

Mark Scheme (Results) January 2008

GCE

GCE Travel and Tourism(6991) Paper 1

Unit 5: Travelling Safely (6991)

Question Number	Answer	Mark
1 (a) AO1	1 mark for each organisation name: <ul style="list-style-type: none"> • IATA: International Air Transport Association (1) • JAA: Joint Aviation Authorities (1). 	(2)
1 (b) AO1	Up to 4 marks available for description. <ul style="list-style-type: none"> • ABTA sort out complaints so customers get advice that is not biased (2) • It is an ABTA scheme for people with complaints booked through an ABTA organisation who cannot reach an amicable agreement (1). It's a low-cost alternative to court action (1) so a cheaper way of getting professional arbitrators to deal with a holiday complaint (1). It is entirely independent of ABTA so that means it offers unbiased advice (1). 	(4)
1 (c) AO1	Up to 2 marks available. Max marks only when exact term given. <ul style="list-style-type: none"> • Civil Aviation Authority (2) • CAA (1) • Civil Aviation (1) • European Aviation Safety Agency (2) • EASA (1). <p>(No definitive list - use professional judgment. Must be linked to CAA).</p>	(2)
2 (a)(i) AO2	Up to 2 marks available for description. Marks increase with detail. <ul style="list-style-type: none"> • A full passport is required (1) • They both need a passport with at least six months validity (2). 	(2)
2 (a)(ii) AO2	Up to 4 marks available for description. 1 mark for each relevant point. Max marks only awarded if both nationalities are considered. <ul style="list-style-type: none"> • They both need a visa (1) • A £1 fee may be required for postal applications (1) • They both need a visa (1) Marco will need to pay an additional £10. (1) The UK visa will cost £30. (1) Prices for non UK nationals vary (1). 	(4)

Question Number	Answer	Mark
2 (b) AO4	<p>1 mark for each relevant point. Max 3 marks for description.</p> <ul style="list-style-type: none"> • It is good because it has an electric chip, which stores a copy of the person's photos (1) so this helps passport security detect fraudulent passports (1) • There is an electronic chip and an antenna (1) which is good because this means that it is more difficult for anyone to forge a passport (1) due to the chip having a programmed photograph and an antenna (1) • Anyone trying to use a stolen passport cannot use it which is beneficial as it reduces fraud (1) • The passport chip will automatically bring up the original passport details (1) so by doing this passport control will identify wrong usage of passports (1) as the there will not be a match to the original photograph (1). 	(6)
2 (c) AO2	<p>1 mark for each correct vaccine.</p> <ul style="list-style-type: none"> • Yellow fever (1) • Typhoid/Polio (1) • Cholera (1). 	(3)
2 (d)(i) AO1	<p>Up to 2 marks available for description. 1 mark for each relevant point.</p> <ul style="list-style-type: none"> • Malaria is an infection caused by a parasite (1) • Carried from person to person by mosquitoes (1) • Bite from an infected mosquito (2). 	(2)
2 (d)(ii) AO1	<p>Up to 2 marks available for description. 1 mark for each relevant point.</p> <ul style="list-style-type: none"> • The initial symptoms are malaise (not feeling well), low grade fever, body pain or cold like symptoms followed by intermittent high fever (2) • High fever (1) • Headache (1) • Nausea (1) • Vomiting (1) • Pale and yellowish skin (1). 	(2)

Question Number	Answer	Mark
3 (a) AO1	<p>Either 1 mark for each relevant statement up to 4 marks or up to 2 marks for detail in each statement.</p> <ul style="list-style-type: none"> • Cannot pass on customer details (1) • Must have authorisation to use customer records (1) • Records must be kept for a specified time (1) • Records must be disposed of appropriately (1) • Customer information must be kept confidential (1). <p>(Any other aspect of this legislation can be credited).</p>	(4)
3 (b)(i) AO2	<p>1 mark for correct legislation.</p> <ul style="list-style-type: none"> • EU Directive (1) • EU Package Directive (1) • Package Regulations (1). 	(1)
3 (b)(ii) AO4	<p>Up to 6 marks available for justified actions 1x6 2x3 3x2. Max 3 marks if no justification.</p> <ul style="list-style-type: none"> • Send out errata letters to customers before travel (2) • The tour operator could contact all customers immediately (1) so that they are aware of the situation (1). They should also put an errata on the booking system (1) so new customers are aware that there is building work prior to booking (1). To comply with the EU Directive then it will depend on the seriousness of the building work but they could offer a free change of accommodation (1) without any transfer charges or a full refund to those people wanting to cancel (1). 	(6)
3 (c)(i) AO2	<p>1 mark for correct legislation</p> <ul style="list-style-type: none"> • Disability Discrimination Act. 	(1)

