

Mark Scheme (Results)

June 2010

GCE

GCE Travel and Tourism (6991)

Unit 5: Travelling Safely

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Question Number	Answer	Mark
Q1(a)	1 mark for each correct name: <ul style="list-style-type: none"> • ABTA/Association of British Travel Agents(1) • CAA/Civil Aviation Authority(1) 	(2)
Q1(b)	Up to 2 marks available for each responsibility described. E.g. <ul style="list-style-type: none"> • Flight crew, Aircraft Engineer and Air Traffic Controller licensing • Medical regulation of safety critical aviation personnel • Licensing of aerodromes and other aviation facilities • Regulation of aircraft worthiness and related engineering functions • Economic regulation including the regulation of monopoly and near-monopoly organisations like BAA • Development of Aviation policy • To make sure passengers and/or aircraft safe (1) • Controls flight paths/flight routes at UK airports (1) • Regulates NATS (1) 	(4)
Q1(c)	Up to 2 marks for a correct name. If not quite right 1 mark. Eg <ul style="list-style-type: none"> • Joint Aviation Authority (2) • European Aviation Safety Agency(2) • Joint Aviation Association(1) • International Air Transport Association (2) • International Air Transport Authority (1) • IATA/JAA/EASA (1) 	(2)
Total for Question 1		8 marks

Question Number	Answer	Mark
Q2(a)(i)	<p>Up to 2 marks available for description. Eg Nick and Irene require a passport(1) it needs to be valid for six months(1)</p>	(2)
Q2(a)(ii)	<p>Up to 7 marks available for description Eg</p> <ul style="list-style-type: none"> • Require multiple entry visa(1) • Costs £21(1) • Multiple entry visa valid for 6 months(1) • Advisable to obtain multiple entry visa before departure as they are travelling to Israel(1) • After first two weeks of stay all visitors holding a visa must report to the nearest police station to extend their visa(1) • Require 5 working days to process(1) if application needs approval this can be 4-6 weeks(1) • Multiple visas must be obtained at embassy/consulate(1) <p>Do not accept answers involving single entry visas, transit passengers, business visas</p>	(7)
Q2(b)i	No	(1)

Question Number	Answer	Mark
Q2(b)(ii)	<p>Up to 3 marks available for explanation. Maximum 2 marks for description.</p> <p>Eg The countries they are travelling to do not have yellow fever (1) so they will not need a yellow fever vaccination(1). Also Britain not an infected area(1) If talk about the certificate see typical answer below:</p> <p>A yellow fever vaccination certificate is required from travellers coming from an infected area. (1) Nick and Irene are travelling direct from the Uk (1) and the UK does not have a yellow fever infection(1)</p>	(3)
Q2(c)(i)	<p>Up to 2 marks available for description.</p> <p>Eg Contracted by ingestion of the bacteria(1) in contaminated food(1) or water(1)</p>	(2)
Q2(c)(ii)	<p>1 mark for each identified symptom. Up to a maximum of 2 marks</p> <ul style="list-style-type: none"> • Poor appetite • Headaches • Generalized aches and pains • Fever • Lethargy • Diarrhoea 	(2)

Question Number	Answer	Mark
Q2(d)	<p>Up to 4 marks available. 1 mark for each appropriate point linked to the travel agent/tour operator. Maximum 2 marks if answer refers to the difficulty for the customer.</p> <ul style="list-style-type: none"> • So customers are aware of the diseases and illnesses around(1) and take the necessary precautions(1). • The Package Travel Regulations state it is the person selling the holidays responsibility to give correct information on visas and health(1) • If wrong information is provided the tour operator is liable(1) for customer expenses(1) as the tour operator has broken the law(1). • Under the ABTA Code of Practice(1) ABTA members must give you guidance about any health requirements(1) and the passport and visa requirements for your travel arrangements(1). 	(4)
Total for Question 2		21 marks

Question Number	Answer	Mark
Q3(a)	<p>Up to 2 marks available for description of a role. Eg</p> <ul style="list-style-type: none"> • Financial protection for customers(1) • They operate a bonding system(1) • Independent arbitration(1) • Operates a consumer complaints service(1) • Lobbying eg the government (1) 	(4)
Q3(b)	<p>Up to 2 marks available for each suggestion Up to 3 marks available for each justification Suggestions must be significantly different otherwise answer will only be credited once. Eg Suggestion Always book with an ATOL bonded(1) travel agent/tour operator(1)</p> <p>Justification ATOL members have paid into a scheme(1) which means your holiday is protected(1) if a company goes bust and you will get home without paying more(1)</p> <p>Suggestion Book a package holiday(1) where the flight and accommodation is included in one price(1)</p> <p>Justification Package holidays are more likely to be protected(1) because of ABTA/ATOL bonding which covers these arrangements(1). Booking flights/accommodation separately(1) can mean this cover does not apply(1). Don't book on the internet unless you pay by credit card(1)</p>	(10)
Total for Question 3		14 marks

Question Number	Answer	Mark
Q4(a)	<p>1 mark available for identification of correct legislation</p> <p>E.g. EU package directive(1) Trades Description Act(1) Fair Trading Act (1)</p>	(1)
Q4(b)	<p>Up to 4 marks available.</p> <ul style="list-style-type: none"> • Aims to end discrimination against the disabled(1) • Disabled must have the same employment rights(1) • Disabled people must have the same access to products and services(1) such as lifts to higher floors(1) • Act allows the government to set minimum standards(1) so disabled people can use public transport(1) 	(4)

