

Examiners' Report/
Principal Examiner Feedback

June 2011

GCE Travel and Tourism (6991)
Unit 5: Travelling Safely

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Publications Code UA027406

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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 the 'what you need to learn' section 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.

Question 1

Q1(a)

Most candidates knew that EASA has 'safety' as part of its responsibilities; weaker candidates had a tendency to repeat generalised sentences around safety. However, stronger candidates were able to gain four knowledge marks easily.

One example of a better response:

1. They carry out safety checks on aircraft and have authority to ground/cancel or delay flights.
2. They also set higher safety standards which are checked and carried out across Europe.

Q1(b)

The majority of candidates attempted this question, but very few candidates were able to gain full marks. Most candidates did understand the protection provided if packages are booked through ABTA bonded operators, however they didn't fully understand that the bond means if a tour operator/travel agent goes bust, the bonding scheme helps pay for other tour operators/airlines to be sent to pick up stranded passengers. A typical response that gained three marks:

"Customers who book their holiday with an ABTA bonded operator/agency will have financial protection as ABTA members pay a bond to insure customers if the agency/operator goes bust or if customers get stranded on their holiday."

Q1(c)

This was generally a well answered question with the majority of candidates gaining the two marks available for stating 'International Air Transport Association.'

Question 2

Q2(a)(i)

This was a well answered question. Candidates were able to use the information provided to give the correct information.

Q2(a)(ii)

Again this question was generally well answered with most candidates gaining the full six marks available. These candidates clearly understood that Emily and Tom would require multi-entry visas and provided the information necessary to obtain these. A few weaker candidates did provide unnecessary information on single entry visas. This question tests Assessment Objective 2 (AO2 - Application of knowledge, understanding

and skills), so therefore these answers could not be fully credited. One response that did gain the full six marks available:

“They both require visas to enter Zambia. They need multi-entry visas which cost US\$80 and must be applied for before travelling, they are not available at all ports of entry. If they wish to find out more information then contact the Zambian High Commission in London. On leaving Zambia, they must pay a departure tax of US\$25.”

Q2(b)

Strangely, candidates often did not gain as many marks as expected here. Candidates did not read the question properly and referred to avoiding illness in general rather than applying their answers specifically to avoiding contracting the HIV virus. For example a common answer was not to put ice in your drinks.

One response that did gain the four marks available:

1. Take your own sterilised needles in case of medical or dental treatment.
2. Practice safe sex- always use a condom when having sex.
3. Avoid getting treatments that use needles – such as tattoos or acupuncture.
4. If in need of emergency medical treatment, tell the hospital your blood group and check that the blood you receive has been screened for the HIV virus.

Q2(c)

Candidates scored better on this question. Not all gained the full six marks available as sometimes they repeated their answers. However, the majority scored four or more marks.

One six mark response:

“Have all vaccinations that are recommended. Take malaria tablets before, during, and after their stay. Take insect repellent and wear long clothing. Only drink bottled water. Make sure food is properly cooked. If you become ill, see a doctor immediately.”

Question 3

Q3(a)

Most candidates gained the mark available for identifying the legislation. EU Directive and Travel Directive were both acceptable.

Q3(b)

This question was a differentiator. Weaker candidates really struggled as their knowledge of insurance terms was limited. Stronger candidates picked up 3-4 marks. One four mark response:

“Because the ash cloud was a natural disaster it is not covered by the insurance industry normally. However, some insurance companies did pay out which caused confusion and uncertainty amongst both insurance companies and the travelling public.”

Q3(c)

Again this was a question that differentiated between candidates. Some candidates always struggle with recommendation and justification questions. Often they put more suggestions in the justification section which limits the marks that can be awarded. Sometimes there was too much repetition between the two suggestions so only one could be credited. However, stronger candidates performed well on this question. One response that gained the eight marks available:

“Recommendation and Justification 1

Staff at airlines can be trained on the situation if it occurred again and representatives could be transported out to different places. This would mean that as people came to the airport, staff would know what to tell customers and make them more informed.”

Recommendation and Justification 2

The government could provide helpful sources of updates such as websites, leaflets, phone numbers and people that could help. This is so that people do not panic and they have a point of contact where they can be given advice and updates of the situation regularly.”

Question 4

Q4(a)

The majority of candidates did score well on this question. A four mark answer:

“Travel organisations do this because the insurance company pays them money when they sell a policy. Also, they offer help if any emergency happens, e.g. if you become ill when on holiday they will cover the cost of hospital treatment.”

Q4(b)

Candidates either knew the difference between cancellation and curtailment or they did not. There were not many one or two mark answers here.

