

Mark Scheme (Results) January 2009

GCE

GCE Travel and Tourism (6991) paper 01

Unit 5: Traveling Safely (6991)

| Question | Example answer | Marks awarded |
|-----------------------------|--|----------------|
| 1(a) | <p>1 mark for each correct name</p> <ul style="list-style-type: none"> • ABTA / Association of British Travel Agents (1) • IATA / International Air Transport Association (1). | 2 marks |
| 1(b) | <p>Up to 2 marks available for each responsibility described.</p> <ul style="list-style-type: none"> • air safety (1) • airspace regulations (1) • consumer protection (1) • ensures UK civil aviation standards are set and achieved (2) • regulates airlines, airports and national air traffic services (2) • brings civil and military interests together to divide airspace (2) • enforcement of laws (1) • issuing ATOLs (1) • to develop safe environment (1) in partnership with agencies like EASA (1) • take care of customers if a tour operator fails (1) using bond/levy money (1). | 4 marks |
| 1(c) | <p>2 marks for a correct name.</p> <p>E.g.</p> <ul style="list-style-type: none"> • Joint Aviation Authority (2) • European Aviation Safety Agency (2). <p>1 mark if answer almost correct.</p> <p>E.g.</p> <ul style="list-style-type: none"> • Joint Aviation Association (1). | 2 marks |
| Total for Question 1 | | 8 marks |

| Question | Example answer | Marks awarded |
|-----------------|---|----------------|
| 2(a) | 1 mark for each named major contagious disease. Up to maximum of 2 marks <ul style="list-style-type: none"> • Typhoid (1) • Hep B (1) • Malaria (1) • HIV/AIDS (1) • Yellow fever (1). | 2 marks |
| 2(b)(i) | Up to 2 marks available for causes of hepatitis C. <ul style="list-style-type: none"> • contact with infected blood (1) • injecting drugs with infected needles (1) • transfusion of infected blood (1) • being born from an infected mother (1) • having sex with an infected partner (1) • tattooing (infected needles) (1) • ear piercing (infected needles) (1) • acupuncture (infected needles) (1). | 2 marks |
| 2(b)(ii) | 1 mark for each identified symptom. Up to maximum of 2 marks <ul style="list-style-type: none"> • fatigue (1) • nausea (1) • poor appetite (1) • muscle and joint pains (1) • weight loss (1) • itching (1) • dark urine (1) • fluid retention (1) • abdominal aches (1) • swelling of the abdomen (1) • yellowing of skin (1) | 2 marks |

| Question | Example answer | Marks awarded |
|----------|--|----------------|
| 2(c) | <p>1 mark for each correct answer. Up to maximum of 3 marks.</p> <p>E.g.</p> <ul style="list-style-type: none"> • Doctors (1) • the foreign and commonwealth website (1) • your local GP surgery (1) • your travel agent (1) • BA Travel Clinic (1) • website of country being visited (1) • internet (1). | 3 marks |
| 2(d)(i) | <p>Up to 4 marks available for description. Example answers;</p> <ul style="list-style-type: none"> • visas are required (1) and cost £30 (1). These are valid for 6 months from the date of issue (1). • visas and information on visas may be obtained from the High Commission of India (1) in London. • if you leave India and then re-enter you will need a double (1) or a multiple entry visa. • take a minimum of 14 working days to process (1). | 4 marks |
| 2(d)(ii) | <p>Up to 4 marks available for description Maximum 2 marks for simple list of vaccinations required.</p> <p>E.g.</p> <ul style="list-style-type: none"> • there are no compulsory vaccinations for travel to India (1). • it is recommended you get covered/vaccinated against the following (1) Polio (1), Tetanus (1), Typhoid (1), Hepatitis (1), and take malaria tablets (1). • an inoculation against yellow fever is required if you have visited any infected area within 5 days prior to arrival (1). • discuss personal requirements with doctor (1). <p>No marks for just stating they need a vaccination for yellow fever.</p> | 4 marks |

| Question | Example answer | Marks awarded |
|-----------------------------|---|-----------------|
| 2(d)(iii) | <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 difficulties for the customer.</p> <ul style="list-style-type: none"> • so customers are aware of the diseases and illnesses around (1) and can 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 marks |
| 2(e) | <p>Up to 4 marks available for description. Maximum 2 marks for each measure described.</p> <ul style="list-style-type: none"> • train staff (1) by regularly having sessions on how to gain up to date information (1) • design booking forms (1) so there is a section customers sign to say they have been provided with this information (1). | 4 marks |
| Total for Question 2 | | 25 marks |

| Question | Example answer | Marks awarded |
|-----------------------------|---|-----------------|
| 3(a) | <p>1 mark for correct answer.</p> <p>Data Protection Act</p> | 1 marks |
| 3(b) | <p>Up to four marks available.</p> <ul style="list-style-type: none"> • aims to end discrimination against the disabled (1) • disabled must have same employment (1) rights • 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 marks |
| 3(c) | <p>Maximum 2 marks for each description. Up to three marks available for each explanation. They must be different.</p> <ul style="list-style-type: none"> • airport operators must ensure services like wheelchairs and helpers are provided for disabled (1) to allow them good access onto the planes(1). They cannot charge for these services because if they do they are treating disabled people worse than the able bodied (1) • hoteliers must ensure they have rooms with wide doors so that wheelchair users can get into rooms as easily as the able bodied(1). They must ensure they have services in place such as alarm lights and Braille menus (1) so that customers can stay and know that they can expect the same level of care as others (1). | 6 marks |
| Total for Question 3 | | 11 marks |

