

Examiners' Report/  
Principal Examiner Feedback

Summer 2016

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

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## General Comments

The paper followed the format of a question and answer booklet. Candidates 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. Candidates therefore needed to demonstrate knowledge and understanding and skills in vocationally related contexts. Candidates needed to use appropriate research techniques to obtain information to analyse vocationally related issues and problems. Finally candidates were required to evaluate information to make reasoned judgements, draw conclusions and make recommendations about vocationally related issues and problems.

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

### Question 1.

**Q1(a)** The majority of candidates scored the mark available for International Air Transport Association. However it was disappointing that a number of candidates failed to gain this easy mark.

**Q1(b)(i)** Most answers on describing a similarity were vague giving answers around safety. No answers around the role of forum for discussion or communication were given. Most candidates scored one out of the two marks available.

**Q1(b)(ii)** Candidates tended to score better marks for this question than for (b)(i). Many candidates were able to score the two marks available. One example response:

'EASA only looks after European standards whereas IATA looks after the majority of things internationally and works with bodies across the world.'

**Q1(c)** This question differentiated well between candidates. Those candidates who understood the ATOL license tended to score well and gained three to four marks. However a high percentage of candidates did not show knowledge of this scheme and therefore did not pick up the marks available.

One response that scored the four marks available:

'The CAA offer ATOL to tour operators to protect their customers if they go out of business by giving them a refund or flying them back from their holiday destination. This makes customers more likely to book with ATOL protected tour operators as they feel safe.'

### Question 2.

**Q2(a)** This question again differentiated between candidates. Lower scoring candidates were unable to fully apply their answers to the scenarios of a theme park or an airline and therefore tended to provide very generic answers such as 'provide lifts' which are required in any working environment. This lack of application restricted marks.

One answer that scored maximum marks:

Theme parks

'It would mean that theme parks will have to make adjustments to rides with ramps leading up to them so that people in wheelchairs can actually access the ride.'

Airlines

'Airlines must liaise with airports to ensure that there is a special lift for passengers who cannot enter the plane via the steps if the airline is not attached to a finger.'

**Q2(b)** Candidates tended to score one out of the two marks available here. There was much repetition in candidate responses around descriptions being accurate. The one mark awarded to most candidates tended to be around 'pricing/description to be clear.' Candidates tended not to refer to the Act applying to all products whether tangible or intangible or that customers need to be advised of any changes being made to bookings they have made.

**Q2(c)** Most candidates scored three to four marks here. They tended to concentrate on the passwords being required to meet the requirements of the DPA, rather than looking at a range of other important considerations such as upsetting customers if their details are leaked. The importance to staff was also often overlooked.

One response that scored mid mark band two marks:

'Having secure passwords allows customers and hotels details to be protected so third party customers can't access information. The DPA states that it is a legal requirement to keep information safe and protected and shouldn't be used unless necessary. So the importance of passwords and hotel systems being secure is a necessity because you need to ensure customers can trust you with their information and the company should use it correctly so staff should be given the right training into making sure customer information isn't breached or used incorrectly because if the hotel's information on customers or staff gets out, customers or staff could sue the hotel company.'

**Q2(d)** This question was not well answered as many candidates did not seem to know what the Fair Trading Act does. Many candidates seemed to believe it was about ensuring prices for customers were clear and there were not hidden extras.

One response that scored the four marks available:

'The Fair Trading Act ensures that businesses are trading fairly and aren't taking advantage of their customers. For example the Act stops businesses from price fixing where they would work with their competitors to agree prices which are higher than necessary. This therefore means that customers would be protected as prices would be fair and no price fixing would take place. This would allow customers to make informed choices when purchasing a product and that they wouldn't be forced into paying a price which isn't fairly set. For example with airlines that have been stopped from working with their competitors to set prices higher as a cartel.'

### **Question 3.**

**Q3(a)(i)** Some candidates confused the contraction of hepatitis C with malaria stating that it could be contracted through a bite. It is also rare for hepatitis C to be contracted via unprotected sex but this was also sometimes stated as a main cause. However many did score at least 2 out of the 3 marks available here.

One response that scored 3 marks:

'It is when the blood or bodily fluids of an infected person gets in contact with someone else's blood stream. It is most commonly got when someone shares needles or uses dirty needles for tattoos.'

### **Q3(a)(ii)**

This was a well answered question with the vast majority of candidates scoring the two marks available. The most common answers were 'flu-like symptoms/fever' and 'headaches'.

**Q3(b)(i)(ii)** This question was generally well answered. The most common diseases referred to were malaria and cholera.

E.G. 'Malaria: Take malaria prevention tablets before, during and after visiting Kenya.'  
'Cholera: Make sure you drink bottled water or water that has been boiled.'

**Q3(c)** This was a question that differentiated between candidates. Most did not break down this question to look at the impact on different sectors of the industry which meant they tended to give quite generic simplistic answers which restricted the marks that could be awarded. These weaker answers tended to refer to 'security risks' only.

