexts.*

This task was divided into two elements. The first element consists of candidates showing knowledge by describing the needs of customers within an **entire** sector of the Industry. The second element requires candidates to demonstrate an understanding by explaining how organisations within this sector meet those customer needs.

There was no significant improvement on this task this series. There was some good practice demonstrated by some candidates in that they selected the Accommodation sector and covered in depth a variety of organisations within that sector. In some cases there was a greater focus on different types of customers and their needs for the first part of this task.

One centre had laid out the work dividing each example from the sector by file dividers. This was an excellent way to structure the evidence.

However, in one or two centres, candidates are still not demonstrating an understanding of **customer needs**; in some instances many were descriptive, giving what was provided by the organisation, rather than how the organisation met the needs of customers. Some candidates are still not showing an understanding of 'needs', they consistently refer to what would be good for a family or what groups might want, or what a customer expects, rather than how their needs were met and why. Candidates need to show here that they understand what a need is, for example, something which is essential and not optional, it is not good it is necessary. On one occasion the centre had not addressed this part at all.

For the second part of the task, candidates need to demonstrate an understanding by explaining how organisations within their chosen sector meet those customer needs. Overall some candidates are still not looking at a whole sector and are still focusing on two or three organisations from within their chosen sector. In some cases candidates are just focusing on

one or two organisations from their sector, for example where the candidate has selected the Visitor Attractions sector, they have tended to focus on 'Built' attractions and not spread their examples through a selection of 'built' and 'natural' examples. One or two examples are not acceptable and this does not meet any mark bands higher than mark band 1 or low mark band 2. Candidates must look at a range of organisations that will cover and meet the need of all their different customer types and needs. At times, candidates gave a description of products and services that the organisation provided which were not explained and often read like a brochure.

In most cases an attempt at an explanation was given on how the organisations in that sector provided different products and services for different customers but at times candidates did not focus on how they met different customer needs.

One centre had solely focused on a Hotel - this does not cover a sector and would result in MB1 or low MB2 being awarded for the work.

Some candidates did address the first part of this task, this series, and did attempt to describe the needs. However, at times, some candidates still tended to describe what products and services the different customers wanted and not what their different needs were. Assessors should break this task into two clear tasks; one to focus on the needs of the different customers within the sector and one on how organisations within the sector meet the needs.

Some centres did find it beneficial to give the candidates a template to help them with the task; however if candidates use this format they must describe in detail, within the grids, how the organisations meet the different needs of different customers and not just write brief points. This format though does help ensure they have considered all the different types of customers within their sector and their needs. This template was then used as a guide to help candidates describe the needs and the customers.

The key requirement is for candidates to show knowledge and understanding through accurately identifying and describing the **needs** of customers in one sector of the Travel and Tourism Industry and being able to **explain** how organisations belonging to that sector meet those needs. Assessors and candidates should ensure that both parts of these tasks are completed.

Task B

This task addresses AO2 – *apply the knowledge, skills and understanding specified in the subject content.*

Candidates are required to deal with **FOUR** different types of customers and situations. One of these must be a complaint, which may be in the form of a letter.

Most of the centres seen used simulations to address this task which is perfectly fine, however, centres should note they must be from the Travel

and Tourism Sector and Catering and Leisure are not acceptable. However, one role play may be carried out in a Hospitality situation.

Some centres were also found to be using parents / open evenings; these are not acceptable for this task.

There was once again evidence this series of candidates taking part in Welcome Meetings. Although this scenario is acceptable the evidence must show how the candidate has interacted with the customers and met their different needs. In most cases all the evidence submitted, only demonstrated candidates giving an overview of a resort or destination to a group of customers. If candidates are involved with dealing with different customers after their presentation, then different scenarios must be included for this with detailed witness statements showing how and where they achieved the criteria. Welcome Meeting scenarios although acceptable MUST highlight and demonstrate how and where the candidates have met different customer needs. Centres should note that a power point presentation of a destination on its own does not demonstrate how candidates have met the different needs of different customers listed in the specification.

At times there was clear evidence of candidates meeting needs of customers, however, supplementary needs were unclear.

All candidates showed evidence of their dealings with customers in mainly simulated situations. In some cases it was unclear what types of customer had been dealt with, as some assessors gave a clear and detailed scenario but just stated 'a customer' as a type. Centres must give a clear description of the type of customer being dealt with. All of the scenarios were in travel and tourism contexts.

If candidates intend to demonstrate customer service through work experience, the centre should ensure this experience is within a travel and tourism organisation as appropriate to the components in unit 1. Assessors should also note that it is the Centre Assessor who must witness the candidate dealing with the different types of customers and situations and not the staff within the work experience organisation. A work experience report is not sufficient evidence for this task.

For this task, candidates should deal with a range of situations and a range of customers. For a significant number of candidates, evidence did not always show the nature of the situation or type of customer. The needs and circumstances of the customer should be given to them in detail and in order for them to access the higher mark bands, it is advisable for the assessor to include complex situations. An example of a complex situation can be found on page 28 of the specifications in the Assessment guidance for Mark Band 3.