Question Number	Answer	Mark
3 (c)(ii) AO2	<p>Up to 6 marks available for explanation on how the Oyster Hotel has breached the Disability Discrimination Act. 1x6 2x3 3x2 Max 3 marks for description.</p> <ul style="list-style-type: none"> • Hotels cannot discriminate anyone because of their disability. This law states there has to be access for all (1) • The hotel has not got a room suitable for a wheelchair user (1) therefore they are not allowing access for all (1) meaning that the hotel is discriminating against the customers because of their disability (1) • Under the DDA hotels must adapt their facilities to accommodate wheelchair users (1) otherwise the customer has the right to sue under the DDA (1) • The customer was told that the lift was out of action and that they would not have access to the restaurant (1) which is also in breach of the Act as like the rooms, all customers should have access (1) and it is the restaurants requirement to have appropriate access to all facilities (1). 	(6)
4 (a) AO1	<p>Max 2 marks for description. Max 2 marks for examples. Marks increase with detail. Max 2 marks if differences are not stated.</p> <ul style="list-style-type: none"> • Small scale is emergencies like a theft (1) • Large scale is something like a Tsunami (1) • Small scale is emergencies like a theft (1) which normally just happen to one or a few people (1) whereas a large-scale emergency is on a much bigger scale like a hurricane (1) and affects lots of people (1). 	(4)
4 (b) AO2	<p>Up to 6 marks available for explanation. Max 3 marks for description.</p> <ul style="list-style-type: none"> • The Insurance company covers customer's hospital expenses (1) for up to £10 million pounds (1) • The insurance company will be able to cover the costs of the hospital (1) as they are covered for up to £10 million pounds (1) so that he can be treated properly and it is unlikely their bill will exceed this (1). This means they will only have to pay £35 excess instead of the whole medical bill (1) • The insurance will also pay for cover of extra accommodation and travel expenses (1) because he will not be able to use their original flight tickets as a heart attack takes a time for recovery before the customer is safe to fly back (1). 	(6)

Question Number	Indicative Content	
4 (c) AO4	<p>Level 1 - It is good because they have a procedure so that they should know what to do in an emergency situation.</p> <p>Level 2 - It's good because the procedure is that the rep should give someone resuscitation straight away which implies that they have training in first aid so this might mean that they are able to save someone's life. They do not leave the person unattended as they get another person to get help so its reassurance for the person with the medical problem will be dealt with effectively.</p> <p>Level 3 - Having a procedure is good as reps will know exactly what they are required to do in an emergency situation so they will be able to deal with the incident more effectively. The procedure covers lots of eventualities so staff should be able to know what to do in all cases. The only problem is that if it were an emergency then they would not have the procedure in front of them so they will need to be familiar with it. The procedure however is straight forward so therefore easy for reps to remember and apply. If a customer does have an accident or was ill the rep is to give on the spot emergency aid. This is good as they should be trained in first aid and some emergencies are life or death situations and need immediate help. There are some minor expenses available meaning that the customer will be taken care of and the rep is not out of pocket so more likely to really support the customer. The procedure also shows links with medical assistance companies meaning that they can sort insurance cover out on the customer's behalf so they can provide better overall service.</p>	
Level	Mark	Descriptor
Level 1	1-3 marks	Basic assessment mainly descriptive.
Level 2	4-6 marks	Some assessment.
Level 3	7-8 marks	Detailed assessment with reasoned conclusions.

Question Number	Answer	Mark
4 (d) (i) AO1	<p>Up to 2 marks available. 1 mark for identification. 1 mark for description.</p> <p>eg professional judgment is vital. Must be a small-scale emergency.</p> <ul style="list-style-type: none"> • Arrest (1) • If someone has their apartment broken into and their personal belongings such as Euros and jewelry stolen (2). 	(2)
4 (d) (ii) AO1	<p>1 mark for each relevant organisation. Up to 2 marks available for each description.</p> <p>eg</p> <ul style="list-style-type: none"> • Tour operator (1) • Embassy (1) • Airline (1) • American Express (1) • Insurance Company(1) • Police (1) • The Embassy (1) will issue a new passport (1) to enable the visitors to be able to travel back home (1). 	(3)
5 (a) AO1	<p>1 mark for each 'force majeure'. Up to 2 marks available.</p> <p>eg</p> <ul style="list-style-type: none"> • Wars (1) • Strikes (1) • Natural disasters (1). 	(2)

Question Number		Indicative Content
5 (b)	AO4	<p>Level 1 - They withdrew flights so people would be annoyed.</p> <p>Level 2 - Airlines reduced the flights operating out of LHR. By not allowing some flight to depart it meant that they were not putting customers and crews lives in risk of flights leaving without the necessary flight checks. Due to higher security checks there were delays and cancellation of flights meaning there were crowds of people stranded at airports.</p> <p>Level 3 - In terms of safety then BAA acted effectively as the airport increased security measures, which meant that it would be impossible to check all customers in time for their flights to depart. Having some cancellations of flights would result in thorough checks taking place because security staff were required to check passengers at the screening point and the boarding gate therefore more time per customer prior to boarding of the aircraft. Other airports were not affected in the same way so charter flights may not have been as effective because at any airport then increased security would result in some delays this may be due to airports outside of London having less customers and possibly increasing staff to cope with the increased security. At LHR the flights cancelled were transatlantic or European which is a good move as the likelihood of terrorist attacks.</p>
Level	Mark	Descriptor
Level 1	1-2 marks	Basic responses that are descriptive and mainly theoretical.
Level 2	3-5 marks	Some analysis and link to emergency situation.
Level 3	6-8 marks	Detailed analysis with clear link to emergency situation.

Question Number	Answer	Mark
5 (c) (i) A03	<p>Up to 4 marks for description of situation. Marks to be awarded for level of detail.</p> <p>Situation must be appropriate and realistic. Likely topics could be:</p> <ul style="list-style-type: none"> • Fires in Greece Summer 2007 • Floods in Britain summer 2007 • Specific hurricanes in the Caribbean. 	(4)

Question Number	Indicative content	
5 (c) (ii) A03	How industry dealt with the situation must be appropriate and realistic.	
Level	Mark	Descriptor
Level 1	1-2 marks	Basic responses that are descriptive and mainly theoretical.
Level 2	3-5 marks	Some analysis and link to emergency situation.
Level 3	6-8 marks	Detailed analysis and clear link to emergency situation.
Total mark for this paper		90