

Examiner's Report

January 2010

GCE

GCE Travel & Tourism (6991/01)

Unit 5 - Travelling Safely

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6991: Travelling Safely

General Comments

The paper followed the format of a question and answer booklet. Candidates were required to respond in the spaces provided. There were 6 questions and 90 marks were available.

The questions only related to the travel and tourism industry. All questions linked to the information under 'what you need to learn' in the qualification specification.

The questions were linked to the assessment objectives. Candidates therefore needed to demonstrate knowledge and understanding and skills in vocationally related contexts. Candidates needed to use appropriate research techniques to obtain information to analyse vocationally related issues and problems. Finally candidates were required to evaluate information to make reasoned judgements, draw conclusions and make recommendations about vocationally related issues and problems.

Most candidates attempted all questions and consequently they picked up marks across the paper. Overall analysis throughout was very poor and the main area of weakness on most papers.

Marks were **not deducted** for poor spelling, punctuation and grammar.

Question 1.

Q1(a) In most cases the Civil Aviation Authority and European Aviation Safety Agency were correctly identified.

Q1(b) The majority of candidates attempted this question, but very few candidates were able to gain full marks. Many candidates confused ABTA with IATA, or repeated their answers.

One answer that received three out of the four marks available is below:

1. *'To take care of passenger problems e.g. a holiday wasn't fully explained and therefore wasn't what the customer wanted.'* This answer is quite vague and therefore picked up one mark
2. *'ABTA is connected with both travel agents and tour operators. It puts rules in place for both to follow to ensure customers are happy and well treated'.*

Q1c) A large number of candidates failed to get the marks available for International Air Transport Association or IATA. Many candidates put JAA but EASA - European Aviation Safety Agency has taken over JAA responsibilities. This has been outlined in previous examiners reports.

Other candidates put ATOL - this is a licence issued by the CAA.

Question 2

Q2(a) i) and ii) Generally this was a well answered question. Most candidates were able to use the information provided to identify that valid passports would be required by both Olivia and Jess and that the passports must have a validity exceeding 6 months after the date of entry to Vietnam. They also identified that they would both require visas valid for a month. Some candidates struggled to get the additional two marks available in the visa section, although others did identify the need to contact the consular section of the Vietnam embassy to confirm visa requirements. Few candidates seemed to understand single and multiple entry visas.

There are still candidates who do not realise that they need to use the information provided in the extract in the paper to provide the correct answer. Instead they say for:

2ai) 'They will need to know whether their passport is required in the holiday destination in which they are wanting to travel to'

2aii) 'They will need to know whether a visa is required for the holiday destination in which they are wanting to travel to. They will also need advice on how to get a valid visa with their correct details on.'

This is a question testing A02 skills. Candidates need to understand the requirements of this.

Q2(bi) Most candidates were able to identify a section of the visa application form and gain the mark available here. However rather than explain many candidates then went on to just describe or outline - e.g. 'they will need to put in their date of arrival and date of departure from Vietnam' rather than to explain. An example of an answer that did explain:

'Proposed dates of entry and exit'

'Because if they put the date of entry or exit wrong they may get given the wrong type of visa and it may expire before they return home and have to pay extra to get visa extended.'

Q2bii) This was a well answered question and most candidates were able to identify the list under Applicant's checklist -

- Valid passport
- Completed application form
- Photo
- Visa fee
- Postage fee and self addressed envelope

Q2(c) This is a question that has appeared in previous exam papers so it was disappointing that it was so badly answered. One answer that did receive four marks:

'Many countries do want visas because without them they wouldn't know who is going in or out of the country. So it limits inbound tourists. Plus a visa can look at an individual's information to see exactly why they are travelling there and can eliminate criminals from entering the country.'

Question 3.

Q3ai) Nearly all candidates gained at least one mark here. However often the additional mark was missed. For example the common answer was *'through mosquito bites.'* However the additional mark would have been gained through pointing out that the mosquito needs to be infected female mosquito.

Q3aii) The vast majority of candidates gained the two marks available for this question.

Q3(b) The mean mark for this question was 1.69 which is disappointing. Prevention of malaria is a question that has appeared before.

Common answers were *'take malaria tablets'*, *'use a mosquito net'* and *'wear long sleeves'* all of which were valid.

Some candidates did obtain the four marks available.