Most of the situations ranged from straightforward to complex, however, using a telephone or responding to an email is not a face to face process in communicating with customers and therefore may limit candidates achieving the higher mark bands. To achieve the higher mark bands at least three scenarios must be face to face situations.

There was an improvement in the documentation completed by the candidates during their role plays this series. For example if the candidate is given a situation of booking a holiday, there should be an Enquiry Sheet

filled in followed by a Booking Form and maybe a Receipt book. This series these types of documentation were evident and were completed in detail by the candidate.

Centres should note it is expected that for each situation dealt with, there is a witness testimony, observation statement or assessment checklist, highlighting how the candidates has performed. Whichever format is used, it should include an outline of the scenario presented to the candidate (if simulated) or the context of the situation (if real). The type of customer should be identified. Candidate's performance should be described. The description should be sufficient for a non-observer to be able to support any assessment decisions made. It should make reference to key requirements of the task. There should be a summary assessment statement for each situation. Each testimony/statement/checklist should be signed and dated by an assessor. Any supporting evidence such as completed membership application forms, booking forms, receipts etc should also be submitted. This further authenticates the candidate performance.

The key requirement is for candidates to apply their knowledge and understanding of the key needs of customers and that appropriate communication skills have been demonstrated and that a customer focused approach has been demonstrated.

Centres should note that the witness statements produced by the assessor for this session's moderation were more detailed than last series, there was clear and detailed written evidence by the assessor to sufficiently reflect the requirements of the various mark bands.

Overall there were some improvements within this task by centres. Assessors should note that the comments they write concerning the candidates performance are paramount to the moderation process. Centres need to use the comments to award the mark bands. For example, if assessor refers to a candidate 'being nervous' or 'lacking in confidence' this would be mark band 1 if this was demonstrated across all scenarios. If there was a fluctuation in performance low mark band 2 may be best fit.

Task C

This task addresses AO3 – *use appropriate research techniques to obtain information to analyse vocationally - related issues and problems*. This task is divided into two parts.

Candidates are to propose a method for evaluating customer service, design appropriate documentation which will aid and capture data and ensure that appropriate quality criteria have been used.

The second part of this task requires candidates to give an explanation of why the chosen methodology is appropriate for their organisation.

There was some improvement this series with some candidates showing improved research techniques in terms of the documentation produced. Some candidates produced detailed documentation for their methodology, which included quality criteria and specific quality criteria and a system to

assess in terms of performance of organisation. Candidates generally chose a system using excellent good and poor or 1; 2; 3 grading. Some centres did not include any assessment method in their documentation, which limit the transfer of data to a spreadsheet. This design resulted in a tick sheet.

The majority of candidates chose and designed appropriate documentation to use. Candidates stated the quality criteria that they were going to use. In most cases there was no evidence of specific aspects of quality criteria being used which is a requirement for the higher mark bands. In some instances the candidates in the sample talked about their question choice and did not focus on quality criteria selected. Part of this section is about reasons for quality criteria choice and not question choice.

However most of the candidates did choose an appropriate method for evaluating customer service, and designed appropriate documentation for the selected method.

In the majority of cases the candidates chose either a survey, an interview, a mystery shopper exercise, or in most cases two of these. Some quality criteria were mentioned and described. In some instances, the candidates referred to the different choice of questions for their documentation, instead of the different quality criteria they had chosen to investigate.

Centres should note that for the higher mark bands, candidates must not only give quality criteria but also specific aspects of quality criteria should also be included. The documentation must also be designed to support analysis of data that is easily transferred to a spreadsheet or database.

An explanation is attempted of why the methodology type is appropriate for the research to be undertaken, but not always on how it is appropriate for the chosen organisation. Candidates still tend to list mainly advantages and disadvantages of the different methods (e.g. surveys are cheaper than a mystery shopper), and not give an explanation of why their chosen methodology was suitable for the organisation. Many were found to be commenting on how the methodology type was suitable for the candidate and not the related organisation.

The key requirement here is for candidates to show **analysis** of the use of different research methodologies and their appropriateness for their organisations. Candidates should ensure that both parts of the task are completed and that the focus of their evidence is analysis.

Task D

This task addresses AO4 – *plan and carry out investigations and tasks in which they examine vocationally related issues and problems; gather, record and analyse relevant information and evidence; and evaluate evidence, make reasoned judgements and present conclusions.*

Candidates are required to research ONE organisation, and carry out an evaluation of customer service covering a range of quality criteria with a link to bench mark standards. Conclusions should be drawn and recommendations made.

In this series of moderation, there was some minor improvement for some centres in terms of the evaluations produced by the candidates but on the whole evaluations still tend to be basic and more descriptive and subjective than evaluative. Candidates did base their discussions on their results.

In some instances it was found that candidates are not carrying out an evaluation of their organisation, but instead they are just describing their interpretation of their graphs. Centres should note this is not evaluation and graphs should only be used to substantiate the candidate's conclusions, recommendations and findings.

In this series there was good practice shown by some centres in the use of Trip adviser and company research to support and substantiate and benchmark their own findings. However, in some cases candidates did not link their results to benchmark standards.

