

# Mark Scheme (Results)

June 2011

GCE Travel and Tourism (6991)  
Paper 01

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Question Number	Answer	Mark
1(a)	<p>Up to 2 marks available for each role described. Maximum 4 marks</p> <p>e.g.</p> <ul style="list-style-type: none"> <li>• Overseeing airworthiness (1) of aircraft (1)</li> <li>• Rulemaking(1) and Standardisation of aircraft operations(1)</li> <li>• Licensing of pilots(1)</li> <li>• Monitoring of pilots(1)</li> <li>• Safety of aircraft (1)</li> <li>• Standardisation on Air Traffic Management(1)</li> </ul>	(4)

Question Number	Answer	Mark
1(b)	<p>Up to 6 marks available for explanation</p> <p>e.g.</p> <ul style="list-style-type: none"> <li>• Gets them home</li> <li>• This can be by repaying their deposit(1) and other monies paid(1)</li> <li>• If a CAA/ATOL/ABTA member stops trading(1) then the money paid by members(1) is used to ensure customers don't lose their money(1)</li> <li>• Ensuring they are not stranded abroad (1) because the bonding scheme helps pay for other tour operators/flights (1) to be sent to pick them up(1).</li> </ul>	(6)

Question Number	Answer	Mark
1(c)	<p>Up to 2 marks for correct name. If not quite right 1 mark</p> <ul style="list-style-type: none"> <li>• International Air Transport Association (2)</li> <li>• International Air Transport Authority (1)</li> </ul>	(2)

Question Number	Answer	Mark
2(a)(i)	<p>Up to 4 marks available for description</p> <p>e.g.</p> <ul style="list-style-type: none"> <li>• Both require a valid passport (1)</li> <li>• Passport must have a validity exceeding 6 months (1) after the date of entry in Zambia(1)</li> <li>• The passport must have two blank pages(1)</li> <li>• Zambia does not recognise dual nationality (1) and you must have a passport bearing the exit stamp (1) from the country you have come from.</li> </ul>	(4)

Question Number	Answer	Mark
2(a)(ii)	<p>Up to 6 marks available for description. Do not award for information based around single entry.</p> <p>e.g.</p> <ul style="list-style-type: none"> <li>• British passport holders require a visa (1)</li> <li>• Visas can be obtained from the Zambian High Commission in London(1)</li> <li>• Visa fee US\$80 for multi-entry visa (1)</li> <li>• Multi entry visas must be obtained</li> </ul>	(6)

	<p>before travelling to Zambia(1)</p> <ul style="list-style-type: none"> <li>• Further information contact Zambian High Commission London(1) or visit Zambian Dept for Immigration(1)</li> <li>• On leaving Zambia, non-residents pay departure tax of US\$25(1)</li> <li>• It is possible to obtain a double entry visa at ports (1) for \$80 (1)</li> </ul>	
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Question Number	Answer	Mark
2(b)	<p>Up to 4 marks available for identification of advice. 1 mark for each.</p> <p>e.g.</p> <ul style="list-style-type: none"> <li>• Do not have unprotected sex(1)</li> <li>• Always use a condom</li> <li>• Carry your own sterile medical kit(1) including needles(1)</li> <li>• Do not share needles(1)</li> <li>• Avoid bodily fluids(1) from anyone whose HIV status(1) is unknown to you(1)</li> <li>• Do not inject illicit drugs(1)</li> </ul>	(4)

Question Number	Answer	Mark
2(c)	<p>Up to 6 marks available.</p> <p>e.g.</p> <ul style="list-style-type: none"> <li>• Get necessary inoculations (1)</li> <li>• Only drink or use boiled water (1)</li> <li>• Avoid ice in drinks(1)</li> <li>• Only eat food that has been thoroughly cooked (1)</li> <li>• Don't eat food from street vendors(1)</li> </ul>	(6)

	<ul style="list-style-type: none"> <li>• Seek immediate medical advice if you get diarrhoea(1)</li> <li>• Know your blood group(1)</li> <li>• Carry a sterile medical kit (1) including needles, dressings etc(1)</li> </ul>	
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Question Number	Answer	Mark
3(a)	1 mark for correct answer <ul style="list-style-type: none"> <li>• EU Directive/Travel Directive (1)</li> </ul>	(1)

Question Number	Answer	Mark
3(b)	<p>Up to 4 marks available for explanation. Max 2 marks for description.</p> <p>e.g.</p> <ul style="list-style-type: none"> <li>• This type of event had never happened before(1) so insurance companies could not look at what had happened in the past(1)</li> <li>• In some insurance companies they said this was an act of god(1) and when that happens they are not deemed responsible as it is out of their hands(1)</li> <li>• It was difficult for the insurance companies to blame anyone for this event(1) and therefore usually when there is no one to blame(1) it is considered an act of god(1)</li> <li>• This was such a huge event (1) that insurance companies knew they were going to lose a lot of money (1) and were trying to avoid doing this (1).</li> </ul>	(4)

Question Number	Answer	Mark
3(c)	<p>Up to 2 marks available for each realistic recommendation. Up to 2 marks available for each justification. Recommendations must be different otherwise answer will only be credited once.</p> <p>e.g.</p> <ul style="list-style-type: none"> <li>• The government must set out procedural guidelines (1) that will take place in future for 'out of the normal' events (1). This will mean that all customers involved in an event will know what procedures are in place(1) and when to expect action and how to prepare for this(1)</li> <li>• Improve communication (1) between the government and the airline industry (1). This will mean that customers know who is making decisions (1) and that both sides will be represented (1) and understand why decisions are being taken and the effect (1).</li> <li>• Tell customers what is happening(1) perhaps through TV broadcasts(1) so people know what is happening (1) and can plan better(1).</li> </ul>	(8)