Question 4

Q4(a) Answers that were accepted for this question were the EU Directive or Trade Descriptions Act. Half of candidates named one of these two Acts.

Q4(b) This was a question that has appeared in previous series. Candidates generally responded well.

One candidate response that gained maximum marks can be seen below.

*'To ensure all personal details of customers and staff is kept safe.
The right for all customers to see what information is being held on them.
All information is safely destroyed after an amount of time.
All information is entered correctly and guarded with passports.'*

Q4c) This was a poorly answered question. There was lots of repetition which could not be credited twice. Candidates really could not apply the affect the Data Protection Act would have on different travel and tourism work places. One response that gained four marks can be seen below:

*'Travel agencies are not allowed to give out or use any information given to them for personal use. Must be kept confidential.
Hotels are not allowed to give the whereabouts of any customer to those who don't have the authority to know. The customer can see their information at any time.'*

Question 5

Q5(a) This was not a well answered question. Candidates often did not read the stem properly and therefore suggested what the government should put on the site rather than what travellers could put on the site.

Even when candidates did make valid suggestions they did not always justify these and therefore lost marks.

One answer that scored four marks can be seen below:

1. *When they arrive in the destination*
2. *When they arrive home*
3. *Hotels/villas they are staying at in case of an emergency people can locate the guests quickly*
4. *Names and phone numbers of people to contact if it is needed. They could use this information to contact loved ones if an accident occurs so they can make arrangements.*

Q5(b) This tended to divide the prepared candidates from others. Most candidates who understood the role of reps and tour operators were able to gain valuable marks here.

E.g.

'Lost luggage. The tour rep could phone the airport and airline to follow up and see if anything had been found. If not they could explain procedure with insurance company.'

'An accident such as someone having a heart attack. Reps help with finding the nearest hospital and can also help with language if people do not know it well.'

Question 6

Q6(a) Analysis questions are generally not well answered and the average score for this one was 3 out of 8 marks. Most candidates tended to just lift sentences from the stem source and repeat them. Developing strategies to help candidates structure these types of questions does appear to reap dividends as some candidates were able to score significantly better than the average. One level 2 response can be seen below:

'One week later the CAA claimed they had brought 1200 passengers home on relief flights. This had a positive impact as the situation was being dealt with as soon as possible. Operators such as BA sent the relief flights from all over the world giving their reputation a good name and also many staff crewed these flights in their own time. The handling of all this was quick and effective because the airline thought of the stranded people rather than business. However XLs empty planes were flown back home, this was poorly handled as 4000 passengers could have been on these planes creating more efficiency. The other airlines handled the collapse very well and helped as much as possible.'

Q6(bi) and (bii) These were poorly answered questions. There were a lot of blank scripts suggesting the candidates did not know about the ATOL bond. One answer that scored well can be seen below:

bi) This makes sure that if the company collapses the bond has money to make sure the passenger has a way of getting home.

bii) If the passengers are not protected by the ATOL bond they may lose their money and have to pay again to take a flight home.

Q6(c) This question was not well answered. If candidates were unaware of ATOL bonding then this might account for the poor responses here. One response that gained 7 out of 8 marks is seen below:

- 1. Make sure on adverts such as First Choice and Thomsons they explain clearly that they are members of ABTA and all their holidays are ATOL protected. This will make their customers more aware that they are. They should also explain how it protects them.*
- 2. There should be a government website that people can go to to know exactly who is ABTA and ATOL protected. The website should also state the dangers of booking without protection.*

Q6(d)(i) Overall this section of the question was answered well. Most candidates gave a detailed description of an emergency situation. Common responses linked either to the terrorist attacks of 9/11 or the London bombings. Whilst all of these were accepted this series, in the future marks from the higher end may only be awarded for answers where research is current.

The specification states candidates are to learn how to describe large-scale emergency situations.

Q6(d)(ii) This question is challenging and is weighted AO3 which requires candidates to draw on research and show analysis. Many candidates showed a detailed knowledge of how each emergency was dealt with. However much of this was not related to the travel and tourism industry - fire service, government and locals. With the London bombings in particular candidates struggled to relate their answers to how the travel and tourism industry dealt with the situation.

Whilst detailed descriptions from candidates were common, the question asked for analysis. Analysis was generally non-existent. Some candidates gave explanations rather than analysis but the vast majority of candidates provided descriptions.

