

# Mark Scheme (Results)

## January 2011

GCE

GCE Travel and Tourism (6991/01)

Unit 5: Travelling Safely

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## Assessment Objectives

There are four assessment objectives for GCE in Travel and Tourism. They detail the knowledge, skills and understanding that the learner is required to demonstrate.

For this qualification, assessment objective descriptions and the weightings for each assessment objective are given below.

<b>AO1</b>	<b>Demonstration of knowledge, understanding and skills</b> Candidates demonstrate knowledge and understanding of the specified content, and of related skills in vocationally-related contexts.
<b>AO2</b>	<b>Application of knowledge, understanding and skills</b> Candidates apply knowledge and understanding of the specified content, and of related skills in vocationally-related contexts.
<b>AO3</b>	<b>Research and analysis</b> Candidates use appropriate research techniques to obtain information to analyse vocationally-related issues and problems.
<b>AO4</b>	<b>Evaluations</b> Candidates evaluate information to make judgements, draw conclusions and make recommendations about vocationally-related issues and problems.

Unit	AO1	AO2	AO3	AO4
1	25-30%	25-30%	20-25%	20-25%
2	30%	25%	25%	20%
3	30%	25%	25%	20%
4	30%	25%	25%	20%
5	25-30%	25-30%	20-25%	20-25%
6	30%	30%	20%	20%
7	20-25%	20-25%	25-30%	25-30%
8	20%	25%	30%	25%
9	20%	25%	25%	30%
10	20-25%	20-25%	25-30%	25-30%
11	20%	25%	25%	30%
12	20%	25%	25%	30%



Question Number	Answer	Mark
<p>1 (a)</p> <p>A01</p>	<p>1 mark for the correct name of one organisation.</p> <ul style="list-style-type: none"> <li>• CAA(1)</li> <li>• Civil Aviation Authority(1)</li> <li>• IATA(1)</li> <li>• International Air Transport Association (1)</li> <li>• EASA(1)</li> <li>• European Aviation Safety Agency (1)</li> <li>• JAA(1)</li> <li>• Joint Aviation Authorities(1)</li> </ul>	<p>(1)</p>
<p>1 (b)</p> <p>A01</p>	<p>Up to 2 marks available for each role described. Eg</p> <ul style="list-style-type: none"> <li>• Sets standards(1)</li> <li>• Baggage and ticketing standards(1)</li> <li>• Coordinates airlines for ticketing(1)</li> <li>• Leads industry initiatives(1) on safety, security, environment</li> <li>• Accredits travel agents(1)</li> <li>• IATA Billing and Settlement Plan(1) manages flow of money from agents to airlines(1)</li> <li>• issue ATOLs(1) which protect customers(1)</li> </ul>	<p>(4)</p>

Question Number	Answer	Mark
1 (c)  AO1 AO2	<p>Up to 3 marks for each impact explained. Max 2 marks for each if described only.</p> <p>Check the holiday is there and ready(1)</p> <p>Tour operators and principals should have an official legal contract between one another. (1) This will spell out that customers travel arrangements cannot be changed less than 14 days before departure. (1) This means all parties understand their responsibilities. (1)</p> <p>Tour operators should pay principals promptly(1) as they are therefore committed to providing the service. (1) Customers are more guaranteed of receiving what they booked(1) if principals have been paid to provide it. (1)</p> <p>If principals cancel or change a booking tour operators should not use them. (1) principals will not have any money in that case(1) so there is an incentive not to change bookings. (1)</p>	(6)
	Total for Question 1	11 marks

Question Number	Answer	Mark
2 (a)(i)  AO2	<p>Up to 3 marks available for description.</p> <p>Eg Margita, her son and the nanny require passports. (1) They need to be valid for six months. (1) Passports issued to children must contain a photo (1) and state the nationality.(1)</p>	(3)
2 (a)(ii)  AO2	<p>Up to 3 marks available for description</p> <p>Eg Visas are not required by Margita, her son or the nanny. (1) The nanny will be charged a processing fee on arrival. (1) Must pay in cash only. (1) Cost of fee US\$ 132. (1)</p>	(3)

2 (b) A02	<p>Up to 4 marks available for identification of health advice. Eg Vaccinations are required for hepatitis A (1) and tetanus. (1) Vaccinations are sometimes required for diphtheria, rabies and typhoid. (1) Vaccinations against tuberculosis and hepatitis B are sometimes recommended. (1) In rural Chile care should be taken to avoid the Hanta virus. (1) Health insurance is essential. (1) Emergency services can be dialled free. (1) For medical emergencies private services may deliver more modern equipment and a faster response. (1) Emergency number is 131(1) Standards of hygiene are relatively high(1) Rustic cabins should be well aired and free of rodents(1)</p>	(4)
2 (c)(i) and (ii) A01	<p>Up to 2 marks available for description of causes. Up to 2 marks available for description of symptoms. Eg Typhoid can be caused in 3 main ways; contaminated sewage gets into drinking water(1) An infected person handles food without washing his or her hands (1) Bacteria is transferred to food by flies (1)which have been feeding on infected stools/faeces. (1)  Symptoms - headache,(1) fever, (1) loss of appetite, (1) joint pain,(1) sweating, (1) sore throat,(1) constipation,(1) stomach pains, (1) rash,(1) vomiting, (1) diarrhoea. (1)</p>	(4)
<b>Total for Question 2</b>		<b>14 marks</b>

