

Mark Scheme (Results)

January 2010

GCE

GCE Travel and Tourism (6991/01)

Unit 5: Travelling Safely

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Assessment Objectives

There are four assessment objectives for GCE in Travel and Tourism. They detail the knowledge, skills and understanding that the learner is required to demonstrate.

For this qualification, assessment objective descriptions and the weightings for each assessment objective are given below.

AO1	Demonstration of knowledge, understanding and skills Candidates demonstrate knowledge and understanding of the specified content, and of related skills in vocationally-related contexts.
AO2	Application of knowledge, understanding and skills Candidates apply knowledge and understanding of the specified content, and of related skills in vocationally-related contexts.
AO3	Research and analysis Candidates use appropriate research techniques to obtain information to analyse vocationally-related issues and problems.
AO4	Evaluations Candidates evaluate information to make judgements, draw conclusions and make recommendations about vocationally-related issues and problems.

Unit	AO1	AO2	AO3	AO4
1	25-30%	25-30%	20-25%	20-25%
2	30%	25%	25%	20%
3	30%	25%	25%	20%
4	30%	25%	25%	20%
5	25-30%	25-30%	20-25%	20-25%
6	30%	30%	20%	20%
7	20-25%	20-25%	25-30%	25-30%
8	20%	25%	30%	25%
9	20%	25%	25%	30%
10	20-25%	20-25%	25-30%	25-30%
11	20%	25%	25%	30%
12	20%	25%	25%	30%

Question	Example Answer	Mark Allocation
1(a) AO1	1 mark for each correct name <ul style="list-style-type: none"> • EASA/European Aviation Safety Agency • CAA/ Civil Aviation Authority 	(2)
1(b) AO1	Up to 2 marks available for each role described. E.g. <ul style="list-style-type: none"> • maintaining a code of practice(1) governing relationships between ABTA members and their customers (1) • offers independent arbitration system (1) for customer complaints - acts as a mediator (1) • Represents travel agents/tour operators (1) • Provides financial protection (1) 	(4)
1(c) AO1	Up to 2 marks for a correct name. If not quite correct 1 mark. E.g. <ul style="list-style-type: none"> • International Air Transport Association (2) • International Air Travel Association (1) <p>Do Not accept JAA as this is the former name for EASA</p>	(2)
Total for Question 1		8 marks

Question	Example Answer	Mark Allocation
2(a)(i) AO2	Up to 2 marks available for description <ul style="list-style-type: none"> • both require a valid passport (1) • passport must have a validity exceeding 6 months (1) after the date of entry to Vietnam (1). 	(2)
2(a)(ii) AO2	Up to 4 marks available for description <ul style="list-style-type: none"> • both require visas (1) • they require multiple entry visas (1) • tourist visas are valid for 1 month (1) from proposed date of entry (1) • tourists should contact the consular section of the Vietnam embassy (1) to confirm current visa requirements before travel (1). 	(4)
2(b)(i) AO2	1 mark available for identification of section either by number or text. 6, 10, 11 and 12 are the best answers but others will receive a mark if explanation is valid. Up to 3 marks available for explanation. Max 1 mark for description. E.g. - 12 <ul style="list-style-type: none"> • This is important because the girls will be travelling to different countries during their stay which means they will be entering and leaving Vietnam (1) before returning again to go home (1) so they will need a multiple entry visa as a single entry visa will mean they won't be allowed back in to catch their flights (1). 	(4)

Question	Example Answer	Mark Allocation
2(b)(ii) AO2	Up to 4 marks available for items stated. E.g. <ul style="list-style-type: none"> • completed application form (1) • one passport photo (1) • passport (1) • postage fee and self-addressed envelope (1) • visa fee (1) 	(4)
2(c) AO1	Up to 4 marks. 1 mark for each reasoned point made E.g. <ul style="list-style-type: none"> • security measure (1) • to stop people entering who are not welcome (1) • restricting visitor numbers and arrivals (1) • the visa allows immigration to see how long the person is staying (1) and helps to track where visitors are (1). 	(4)
Total for Question 2		18 marks

Question	Example Answer	Mark Allocation
3(a)(i) AO1	Up to 2 marks available for description of causes <ul style="list-style-type: none"> • being bitten by a female mosquito (1) carrying the plasmodium parasite (1) • being bitten by an infected (1) female mosquito (1). 	(2)
3(a)(ii) AO1	Up to 2 marks available for description of symptoms <ul style="list-style-type: none"> • feverish attacks • influenza like symptoms - headaches • tiredness • diarrhoea/nausea. 	(2)
3(b) AO4	Up to 3 marks available for suggestions. 1 mark per realistic suggestion. E.g. <ul style="list-style-type: none"> • take malaria tablets (1) • use mosquito nets around your bed (1) • use insecticide on net and body (1) • wear long trousers and sleeves (1). 	(3)
Total for Question 3		7 marks

Question	Example Answer	Mark Allocation
4(a) AO1	EU Package Directive EU Directive Trade Descriptions Act	(1)
4(b) AO1	Up to 4 marks available for summary. 1 mark for each appropriate point made. E.g. <ul style="list-style-type: none"> • information provided must only be used for the specified purpose (1) • the information can only be kept for a certain period of time (1) • DPA does not permit anyone to pass on information (1) without the persons consent (1) • information kept on customers should be stored securely (1) under either lock and key or a computer password (1). 	(4)
4(c) AO2	Repetition between 4(c)(i) and (ii) cannot be credited more than once. Maximum 2 marks overall for description only. Up to 3 marks available for each explanation. They must be different. E.g. <ul style="list-style-type: none"> • travel agents require all paperwork to be kept away from other customers (1) so information remains private (1) so computer screens must also be situated where passing people cannot see information being inputted (1) • hotel staff need to be discreet when handing over room keys (1) so other people cannot hear room numbers being given out (1) and computer records of credit cards for room confirmation must be password protected (1). 	(6)
Total for Question 4		11 marks