One response that gained mark band two marks:

'A negative implication is that if an airline failed to do this they would be responsible for the people if they couldn't enter the country so they would have to pay to fly them to another destination or home. This would cause them to lose money as they may wish to sue the airline. Another implication is that they could be letting in terrorists or convicts into countries where they are not allowed. If airlines do this and don't check properly this would lead to them having a bad reputation and fewer customers would travel with them.'

The EU package directive and ABTA state that travel agents and tour operators must provide any health and visa information to their customers when booking the holiday so customers could sue if they fail to comply with these directives.'

**Q3(d)** This question was a surprise differentiator between candidates. Many struggled to provide valid answers here with the most common incorrect response being 'because they offer cheap flights.' Candidates scoring two or more marks gave responses around this costing the airline money or slowing boarding time/check-in down.

## **Question 4**

**Q4(a)** This was a question that has appeared in previous series but still proved to be a differentiator between candidates.

One response that gained the three marks available:

'Medical assistance companies are hired so that they can get nurses and doctors to accompany seriously injured or ill people on their flights home. This is if they are too unwell to travel on their own. They are often sent by insurance companies looking after one of their customers. Doctors and nurses will provide the necessary treatment or first aid to the person who needs it.'

**Q4(b)(i)(ii)(iii)** The insurance company and foreign office sections of this question were better answered than the tour operator section. The answers regarding tour

operators were sometimes very confused and overlapping with the other two agencies. However the majority of candidates were able to show understanding of insurance companies providing cover for medical care and/or stolen property and the Foreign Office providing help to gain new/replacement passports to travel home. Please note the command word for this question is explain, but many candidates merely described which restricted the marks that could be awarded.

The following responses each gained the three marks available:

Insurance company: 'The insurance company will help claim for the money which has been stolen and the cost of the property because they would be covered they are able to put a claim in and they would pay for the treatment Oscar would receive medically again because they are covered.'

Tour Operator/representative: 'They can help them get alternative transport or accommodation if they have to stay longer or need a different way to get home. Also as they speak the language they can help with communication and form filling.'

Foreign Office: 'The Foreign Office will make sure they are safe and give them support. They will contact the British passport office so that they have replacement passports sent out so they are able to return home.'

**Q4(c)** This question was not so well answered. The command word for this question is describe not explain. Many candidates failed to notice this and explained which made answering more difficult. Some candidates also failed to read the question properly and didn't notice that they needed to describe **one other** way that these agencies could help tourists.

One response that gained maximum marks:

'Insurance company: If people lose their luggage or have flights cancelled they can compensate them the amount agreed in their insurance terms.'

Tour Operator/representative: The tour operator representatives can deal with complaints made to them by logging these complaints and referring to both the UK tour operators or the accommodation and try to resolve.

Foreign Office: They can provide a safe haven if there is a terror attack or civil unrest at one of their consulates. Provide advice before people travel on whether it is safe or not.'

**Q4(d) (i) (ii) (iii)** The vast majority of candidates were able to read the information provided and gain the four marks in total available for this question.

**Q4(e)** This was a question that differentiated between candidates. Many provided much description in their answers before making statements such as 'this is good', and tended to gain mark band one marks. However others were able to look at a number of different aspects and make both positive and negative justified comments. Overall there is room for improvement in the answering of this type of question. One response that gained mid mark band two marks:

'British Airways lost and damaged baggage information tells customers clearly how to apply about their lost luggage and ensures customers know to advise the airline straight away. However there is no indication what to do if you have received your luggage and it is damaged. So they need to ensure there is details of how to contact British Airways about claiming for their damage as it could be expensive. If lost it gives a good indication how to fill in the form to make the process quicker, however essential items could also be deemed as laptops, phones, jewellery – it doesn't make

it clear how to claim for more expensive items which could be a greater loss to the customer. Overall British Airways oversees the situation quite well.'

## **Question 5**

**Q5(a)** This question did differentiate between candidates. Some lower scoring candidates either did not refer to the effectiveness of travel and tourism organisations, or tended to describe the stem of the question again rather than to evaluate the effectiveness.

One response than gained mid mark band two marks – note this response broke down the answer to evaluate the effectiveness of a number of different travel and tourism sectors:

'On the whole travel and tourism organisations reacted well to the major outbreak as before it took place all tourists were advised to leave the province and surroundings to provide them with absolute safety. However it wasn't well organised as people did not expect such a major effect in the city and in relation to accommodation providers. They did not provide their customers with safety as they allocated them on higher floors of the hotel instead of advising them to fly home and this caused injuries as the tourists were clinging to roof rafters to escape the torrent of water. Transport links also did not organise themselves effectively as the runway and parked planes were badly damaged which indicates that in order for them to reduce damage aircraft should have been flown off the island.'

**Q5(b)** This type of question has appeared on previous papers and candidates scored well here. It was evident that they had undertaken research of large-scale emergency situations and they were able to describe these fully.

PLEASE NOTE THAT CANDIDATES 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 DIASTERS

In preparing candidates for the exam, centres are reminded to advise candidates to read the first page of instructions. Centres are advised to ask candidates to ensure that they have attempted all questions. Candidates must make sure they follow the instructions of the question i.e. 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.aspx>

