

Moderators' Report/
Principal Moderator Feedback

Summer 2015

Pearson Edexcel GCE
in Travel and Tourism(6991)
Paper 01 Travelling Safely

Edexcel and BTEC Qualifications

Edexcel and BTEC qualifications are awarded by Pearson, the UK's largest awarding body. We provide a wide range of qualifications including academic, vocational, occupational and specific programmes for employers. For further information visit our qualifications websites at www.edexcel.com or www.btec.co.uk. Alternatively, you can get in touch with us using the details on our contact us page at www.edexcel.com/contactus.

Pearson: helping people progress, everywhere

Pearson aspires to be the world's leading learning company. Our aim is to help everyone progress in their lives through education. We believe in every kind of learning, for all kinds of people, wherever they are in the world. We've been involved in education for over 150 years, and by working across 70 countries, in 100 languages, we have built an international reputation for our commitment to high standards and raising achievement through innovation in education. Find out more about how we can help you and your students at: www.pearson.com/uk

Summer 2015

Publications Code UA040850

All the material in this publication is copyright

© Pearson Education Ltd 2015

General Comments

The paper followed the format of a question and answer booklet. Students were required to respond in the spaces provided. There were 5 questions and 90 marks were available.

The questions only related to the travel and tourism industry. All questions linked to the information under 'what you need to learn' in the qualification specification.

The questions were linked to the assessment objectives. Students therefore needed to demonstrate knowledge and understanding and skills in vocationally related contexts. Students needed to use appropriate research techniques to obtain information to analyse vocationally related issues and problems. Finally students were required to evaluate information to make reasoned judgements, draw conclusions and make recommendations about vocationally related issues and problems.

Most students attempted all questions and consequently they picked up marks across the paper.

Question 1

Q1(a) Most students scored the mark available for Civil Aviation Authority (CAA).

Q1(b) Most students were better at describing how the CAA can affect the operation of airlines rather than tour operators. Although the answers on airlines were often vague giving answers such as 'safety'.

For example, 'key in ensuring safety of both staff and guests and therefore regulate standards which airlines must stick to in order to be safe.' This response scored one mark. There was insufficient detail for the examiner to feel the student fully understood the role.

One answer that scored well on tour operators:

'The CAA regulate an ATOL system which is to protect customer bookings and money in certain events which means tour operators need to abide by the rules of the ATOL system which the CAA sets standards for.'

Q1(c) This question differentiated well between students. Quite often students gave the same type of answer twice so there was too much repetition for them to be awarded full marks. Too many students did not provide answers about why ABTA is beneficial to Travel Agents, concentrating instead on the customer.

One answer that scored the full 6 marks:

1. 'It gives confidence to customers as travel agencies can display the ABTA logo to show that the customer's money will be protected so customers will be much more likely to book with an ABTA registered travel agent.'

2. ABTA acts as an independent mediator for customer complaints so travel agencies have an unbiased organisation that has the interests of the travel agent and the customer at heart so complaints are resolved quickly.'

Question 2

Q2(a) This question was answered well with the majority of students scoring the two marks available: A typical response:

'Is when a female mosquito carries a parasite and bites a human transferring this into the bloodstream of the human.'

Q2(b) This was not as well answered as might have been expected. Many answers referred to taking out health insurance if you get malaria but the question was about avoiding contraction.

One response that gained the 4 marks available:

'Take malaria prevention tablets before, during and after travel. Use a mosquito net when sleeping. Wear long sleeved clothes to avoid bites and use insect repellent.'

Q2(c) (i) (ii) This question was well answered by most students. The correct choice of Double Entry Tourist Visa for Amit was made and Multiple Entry Tourist Visa for Nicky. Sometimes marks were lost for the justification. Some students just stated what the visa type allowed rather than applying it to the needs of the customer in the scenario.

Below are examples of answers that scored well:

'Double Entry Tourist Visa

Because can travel to a third country during their holidays and can re-enter into India without a gap of two months to continue their holiday.'