One three mark answer:

“A holiday cancellation is where they cancel the whole holiday and do not go full stop. A holiday curtailment is where they cut it short, for example, if an accident were to happen such as the mother got injured and sent home.”

Q4(c)

Many candidates performed well on this question. There was a lot of information that needed to be absorbed and then applied to the situation given. The majority of candidates did realise that the Shahs would only receive compensation for part of the cash and engagement ring stolen. They were also able to explain why this would be the case. One good response:

“They will be able to claim something as she put them in the safety deposit box, but due to Tesco having an overall limit per item and it being £200, that is all they can claim even though the ring is worth £600. Also another problem is that they can only pay back £100 cash per person so they will not be able to claim for all £300 cash lost.”

Q4(d)

This was a well answered question with most candidates scoring at least four marks. The weaknesses that could be identified were that some answers could not be credited because there was a lot of repetition with the previous recommendation identified. Some other candidates just gave recommendations and did not provide justifications which meant they lost half the marks available.

See the two answers below which provide examples:

A four mark answer:

1. Always use safety deposit boxes available in your room or at reception to store valuables.
2. Do not carry large amounts of cash on you or your personal belongings when travelling, especially out of your accommodation and what you do take carry in a safe place, e.g. zipped front pocket.

An eight mark answer:

“Recommendation

1. Be aware of the contents of their insurance policies, what is and isn't covered.

Justification

2. This would help them understand more and make them aware of what is and isn't protected and what they can claim and if they need to take out extra insurance.

Recommendation

1. Keep your valuables in the hotel safety deposit box if the insurance company tells you to.

Justification

2. This means that you are not voiding your insurance if something happens to your valuables"

Question 5

This was a good differentiating question for the top candidates. Many weaker candidates simply said they agreed with the verdict and statement and then repeated chunks of the text with no analysis. However, the strongest candidates did provide some analysis and understanding of what the verdict meant. One response that gained six marks can be seen below:

"I agree with the verdict reached by the judge because the customer should have been told about the emergency button by the tour operator's representative as they are providing the excursion as part of their company. However, they are only offering the excursion and not running it – that is the skidoo centre's role so it is possible they are liable to tell customers about the emergency procedures. I agree with the judge's verdict further as they were referred to as 'Inghams' customers', meaning Inghams must come across as responsible to the customers.

I agree with the statement made by Inghams, as by holiday makers choosing their own excursion arrangements in a resort on their own, they may choose companies that haven't had checks and that are unsafe. However, if the tour operator checks failed to keep their customers safe, then maybe customers should risk choosing their own companies."

Question 6

Q6(ai)

All candidates except one understood that the incident described was a small scale emergency.

Q6(aii)

Again most candidates scored at least two marks here. They appeared to have been taught well and knew what was expected. One three mark response:

"A large scale emergency would be an outbreak of food poisoning on a cruise ship because it would affect a large number of people. As Mr Drummond died it was sad but only affected a couple of people, him and his wife."

Q6(b)(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 swine flu epidemic or the earthquake in Spain or Japan. It was good to see such up-to-date research. A recent event is considered to be one that has occurred in the last five years. Candidates who use events older than this such as the tsunami in 2004 or the 9/11 terrorist attack tend to be vague in their descriptions. This may be because they do not remember these events first hand.

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

Q6(b)(ii)

This question is challenging and is weighted AO3 which requires candidates to draw on research and show assessment. Many candidates showed a detailed knowledge of how each emergency was dealt with. However, much of this was often not related to the travel and tourism industry, instead focussing on the fire service, government and locals.

Whilst detailed descriptions from candidates were common, the question asked for assessment. Assessment was generally non-existent. Some candidates gave explanations rather than assessment, 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.

See below a level three response relating to the fog that hit southern England in 2006 grounding domestic flights:

“Due to many flights being cancelled over England, many other transport providers helped with getting domestic travellers home. For example, trains and buses ran more frequently, this was effective because it got travellers home, it just made their journeys longer. Accommodation providers also helped by providing rooms for travellers to stay if their flights were delayed. Travellers that were due to go away on holiday but couldn't have their holidays postponed or rearranged by their travel agents and tour operators. This was effective because they communicated with the airlines well to organise flights. The FCO provided frequent updates on flights and advice etc for customers on their website. However, this was not effective as not

many people knew about it. Overall the situation was dealt with well and other modes of transport quickly replaced air travel resulting in people getting home."

Please note that candidates are expected to research **two or more** emergency situations that have affected the travel and tourism industry. They should conduct research into at least two topics from the following list:

- WARS
- TERRORIST ATTACKS
- STRIKES
- MAJOR OUTBREAKS F DISEASES
- NATURAL DIASTERS

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, assess, analyse etc.

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Order Code UA027406 June 2011

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