Conclusions made at times were straightforward with some recommendations for improvement, but at times these could tend to be more product focused and not customer service focused. Therefore, in some cases MB1 was Best Fit.

To fully achieve MB2, assessors should note that there must be some depth to the evaluations, with reasoning in their judgements and conclusions made. These should be substantiated either through data supplied by the organisation or through surveys of customers, staff etc.

In some of the sample the results were based on the candidates own opinion and at times results could be limited as candidates tended to ask closed questions where a yes or no answer was all that was needed, therefore limiting their evidence.

It was found that some candidates did not fully understand the concept of substantiation and so conclusions were often limited. In some cases the research was only based on the candidates own experience and not on evidence gathered through surveys of staff and customers, or through data from their organisation.

Recommendations should be customer service focused and not product focused and the evaluation should be objective and not subjective as was found in some of the work.

To conclude, the key requirement is for candidates to assess, and they should ensure that all parts of the task are addressed and that the focus is on evaluation and their evidence should show them making an assessment or judgement.

At times some of the questions used were product focused questions and not customer service focused.

It was clearly evident that some of the candidates had carried out a vast amount of research. Unfortunately, instead of taking this statistical information and using it throughout their evaluations, they tended to just describe the contents of their various diagrams and pie charts, and NOT carry out an evaluation. This does not address the task.

Additional Evidence

Candidates do not need to show coverage of the 'what you need to learn' section, but should use these as guidance in answering the questions posed in the tasks.

Marking

Marking at times was not fully accurate. There was a tendency to be generous, especially when awarding the higher mark bands. Assessors are reminded to focus on the descriptors given in the assessment grid when making judgements on candidates' performance. The starting point should be to determine the 'best fit' mark band. Assessors are advised to use the full range of marks available within the mark band. To facilitate this, assessors are advised to start at the midpoint in the range of marks available within a mark band and move up or down based on the strengths or weaknesses of candidates work. Assessors comments justifying their choice of mark band and mark awarded would have assisted the moderation process.

Moderators do find it useful where assessors annotate candidate work. Annotation should focus on the mark band descriptors. For example, in task (a) annotations could highlight clearly which sector has been selected, the different types of customers, the range of customers and the needs accurately produced by the candidate. In task (b) annotation could show where the candidate has dealt with the different customers, where they have met a need and where they have met a complex need. In task (c) annotation could highlight where there is evidence of analysis. If these were against the relevant statements, the moderator need only look at these aspects to be able to draw a conclusion regarding the accuracy of the marking. For task (d) the assessor could highlight each reasoned conclusion and where the conclusions were substantiated. It is also essential for moderators to see the pen portraits used in tasks (b).

Centres are encouraged to annotate throughout the candidates work, and should note that ticks are not annotation. Page numbering of candidates work cross referenced to the tasks would be beneficial to the moderation process.

Administration

The deadline for submission of portfolios for moderation was met, by the majority of centres.

Assessors should ensure, therefore, that where additional support has been provided to a candidate, or where a candidate has made overuse of printed material from internet sites or large sections from text books, these are not credited. A statement to that effect for the moderator would assist the process.

The correct sample was sent.

Authenticity sheets were not always included with the work, in order to confirm it was the candidates own work.

Centres are encouraged to NOT put candidates work in plastic pockets as this slows down the moderation process.

Mark record sheets were included but at times not completed properly, in terms of the candidate name and number. Centres should also ensure that the candidates name and number are also on other parts of the assignment as well as the record mark sheet.

Assessor feedback sheets lacked detail and did not always relate to the mark band statements. These should be detailed highlighting where and how the candidate has achieved the mark bands.

General Comments

Types of Evidence

Only evidence used to determine the mark awarded need be submitted in a portfolio. That evidence should be for all tasks. Class notes and activities should not be sent in their portfolios.

This unit allows the opportunity for oral communication in dealing with four types of customers. If this format is used, candidates portfolios should include witness testimonies, assessment checklist or observation statement. This should describe candidate's performance, and highlight how this leads to the mark awarded. It should be signed and dated by an assessor. Any supporting evidence such as visual aids, notes, documentation etc should also be included. Video evidence, audio tapes and computer discs and CDs are not required as forms of evidence. Where centres and/or candidates have used these forms of technology, a witness testimony, assessment checklist and/or observation record is required (see above) and it is this that should be sent to the moderator. Printed versions of documents can be sent in support.

General Performance

Overall, candidates showed some knowledge of their chosen sector and the different types of customers, however, needs, were mainly lists and not exemplified.

In task (b) some candidates were able to handle a complex situation with a specified customer; however documentation was at times weak. Types of customers were not always clear.

Candidates were able to collect research on different methods of methodology, for task (c) and select at least one method and design their

own documentation for collecting data. Benchmark standards were not always included in the work the majority of candidates chose more than one method of research.

Task (d) answers showed a lack of analysis and conclusions and recommendations were mainly straight forward and not matched to benchmark standards.

At times candidates addressed the first part of tasks and not the second – this occurred in Task (a), where the focus was mainly on organisations and how they meet the needs of customers.

Overall there was a slight improvement in this moderation series, especially with Task (b) and Task (c).

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