Question Number	Answer	Mark
3 (a) A01	<p>1 mark available for correct name.  Trades Description Act (1) EU Directive (1)</p>	(1)

Question Number	Answer	Mark
<p>3 (b)</p> <p>A04</p>	<p>Up to 2 marks available for each recommendation. Up to 2 marks available for each justification. Recommendations must be significantly different otherwise answer will only be credited once.</p> <p>Eg</p> <p><b>Recommendation</b> Make sure staff read descriptions of services and facilities in brochures carefully. (1) They know how to ask for further information if they are unsure. (1) Ensure staff are fully trained. (1) Know the consequences of giving bad advice. (1) Give customers a print out of what they have booked. (1) Get them to sign against what is included. (1)</p> <p>Make sure everything is included(1)</p> <p><b>Justification</b> This would mean that staff/customers are knowledgeable and clear about what is being offered. (1) And that if they need to check they know how to do so. (1)</p> <p>This would mean that staff understand they could be breaking the law if they give wrong advice(1) and that they or the agency will get into serious trouble. (1)</p> <p>because this will give customers satisfaction(1)</p>	<p>(8)</p>
<p>3 (c)</p> <p>A01</p>	<p>Up to 4 marks available for summary. 1 mark for each appropriate point made.</p> <p>Max 2 marks for examples e.g. lifts in hotels, wider doors(1)</p> <p>E.g. Aims to end discrimination against disabled people. (1) Allows the government to set minimum standards (1) so that disabled people can use public transport easily. (1) Gives disabled people rights in accessing hotels, airports, etc. (1) Gives rights to information about transport, eg timetables, in a format accessible to the disabled person. (1)</p>	<p>(4)</p>
	<p><b>Total for Question 3</b></p>	<p><b>13 marks</b></p>



Question Number		Indicative Content
4 (a)	A03	<p>Likely to refer to:</p> <p>Passengers</p> <ul style="list-style-type: none"> <li>• No queuing at airport so people can move through to departure quicker</li> <li>• Can check in from the comfort of their own home which means the hassle and frustration often felt at airport can be removed</li> <li>• You have to print off documentation which means you have to have access to a printer</li> <li>• Not everyone has a computer so they are being treated unfairly</li> </ul> <p>Airline</p> <ul style="list-style-type: none"> <li>• You do not have to have as many staff involved in check in which saves costs</li> <li>• People may check in for the flight but then not turn up for the flight so you don't know if they are at the airport or not</li> <li>• Can't check passenger documentation until just before they board the plane which could cause hold ups if there is a problem</li> <li>• Do not need to keep check-in desks open as long which again saves the airline money</li> </ul>
Level	Mark	Descriptor
	0	No rewardable material.
1	1-3	Basic responses that are mainly descriptive/theoretical. Possibly limited reasoning/application.
2	4-6	Responses with some explanation/application. Responses may have clear application and some explanation or clear explanation with some application. May concentrate on advantages or disadvantages rather than giving a balance.
3	7-8	Focused responses with sustained explanation and application. There will be a balance in the advantages and disadvantages in checking in on the internet.

Question Number	Indicative Content	
4 (b)  QWC  AO3	<p>Likely to refer to:</p> <p>Stops the wrong people getting onto flights for example, terrorists.</p> <p>Boarding passes operate as an additional check for the airline industry Airlines can whisk people many miles in a short period of time so it is important they are sending the right people to the right destinations otherwise chaos could happen.</p> <p>A passport identifies the person however it cannot act as a check to ensure the person is getting on the right flight.</p> <p>The airline will have a passenger list to check off but in a busy airport if the wrong person turns up you need to know where to send them if they go wrong so having a boarding pass means this is easy for staff.</p> <p>It also adds additional security when there is the constant threat of a terrorist attack.</p> <p>It could be quite easy for someone to enter a departure lounge with just a passport but if they need a boarding pass as well this is just an extra security check on where they are going and what they are doing. It ensures only those booked on flights can leave British territory for the departure lounge.</p>	
Level	Mark	Descriptor
	0	No rewardable material.
Level 1	1-3	<p>Basic responses that are mainly descriptive/theoretical. 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 clear application and some analysis or some application and clear analysis. Linked to travel and tourism security but not really pulling out in depth the key features affecting them.</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. Constantly focusing on the travel and tourism organisations and linking back to adopted measures.</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>
		<b>Total for Question 4      16 marks</b>