One typical descriptive, and therefore Level 1, answer can be seen below;

'The travel and tourism industry dealt well with it ensuring that all passengers due to travel received alternative holidays or money back. They ensured all people stranded in the places where it happened returned home safely. Aid was given to those passengers over there to ensure their safety. Those with relatives who were killed were transported back to England at the appropriate time. Also medical

treatment was given to all who needed it. Compensation did not cover loss of possessions.'

The specification states candidates are to learn how large-scale emergency situations were dealt with by organisations in the travel and tourism industry.

One candidate response that was current and did achieve level 2 marks can be seen below:

- i) An Air France flight that was leaving Brazil to fly back to Paris CDG airport crashed into the Atlantic Ocean. The plane hasn't been found yet (it hadn't on the day this exam was sat) as it is thought to have sunk and everyone on board is thought to have died.*
- ii) The situation of the plane crash was dealt with effectively and quickly by the travel and tourism industry considering the lack of information that was available. The incident was handed over to other authorities such as CAA, IATA and Brazilian Naval police force. Air France and the travel and tourism industry have acted just to make sure that normality has returned avoiding accusations that it was a terrorist attack so that panic does not spread like it did in 9/11. Flights to and from Paris to Brazil have returned. This shows that Air France and the travel and tourism industry have acted fast on the situation.*

PLEASE NOTE THAT CANDIDATES ARE EXPECTED TO RESEARCH TWO OR MORE EMERGENCY SITUATIONS THAT HAVE AFFECTED THE TRAVEL AND TOURISM INDUSTRY.

In preparing candidates for the exam, centres are reminded to advise candidates to read the first page of instructions. Centres are advised to ask candidates to ensure that they have attempted all questions. Candidates must make sure they follow the instructions of the question i.e. describe, explain, analyse etc.

**GCE Travel & Tourism Grade Boundaries
Series - January 2010**

Unit 1: The Travel and Tourism Industry (6987)

Grade	A	B	C	D	E
Raw boundary mark	62	55	48	41	35
Uniform boundary mark	80	70	60	50	40

Unit 2: The Travel and Tourism Customer (6988)

Grade	A	B	C	D	E
Raw boundary mark	46	40	34	29	24
Uniform boundary mark	80	70	60	50	40

Unit 3: Destination Europe (6989)

Grade	A	B	C	D	E
Raw boundary mark	46	40	34	29	24
Uniform boundary mark	80	70	60	50	40

Unit 4: Destination Britain (6990)

Grade	A	B	C	D	E
Raw boundary mark	45	39	33	28	23
Uniform boundary mark	80	70	60	50	40

Unit 5: Travelling Safely (6991)

Grade	A	B	C	D	E
Raw boundary mark	62	54	47	40	33
Uniform boundary mark	80	70	60	50	40

Unit 6: Resort Operation (6992)

Grade	A	B	C	D	E
Raw boundary mark	46	40	35	30	25
Uniform boundary mark	80	70	60	50	40

Unit 7: Responsible Tourism (6993)

Grade	A	B	C	D	E
Raw boundary mark	63	56	49	42	35
Uniform boundary mark	80	70	60	50	40

Unit 8: Current Issues in Travel and Tourism (6994)

Grade	A	B	C	D	E
Raw boundary mark	48	42	36	30	24
Uniform boundary mark	80	70	60	50	40

Unit 9: Working in Travel and Tourism (6995)

Grade	A	B	C	D	E
Raw boundary mark	48	42	36	30	25
Uniform boundary mark	80	70	60	50	40

Unit 10: Promotion and Sales in Travel and Tourism (6996)

Grade	A	B	C	D	E
Raw boundary mark	63	55	47	40	33
Uniform boundary mark	80	70	60	50	40

Unit 11: Special Interest Holidays (6997)

Grade	A	B	C	D	E
Raw boundary mark	48	42	36	30	24
Uniform boundary mark	80	70	60	50	40

Unit 12: Travel Organisations (6998 01)

Grade	A	B	C	D	E
Raw boundary mark	46	40	34	29	24
Uniform boundary mark	80	70	60	50	40

Notes

Maximum Mark (Raw): the mark corresponding to the sum total of the marks shown on the mark scheme.

Boundary Mark: the minimum mark required by a candidate to qualify for a given grade.

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