Question	Example Answer	Mark Allocation
<p>5(a)</p> <p>A04</p>	<p>1 mark for each realistic suggestion and 1 mark for each justification.</p> <p>E.g.</p> <ul style="list-style-type: none"> • tour operator name(1) • dates of travel (1) so family know if you are actually away at the time of an event (1) • Airline name (1) in case airline goes bust (1) or aircraft crashes (1) • flight numbers and timings (1) so if there is a crash family can quickly identify if you were due to be on that flight (1) • accommodation name and phone number (1) so people can quickly find out if you are safe (1) • passport numbers (1) for identification purposes (1). <p>Do not accept name as this is too general</p>	<p>(8)</p>
<p>5(b)</p> <p>A02</p>	<p>1 mark available for identification of emergency situation. Up to 2 marks available for description of help offered.</p> <p>E.g.</p> <ul style="list-style-type: none"> • a terrorist attack in the vicinity (1) • the rep would ensure all tourists are accounted for (1) and liaise with head office to find out whether evacuation is required (1) • a tourist dies whilst on holiday (1) • the rep would ensure all formalities such as death certificates are issued (1) and liaise with head office to ensure family informed and arrange repatriation of body (1). 	<p>(6)</p>
<p>Total for Question 5</p>		<p>14 marks</p>

Question Number	Indicative Content	
6(a) AO3	<ul style="list-style-type: none"> airlines collected 12,000 people airlines provided flights and crew to do this. airlines who normally compete with one another, worked together to help stranded passengers easyjet would normally be seen as a big rival to British Airways and other scheduled airlines all airlines offer tight schedules to make best use of their aircraft so giving up their planes to help in this emergency showed that they put customer care first the crew were also prepared to work during their time off as helping the stranded passengers was a high priority with them. It was wasteful that XL's own planes flew home empty after the collapse the CAA played an important role and much was accomplished through collaboration and coordination in such a short period of time it was a waste that XLs planes flew home empty but really this is something the government needs to address. Richard Branson says it is not something the industry can implement on its own therefore the government does need to address this to fly home empty planes is both environmentally wrong and makes no business sense. 	
Level	Mark	Descriptor
	0	No rewardable material
Level 1	1-3 marks	Basic responses that are mainly theoretical/descriptive. Possibly limited reasoning/application. May consider either positive or negative aspects.
Level 2	4-6 marks	Responses with some analysis/application. Responses may either have clear application and some analysis or some application and clear analysis. Both positive and negative aspects are considered.
Level 3	7-8 marks	Focused responses with sustained analysis and application of both positive and negative aspects. Reference to CAA, Government, XL and other airlines throughout.

Question	Example Answer	Mark Allocation
<p>6(b)(i)</p> <p>A01</p>	<p>Up to 2 marks available for description.</p> <p>E.g.</p> <ul style="list-style-type: none"> • the fund can be used to provide refunds (1) • or alternative holiday arrangements (1) • Get people home if stranded abroad (1) • where tour operators pay into a fund (1) that can be used to help passengers whose holidays have been affected by the collapse of a bonded company (1). 	<p>(2)</p>
<p>6(b)(ii)</p> <p>A01</p>	<p>Up to 2 marks available for description.</p> <p>E.g.</p> <ul style="list-style-type: none"> • they will lose their money (1) • they will lose their holiday (1) • if they are on holiday they might get stranded (1) and have to pay again to fly back home (1). 	<p>(2)</p>
<p>6(c)</p> <p>A04</p>	<p>Up to 3 marks available for each recommendation and up to 2 marks available for each justification.</p> <p>Maximum of 4 marks in total for each recommendation.</p> <p>E.g.</p> <ul style="list-style-type: none"> • all travel arrangements must be covered by a fund (1). The government should make it law that customers pay a few pounds to produce a fund (1). This would allow people booking flights protection if the airline goes bust (1) as the fund should be able to refund the passenger their flight cost (1) • customers should always be advised when they are booking travel arrangements (1) either on line or in travel agents whether they are covered or not (1) this would help customers understand (1) and they would know to get extra insurance if necessary (1). 	<p>(8)</p>

Question	Example Answer	Mark Allocation
6(d)(i) A03	<p>Maximum 4 marks for description of situation.</p> <p>E.g.</p> <ul style="list-style-type: none"> • In December 2006 (1) thick fog (1) hit the South-east of England (1) which resulted in all British Airways domestic flights being cancelled (1). <p>For maximum marks there must be sufficient detail to indicate research</p>	(4)

Question Number	Indicative Content	
6(d)(ii) A03	<p>Likely examples may include</p> <p>Wars</p> <p>Terrorist attacks</p> <p>Strikes</p> <p>Natural disasters</p> <p>Severe weather conditions</p> <p>Disease outbreaks</p> <p>Plane/train crashes</p> <p>Negative impacts</p> <ul style="list-style-type: none"> • Lack of action • Waste <p>Positive impacts</p> <ul style="list-style-type: none"> • Collaboration • Speed • Dynamic/thinking ahead 	
Level	Mark	Descriptor
	0	No rewardable material
Level 1	1-3 marks	Basic responses that are mainly theoretical/descriptive. Possibly limited reasoning/application.
Level 2	4-6 marks	Responses with some analysis/application. Responses may have either clear application and some analysis or some application with clear analysis.
Level 3	7-8 marks	Focused responses with sustained analysis and application.
Total for Question 6		32 marks
TOTAL FOR PAPER: 90 MARKS		

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Order Code UA022625 January 2010

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