'Multiple Entry Tourist Visa

Nicky can travel to India multiple times within the visa duration permitted but she can re-enter into India only after a gap of two months from the last exit day which she is doing – four months each time.'

Q2(d)

This was a differentiator question. Some students did not seem to realise that British Airways have a duty to check on passports and visas to ensure their customers have the necessary paperwork to enter a country. Others concentrated merely on this aspect rather than the other reasons that these travel restrictions are in place.

One response that scored 7 marks:

'If British Airways fails to check the validity of passengers passports and visas before flying them to their destinations then they could incur costs as they will have to compensate the customer for any cost they have to pay to get them to their destinations and they would lose out on making a profit as they have to compensate the customer. The customers could also sue the airline as they have failed to check the validity of the passport and visa which again could cost them a lot of money and airlines are all about making a profit.'

British Airways could also be sued as they have failed to provide the necessary security measures which could prevent a possible terrorist from entering the country. All together the implications for British Airways failing to provide the checks is very severe as it costs them a great deal to fly these customers home who cannot continue with their holiday.'

Question 3

Q3(a) Almost all students scored the mark available.

Q3(b) This question was not well answered. Often students just stated what the Data Protection Act covers and how organisations comply, rather than analysing the implications of complying. Many students got 2 marks for description and those who did provided analysis tended to concentrate on cost.

One response that gained 6 marks:

'It will mean that the organisations will have to comply with them otherwise legal action will be taken against the company.

They will have to ensure that their staff are properly trained and informed of the Data Protection Act which will mean the company will have to pay for the training course and materials required.

It might mean the company gets fined if they do not comply with the piece of legislation which might cause people to stop using this company anymore. (No marks awarded for this part as about non-compliance.)

The Data Protection Act ensures that the customers information is not given out to other companies and is kept somewhere securely where no one can see it. Also it ensures the companies dispose of the information properly and when required. (Max 2 marks here for description of the Act)'

Q3(c)(i) This question was usually well answered with students gaining 2-4 marks.

One 4 mark response:

'Yes Mr Randall is covered by Flight Plus Protection because he booked everything in one day over the telephone and when he added the extra car hire he still emailed later on the same day and it was all booked through an ATOL travel agent.'

Q3(c)(ii) This part of the question was not as well answered as the first part.

However a 4 mark response:

'Mr Wilson is not covered by Flight Plus protection because on the first day he made the booking all he booked was his flight and although he then booked the villa with the same ATOL travel agency he did it a week later but to be covered he must have booked them within a day of one another.'

Q3(d) This was a question students should have scored well in. However some tried to explain fewer attributes of the Act rather than to summarise more. The command word must be a key for students to appreciate the type of answer they should be providing.

This did tend to split students as either they knew the Act or they did not. Many confused it with Trades Description Act.

One 4 mark response:

'The main requirements of the Act ensures there is no price fixing so customers do not feel cheated or have to pay a high price. Ensures smaller organisations are able to compete against larger ones. Also controls mergers of organisations so that again smaller ones do not lose out and can still make money as if a larger organisation merged it is difficult competition.'

Question 4

Q4(a)(i) This was not a well answered question as many students confused the role of the Foreign Office with that of insurance companies. Some students outlined what the role of the Foreign Office is rather than to explain how they could specifically help Urvi and Patricia.

One response that gained the 3 available marks:

'The Foreign Office can help because they can contact the UK and get emergency passports out to Urvi and Patricia so that they can get home.'

Q4(a)(ii) Again many students struggled with the application side of this question what the tour operator could do in this specific situation. Many did not think of tour operator representatives.

One answer that scored the 3 available marks:

'They could help with the foreign language as reps speak Greek. They could transfer them to safer accommodation as they know where there are vacancies.'

Q4(a)(iii) The command word here asked for explanation. Students who only described were therefore limited to a maximum of 2 marks. Overall though the marks scored were higher than for the other two sections. Insurance company responsibilities seem to be more readily understood and application was consistent here.