| Question | Example answer | Marks awarded |
|-----------------------------|---|----------------|
| 4(a) | <p>1 mark for each role. Up to maximum of 2 marks.</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). | 2 marks |
| 4(b) | <p>Up to 6 marks available for explanation. Maximum 2 marks for description. Maximum 4 marks if answers do not compare ABTA and independently booked breaks.</p> <ul style="list-style-type: none"> • ABTA bonded travel agents are covered by the ABTA Code of Conduct (1) and pay a fee to an ABTA bond (1). They book tour operators who are also bonded (1). This means if the tour operator or travel agent goes bust (1) the girls will not lose their money as ABTA will pay it back (1) from the bond. If the girls book the flights themselves the airline may not be bonded (1) and therefore they will not get their money back(1). | 6 marks |
| Total for Question 4 | | 8 marks |

| Question | Example answer | Marks awarded |
|-----------------------------|--|-----------------|
| 5(a) | <p>1 mark for each small scale emergency.</p> <p>E.g.</p> <ul style="list-style-type: none"> • help ill people find a doctor (1) • offer help with translation if customers don't speak the language and need to go to the police station (1) • lost passport (1). <p>Plus any other suitable answer (1).</p> | 2 marks |
| 5(b) | <p>Up to 4 marks for a suggestion, 1x4, 2x2, 4x1. Repetition will not be credited.</p> <p>E.g.</p> <ul style="list-style-type: none"> • to stay away from certain areas known to be trouble spots (1) • not to carry too much cash (1) • not to antagonise the locals (1) • don't get too drunk (1). <p>Plus any other suitable answer (1).</p> | 4 marks |
| 5(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 nurse(1) to accompany the injured/sick person home on the plane (1) • they administer any first aid that is required (1). | 4 marks |
| Total for Question 5 | | 10 marks |

| Question | Example answer | Marks awarded |
|-------------|--|----------------|
| 6(a) | <p>1 mark for each example. Maximum 2 marks.</p> <ul style="list-style-type: none"> • wars (1) • terrorist attacks (1) • strikes (1) • natural disasters (1) • major outbreaks of disease (1) • plane and train crashes (1). | 2 marks |
| 6(b) | <p>Up to 3 marks for each suggestion. Maximum 3 marks in total, if suggestions not justified. Maximum 3 if concentrating on theft in general rather than identifying theft.</p> <ul style="list-style-type: none"> • explain what identity theft is (1) so that holiday makers realise how losing their passport can make them vulnerable(1) to all sorts of crimes like losing money as well as their passports (1) • suggest holiday makers use the hotel safe (1) as this will mean their passport and other valuables are more protected from theft (1) and if they go missing insurance companies will pick up replacement costs (1). | 6 marks |

| Question Number | | Indicative Content |
|-----------------|-----------|--|
| 6(c) | | <p>Level 1 - The airlines flew people home. The tour operators contacted customers.</p> <p>Level 2 - The tour operators worked well with the airlines to get as many people out as quickly as possible. Cancelling holidays to free up seats on planes was a good idea. The Foreign Office was poor to start with when it did not say it would pay to fly home the dead, however the Prime Minister reacted quickly to say the government would pay to bring home the dead which was an excellent announcement at this time.</p> <p>Level 3 - There were good parts and poor parts in the response to the tsunami. Tour Operators and Airlines were quick in their immediate response to bring home survivors and this was good as many people were traumatised and injured. However they did not appear to fully grasp the extent of the death toll and damage for a while which was bad as their advice could not take all the facts into account.</p> <p>The Foreign Office and Government were slow in their response and failed to help people with their immediate problems such as paying to get their dead sent home and ensuring relatives weren't just buried without identification. However they did get better when pressure was placed upon them.</p> <p>However now it would seem the travel industry has abandoned the local people living in these areas which is bad as it will mean many cultures may disappear and people will be forced away. It is bad to see that the greed to make money in the tourism industry is threatening people's homes.</p> |
| Level | Mark | Descriptor |
| Level 1 | 1-3 marks | Basic responses that are descriptive and mainly theoretical. Taken from extracts provided only. |
| Level 2 | 4-6 marks | Some analysis and link to emergency situation. Own interpretation of evidence present. |
| Level 3 | 7-8 marks | Detailed analysis and clear link to emergency situation. own interpretation of evidence very clear. |

| Question | Example answer | Marks awarded |
|----------------|---|----------------|
| 6(d)(i) | <p>Up to 4 marks available 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 marks |

| Question Number | | Indicative Content |
|----------------------------------|-----------|--|
| 6(d)(ii) | | How industry dealt with the situation must be appropriate and realistic. |
| Level | Mark | Descriptor |
| Level 1 | 1-3 marks | Basic responses that are descriptive and mainly theoretical. |
| Level 2 | 4-6 marks | Some assessment and link to emergency situation. |
| Level 3 | 7-8 marks | Detailed assessment and clear link to emergency situation. |
| Total for Quest | | 28 marks |
| TOTAL FOR PAPER: 90 MARKS | | |