Question Number	Indicative Content	
Q4(c) QWC (i) - (iii)	<p>Level 1 - it is bad that the airline left these people behind for something not their fault.</p> <p>Level 2 - the airline has clearly gone against DDA guidelines as the people were only dumped off the flight because they were partially sighted, not because they were being disruptive. They had not been advised of the rule when booking so this does seem very negative for the airline. If they had been given the information earlier this would be more appropriate as the airline needs to make sure all passengers are safe.</p> <p>Level 3- there are two sides to this debate. The airline has clearly gone against DDA guidelines by removing passengers purely because of their disability which is out of their control. They should have contacted the customers when the booking was made and resolved the situation then. If there is no way for customers to advise when booking then the airline needs to rectify this. However I can see that the airline has a responsibility to all passengers on the flight and safety of everyone must be paramount at all times. If too many people on the flight are partially sighted this could distract cabin crew who could not provide the necessary care for everyone on board in an emergency. Communication is key to sorting something like this and just before take-off auctioning this clearly shows that communication channels throughout a booking are not working for disabled people.</p>	
Level	Mark	Descriptor
	0	No rewardable material
Level 1	1-3	<p>Basic responses that are mainly theoretical/descriptive. Possibly limited reasoning/ application. Taken from extracts provided only.</p> <p>The candidate uses everyday language and the response lacks clarity and organisation. Spelling, punctuation and the rules of grammar are used with limited accuracy.</p>
Level 2	4-6	<p>Responses with some analysis/application. Responses may have either clear application and some analysis or some application and clear analysis. Some analysis and linked to extract. Own interpretation of evidence present.</p> <p>The candidate uses some specialist terms and the response shows some focus and organisation. Spelling, punctuation and the rules of grammar are used with some accuracy.</p>
Level 3	7-8	<p>Focused responses with sustained analysis and application. Detailed analysis and clearly linked to extract throughout. Own interpretation constantly evident.</p> <p>The candidate uses appropriate specialist terms consistently and the response shows good focus and organisation. Spelling, punctuation and the rules of grammar are used with considerable accuracy.</p>
Total for Question 4		13 marks

Question Number	Answer	Mark
Q5(a)	<p>Up to 6 marks available 3x2 2x3 max 2 marks for description only. Eg</p> <ul style="list-style-type: none"> • These passports can be examined both manually and by machine(1) allowing at least a two way checking system(1). The electronic chip stores a copy of your picture(1) which can then be compared with the picture in the passport reducing chances of photo tampering(1). The intricate designs and complex watermarks make the passport difficult to copy(1) as they are so complicated and therefore difficult to replicate(1) 	(6)
Q5(b)	<p>Up to 3 marks available for suggestions. Up to 3 marks available for justification.</p> <p>Suggestions</p> <ul style="list-style-type: none"> • The passport needs to be stored flat.(1) • The passport needs to be kept away from water(1) • Do not leave your passport lying in direct sunlight(1) • Store in a safe (place) (1) <p>Justifications</p> <ul style="list-style-type: none"> • Any crease or bending action could destroy the electronic wires(1) • The electronic chips are not water resistant and will be destroyed • Sunlight will burn the electrodes within the passport and then it will not be machine readable • If stored safely it doesn't get moved around and damaged (1) 	(6)
Total for Question 5		12 marks

Question Number	Answer	Mark
Q6(a)	<p>1 mark for each example. Max 2 marks</p> <ul style="list-style-type: none"> • Major outbreaks of disease • Wars • Terrorist attacks • Strikes • Severe weather(or an example of one severe type of weather e.g. hurricane) • Plane and train crashes • Natural disaster 	(2)
Q6(b)	<p>Up to 4 marks available. Must cover</p> <ul style="list-style-type: none"> • Number of people affected • Impact and disruption overall <p>No marks for saying death is large scale - depends on numbers.</p>	(4)
Q6(c)	<p>Up to 4 marks available for description of role. 1 mark for each valid point.</p> <ul style="list-style-type: none"> • Medical assistance companies are used by insurance companies(1) to help get injured or sick people home(1) • They will send out a doctor and/or a nurse(1) to accompany the injured/sick person home on the plane(1) • They administer any first aid that is required(1) 	(4)

Question Number	Answer	Mark Q
Q6(d)(i)	<p>Up to 4 marks available for description of situation. Marks to be awarded for level of detail. Situation must be appropriate and realistic. Likely topics could be</p> <ul style="list-style-type: none"> • Terrorist attacks in Mumbai • Collapse of XL • Plane crash in Schipol 	(4)

Question Number	Indicative Content	
Q6(d)(ii) QWC (i)-(iii)	<p>Likely examples may include</p> <ul style="list-style-type: none"> • Wars • Terrorist attacks • Strikes • Natural disasters • Severe weather conditions • Disease outbreaks • Plane/train crashes <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	<p>Basic responses that are mainly theoretical/descriptive. Possibly limited reasoning/ application.</p> <p>The candidate uses everyday language and the response lacks clarity and organisation. Spelling, punctuation and the rules of grammar are used with limited accuracy.</p>
Level 2	4-6	<p>Responses with some analysis/application. Responses may have either clear application and some analysis or some application and clear analysis.</p> <p>The candidate uses some specialist terms and the response shows some focus and organisation. Spelling, punctuation and the rules of grammar are used with some accuracy.</p>
Level 3	7-8	<p>Focused responses with sustained analysis and application.</p> <p>The candidate uses appropriate specialist terms consistently and the response shows good focus and organisation. Spelling, punctuation and the rules of grammar are used with considerable accuracy.</p>
Total for Question 6		22 marks
TOTAL FOR PAPER: 90 MARKS		

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