Question Number	Answer	Mark
4(a)	<p>Up to 4 marks available for explanation. Max 2 marks for description.</p> <p>e.g.</p> <ul style="list-style-type: none"> <li>• Holidays are booked often ages in advance(1)</li> <li>• It is difficult to know what could happen in the meantime before you go (1) such as illness or redundancy (1).</li> <li>• Travel arrangements tend to be expensive (1) so people cannot afford</li> </ul>	(4)

	to just lose money if something happens (1). It means customers are covered(1) and will get treatment/money back if something goes wrong(1)	
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Question Number	Answer	Mark
4(b)	<p>Up to 3 marks available for explanation.</p> <p>e.g.</p> <ul style="list-style-type: none"> <li>• Holiday cancellation occurs before the person goes away(1)</li> <li>• Whereas curtailment is whilst you are away (1). So if a close relative dies before you travel you would cancel your holiday and not go (1) but if away and you need to come home you have had some holiday but have had to shorten it to get back(1)</li> </ul>	(3)

Question Number	Answer	Mark
4(c)	<p>Up to 6 marks available for explanation. Max 2 marks for description.</p> <p>e.g.</p> <ul style="list-style-type: none"> <li>• No they will not be covered(1)</li> <li>• The maximum cash that can be insured is £100 per person(1) and the Shahs' had £300 in their deposit box so it will not all be covered(1)</li> <li>• Tesco insurance will not pay the full cost of either the ring (1) or the money (1). This is because although the Shahs' did the right thing by keeping them in their safety deposit box(1) as stipulated in the policy(1) the insurance will only cover one thing up to the cost of £200(1) and Nikki's ring is worth £600(1).</li> </ul>	(6)

Question Number	Answer	Mark
4(d)	<p>Up to 2 marks available for each realistic recommendation. Up to 2 marks available for each justification. Recommendations must be different otherwise answer will only be credited once.</p> <p>e.g. Recommendation</p> <ul style="list-style-type: none"> <li>• Getting a police report and number(1)</li> <li>• Always read the insurance conditions(1) of the premium you have taken out(1)</li> <li>• Follow all the instructions given in the insurance(1) such as keeping your valuables in a hotel safe(1)</li> </ul> <p>Justification</p> <ul style="list-style-type: none"> <li>• Otherwise you won't get any money back(1)</li> <li>• This is because you will then know what you are covered for(1) and can only take the cash out that you would be covered for(1)</li> <li>• This means you have done what the insurance company has asked you to(1) so they will pay out when you have to make your claim</li> </ul>	(8)

Question Number	Indicative Content
5 QWC	<p>Responses may cover the following:</p> <ul style="list-style-type: none"> <li>• Agree with judge as Inghams rep involved with excursion booking</li> <li>• Was described as an Inghams trip which makes it sound like part of the holiday</li> <li>• However was not included as part of the package when originally booked</li> <li>• Could mean holiday makers more at risk if not vetted by tour operators but didn't make difference in this</li> </ul>

		case
Level	Mark	Descriptor
	0	No rewardable material
1	1-3	<p>Basic responses which are mainly theoretical/descriptive. Possibly limited reasoning/application. May consider either positive or negative aspects.</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>
2	4-6	<p>Responses with some analysis/application. Responses may have clear application and some analysis or some application and clear analysis. Both positive and negative aspects considered.</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>
3	7-8	<p>Focused responses with sustained analysis and application of both positive and negative aspects</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>

Question Number	Answer	Mark
6 (a) (i)	1 mark available for correct answer. <ul style="list-style-type: none"> <li>• Small scale emergency (1)</li> </ul>	1

Question Number	Answer	Mark
6 (a)(ii)	<p>Up to 3 marks available for explanation. Max 2 marks for description.</p> <p>e.g.</p> <ul style="list-style-type: none"> <li>• Only 1 person died(1) and although a major problem for his wife(1) large scale events involve upset for far more people(1)</li> <li>• It was a big event for one person(1)</li> </ul>	(3)

	however this does not make it a large scale emergency as only one person was involved(1) so it will not take too much to sort out(1)	
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Question Number	Answer	Mark
6(b) (i)	<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>• Tour operator failure</li> <li>• Severe weather</li> <li>• Terrorist attack</li> <li>• Crashes</li> <li>• strikes</li> </ul>	(4)

Question Number	Indicative Content
6(b)(ii) QWC	<p>Likely examples may include:</p> <ul style="list-style-type: none"> <li>• Tour operator failure</li> <li>• Severe weather</li> <li>• Terrorist attack</li> <li>• Crashes</li> <li>• Strikes</li> </ul> <p>Negative impacts</p> <ul style="list-style-type: none"> <li>• Lack of action</li> <li>• Waste</li> </ul> <p>Positive impacts</p> <ul style="list-style-type: none"> <li>• Collaboration</li> <li>• Speed</li> <li>• Dynamic/thinking ahead</li> </ul>

Level	Mark	Descriptor
	0	No rewardable material
1	1-3	<p>Basic responses which are mainly theoretical/descriptive. Possibly limited reasoning/application. May consider either positive or negative aspects.</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>
2	4-6	<p>Responses with some analysis/application. Responses may have clear application and some analysis or some application and clear analysis. Both positive and negative aspects considered.</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>
3	7-8	<p>Focused responses with sustained analysis and application of both positive and negative aspects</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>

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