Question Number	Answer	Mark
<p>5</p> <p>A04</p>	<p>Up to 4 marks available for suggestions. Up to 4 marks available for justifications.</p> <p>Eg</p> <p><b>Action</b> Stop families with small children travelling to the hotel (1)</p> <p><b>Justification</b> as they are the ones small enough to slip under or between bars on balconies (1)until the problem is fixed</p> <p><b>Action</b> Send a representative over from the UK to look at the balcony(1)</p> <p><b>Justification</b> to ensure health and safety regulations have not been breached(1)</p> <p><b>Action</b> Put up notices in rooms and get tour reps in their talks to tell parents not to leave small children on the balconies alone(1)</p> <p><b>Justification</b> as constant supervision could ensure they don't come to any harm(1)</p> <p><b>Action</b> Tour operators should have a minimum standard of balcony that they will accept for their hotels - certain height, fully boxed in (1)</p> <p><b>Justification</b> so that children would be very unlikely to come to any harm on them(1)</p> <p><b>Action</b> The hotel could move families to lower floors(1)</p> <p><b>Justification</b> so the risk of children coming to serious harm is greatly reduced(1)</p>	<p>(8)</p>
	<p>Total for Question 5</p>	<p>8 marks</p>

Question Number	Answer	Mark
6 (a) AO2	Up to 4 marks available. Eg Emergency medical (1) surgical (1) hospital (1) ambulance (1) nursing fees. (1)	(4)
6 (b) AO2	Up to 2 marks available for description. Eg Bill's mum needs to contact Emergency Assistance Service(1) to gain authorisation before booking transport and accommodation. (1)	(2)
6 (c) AO1	Up to 2 marks available for identification of situations. Eg Cancellation of travel (1) Curtailed of travel (1) Loss or theft of baggage (1) Loss or theft of passport - cost of getting an emergency one (1) Personal liability (1) Legal expenses and assistance (1) Any other viable answer.	(2)

Question Number	Answer	Mark
<p>6 (d)</p> <p>AO</p>	<p>Up to 2 marks available for each recommendation. Up to 2 marks available for each justification. Recommendations must be significantly different otherwise answer will only be credited once.</p> <p>Eg</p> <p><b>Recommendation</b> The backpacker should text or ring relatives regularly(1) and let them know where he or she is (1)</p> <p><b>Justification</b> So that people left back home know where he or she is(1) so it is easier to get in touch with him or her(1)</p> <p><b>Recommendation</b> Make sure they have travel insurance(1)</p> <p><b>Justification</b> So covered for emergency situations(1)</p> <p><b>Recommendation</b> The backpacker should leave a copy of insurance details(1) and other documentation like passport(1)</p> <p><b>Justification</b> So that people back at home know who to contact for insurance details(1) and can advise embassy etc of any passport details if it gets lost(1)</p> <p><b>Recommendation</b> Relatives at home should keep important documentation and the Endsleigh insurance help line number in a safe place known by everyone(1)</p> <p><b>Justification</b> So that either the family or the backpacker knows where the information is(1) and can get someone to get hold of it easily(1)</p>	<p>(8)</p>

Question Number	Answer	Mark
<p>6 (e)(i)</p> <p>A04 expert</p>	<p>Up to 4 marks available for description of situation. Marks to be awarded for level of detail. Situation must be appropriate and realistic.</p> <p>Likely topics could be</p> <ul style="list-style-type: none"> <li>• Terrorist attacks in Mumbai</li> <li>• Collapse of XL</li> <li>• Plane crash in Schipol</li> <li>• Floods in Cumbria</li> </ul>	<p>(4)</p>

Question Number	Indicative Content	
6 (e)(ii)	How industry dealt with the situation must be appropriate and realistic.	
QWC	Strategies may include:	
A03	FCO advising tourists not to travel	
Expert	Insurance companies sending out representatives	
	Tour Operators cancelling flights	
	Collaboration of different bodies (maybe normally competitors) to help provide a constructive solution	
Level	Mark	Descriptor
	0	No rewardable material.
Level 1	1-3	Basic responses that are mainly descriptive/theoretical. Possibly limited reasoning/application.  The candidate uses everyday language and the response lacks clarity and organisation. Spelling, punctuation and the rules of grammar are used with limited accuracy.
Level 2	4-6	Responses with some analysis of how effectively the situation was dealt with by the industry. Theory will be limited and application clear though not always sustained.  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.
Level 3	7- 8	Focused responses with sustained analysis and application. At least two or three different ways of how the industry dealt with the situation will be examined.  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.
		<b>Total for Question 6 28 marks</b>

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