Q4(b) This question did differentiate between students. Some lower scoring answers tended to describe what the insurance policy did and did not cover rather than to assess the suitability for Abena and Perpetua. Some students also only explained what was good or what was bad, their answer was not balanced.

One response that scored the full 8 marks available:

'The travel insurance starts on 15 April 2015 and is for a year until 14 April 2016. This time period covers the time they are going on holiday – in June 2015. The policy also means you can go anywhere within the world so they can go to both Namibia and Zanzibar and be covered. The policy is for a maximum of 28 days per trip and Abena and Perpetua are going in total for 21 days so this also fits. If the holiday is cancelled the limit is £3000 each which is not good as they are each paying £10,000 so they

could lose £7000 if they cancel. Lost baggage/equipment has a limit of £250 per item. They are taking two items – photographic and a tablet computer that have a total value of £4500. If they lost both of these the insurance policy would only pay £500 back to Abena and Perpetua so they will have lost £4000 worth of equipment. This is not ideal for them if they are taking such expensive equipment.'

Question 5

Q5(a) Some students did not fully read the question and failed to provide valid recommendations that the **airline industry** could take. If recommendations were too generic such as 'go to the GP' then 0 marks were awarded. However some students were able to come up with two distinct recommendations scoring maximum marks:

'Before entering the aircraft cabin crew could give each passenger a mouth mask and gloves.'

'This will help passengers be more protected from the diseases that are currently spreading. Furthermore it reduces the chance of more people catching the disease as there will be limited contact between passengers with hands and mouths covered.'

'Introduce better air filtering equipment on board and better sanitation.'

'Diseases like SARS are transmitted through the air by coughs and sneezes therefore with better air filters there is less risk of getting SARS like infections and of spreading them.'

Q5(b)(i) This was generally a well answered question with the majority of students scoring 3-4 marks. Where marks were lost was when students were vague on dates and statistics of number affected.

One response that gained the four marks available:

'Germanwings flight 9252 was a flight from Barcelona to Dusseldorf on the 24th March 2015. It crashed into the French Alps and was originally thought to be an accident but was found to be pilot suicide. All 150 passengers and crew died in the crash.'

Q5(b)(ii) It was clear which students had researched events in readiness for the exam. Also students need to remember to respond to the command word in the question – in this instance 'analyse'. Also they need to provide answers focused on the travel and tourism industry response. Again the student providing the response above produced a response for this question that scored 7 marks:

'It is hard to plan for this type of emergency as you can't guess when a plane is going to be flown into a mountain. However French mountain rescue teams were sent quickly to the crash site to try and recover bodies and the flight's black box recorder which is important when trying to understand what has happened. It is vital this does not fall into the wrong hands and needs to be found quickly. There was fast communication between the government of France and emergency teams to help clear the wreckage and repatriate bodies quickly, this is needed to help grieving relatives. The French government also liaised with Germanwings and air crash investigators to determine the cause of the crash quickly and

efficiently which helped to bring important closure. The CEO of Germanwings was heavily involved with finding out the cause of the crash and communicating with the media, a vital skill when emergency situations arise. From this crash a new procedure where two qualified crew members have to be in the cockpit at any one time was introduced to improve air safety in the future and this has been adopted by most airlines across the world making the possibility of this event occurring again much less likely. Overall this was dealt with as well as could be expected given the circumstances.'

Here the student has used headings such as plan, communication, speed of response, liaison and overall change to structure his response. Many emergency situations can be analysed for effectiveness by using these headings.

Please note that students 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 of diseases
- Natural disasters

In preparing students for the exam, centres are reminded to advise students to read the first page of instructions. Centres are advised to ask students to ensure that they have attempted all questions. Students must make sure they follow the instructions of the question ie describe, explain, assess, analyse etc.

Grade Boundaries

Grade boundaries for this, and all other papers, can be found on the website on this link:

<http://www.edexcel.com/iwantto/Pages/grade-boundaries.asp>

