



Pearson

Mark Scheme Results

Summer 2017

Pearson Edexcel GCE
In Travel & Tourism (6991/01)
Unit 5: 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 2017

Publications Code 6991_01_1706_MS*

All the material in this publication is copyright

© Pearson Education Ltd 2017

General Marking Guidance

- All candidates must receive the same treatment. Examiners must mark the first candidate in exactly the same way as they mark the last.
- Mark schemes should be applied positively. Candidates must be rewarded for what they have shown they can do rather than penalised for omissions.
- Examiners should mark according to the mark scheme not according to their perception of where the grade boundaries may lie.
- There is no ceiling on achievement. All marks on the mark scheme should be used appropriately.
- All the marks on the mark scheme are designed to be awarded. Examiners should always award full marks if deserved, i.e. if the answer matches the mark scheme. Examiners should also be prepared to award zero marks if the candidate's response is not worthy of credit according to the mark scheme.
- Where some judgement is required, mark schemes will provide the principles by which marks will be awarded and exemplification may be limited.
- When examiners are in doubt regarding the application of the mark scheme to a candidate's response, the team leader must be consulted.
- Crossed out work should be marked UNLESS the candidate has replaced it with an alternative response.

Question Number	Answer	Mark
1a	1 mark for: <ul style="list-style-type: none"> International Air Transport Association 	(1)

Question Number	Answer	Mark
1b	Up to 4 marks available for explanation. Max 2 marks for description. e.g. <ul style="list-style-type: none"> The ABTA bonding scheme is paid for by all tour operators/travel agents who belong to ABTA (1) meaning that there is a large pot of money that ABTA can use(1) in the event of one of its members going into administration(1) so that customers can get their money back from the bonding scheme(1) Customers can feel safe with the bonding scheme(1) because it means they can get any monies paid to ABTA members back (1) in the event of the member going into administration(1) because ABTA has the money from the membership fees they charge their members(1) 	(4)

Question Number	Answer	Mark
1c	Up to 2 marks available for description x 2 e.g. <ul style="list-style-type: none"> ABTA represents the interests of travel agencies with government and other powerful bodies (1) by working as a lobbying group (1) ABTA regulates members by a code of conduct (1) to ensure they comply with common rules to serve customers to a set standard(1) <p>Accept any other appropriate regulatory responsibilities.</p>	(4)

Question Number	Answer	Mark
1d	<p>Up to 2 marks available for description x 2 e.g.</p> <ul style="list-style-type: none"> • Restricts the routes airlines can use(1) • Stipulates health and safety requirements on board airlines(1) • The CAA enforces consumer protection rules(1) such as those around compensation for cancelled flights(1) • The CAA operates the ATOL license which tour operators have to apply for(1) ensuring that those deemed suitable to join, have the backing to provide consumer financial protection (1) 	(4)

Question Number	Indicative Content	
1e QWC*	<ul style="list-style-type: none"> • By being explicit on their pricing e.g. no hidden charges • Giving passengers the support and compensation they are entitled to • Applying more than a 2 year limit on claims • Reviewing their approach to assessing passenger claims for flights disrupted by technical faults • Not conferring with other airlines (to fix prices) 	
Level	Mark	Descriptor
	0	No rewardable material
1	1-3	Basic responses that are mainly descriptive and there may be a theoretical understanding of the legislation. The candidate uses everyday language and the response lacks clarity and organisation. Spelling, punctuation and the rules of grammar are used with limited accuracy.
2	4-6	Clear analysis with some application to the policies and procedures related to how airlines comply with the legislation. 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.
3	7-8	Detailed analysis with sustained application to policies and procedures related to how airlines comply with the legislation. The candidate uses specialist terms consistently and the response shows good focus and organisation. Spelling, punctuation and the rules of grammar are used with considerable accuracy.

Question Number	Answer	Mark
2ai	<p>Up to 3 marks available for description e.g.</p> <ul style="list-style-type: none"> • If someone eats food or drinks water that has been contaminated with a small amount of faeces or urine (1) they can become infected with the bacteria(1) • Contracted through limited access to sanitation and clean water (1). It is caused by a bacteria (1) and an infected person can pass the bacteria out of their body in their stools(1) <p>Accept any other appropriate answers.</p>	(3)

Question Number	Answer	Mark
2aii	<p>1 mark available for each symptom given up to max of 2 marks. E.g.</p> <ul style="list-style-type: none"> • High temperature (1) • Stomach ache/ pain (1) • Headache (1) • Muscle Aches (1) • Nausea (1) • Constipation(1) • Diarrhoea (1) • Red rash (1) • Exhaustion (1) • Confusion (1) 	(3)

Question Number	Answer	Mark
2bi	<p>1 mark available for any of the following x 2</p> <p>Angola, Benin, Burkina Faso, Burundi, Cameroon, Central African Republic, Chad, Congo, Cote d'Ivoire, Equatorial Guinea, Ethiopia, Gabon, Gambia, Ghana, Guinea, Guinea-Bissau, Kenya, Liberia, Mali, Mauritania, Niger, Nigeria, Senegal, Sierra Leone South Sudan, Sudan, Togo, Uganda, Argentina, Bolivia, Brazil, Colombia, Ecuador, French Guiana, Guyana, Panama, Paraguay, Peru. Suriname, Trinidad, Venezuela</p>	(2)

Question Number	Answer	Mark
2bii	<p>Up to 2 marks available for description e.g.</p> <ul style="list-style-type: none"> • Transmitted to humans mainly through the bite of an infected mosquito (1). Mosquitos get the virus by feeding on infected primates(1) • Yellow Fever can be transmitted between monkeys and mosquitoes(1) mosquito to human/infected human to mosquito(1) 	(2)

Question Number	Answer	Mark
2biii	<p>Up to 2 marks for each suggestion x 2 e.g.</p> <ul style="list-style-type: none"> • Get vaccinated against yellow fever(1) this vaccination offers protection to over 95% of those who have the vaccine (1) • Ensure you cover up exposed parts of the body(1) as then mosquitoes have less chance of reaching and biting exposed skin(1) • If you are bitten by a monkey or mosquito in endemic areas seek medical advice as soon as possible (1) to receive monitoring and supportive care to ensure not contagious to others(1) <p>Accept any other appropriate answer.</p>	(4)

Question Number	Answer	Mark
3	<ul style="list-style-type: none"> • Mr Choi has not allowed enough time in advance to book his trip (1) because he wants to book 2 months in advance rather than the 3 month visa requirement (1) • Mr Choi applied to stay for 1 year (1) but the visa only allows a 6 months max stay (1) 	(4)

Question Number	Answer	Mark
3bi	<ul style="list-style-type: none"> • Approved Destination Status Agreement Visa (1) • Approved Destination Status Agreement Visa (ADS) (1) 	(1)
3bii	<p>Up to 2x2 marks available for explanation e.g.</p> <ul style="list-style-type: none"> • They are all travelling together in one group (1) • The trip is planned at least 6 months in advance (1) • They are staying for 21 days (1) which is within the maximum permitted of 30 days(1) • There are 8 in the family travelling together(1) which means they meet the number required to be part of a tour group(1) 	(4)

Question Number	Answer	Mark
3biii	<p>1 mark available for a piece of information e.g.</p> <ul style="list-style-type: none"> • Need a blank page in passport (1) • Need to bring previous passports (1) • Passports need to be valid (1) • Colour photograph needed (1) <p>Do not award for Must bring passports –too vague.</p>	(1)

Question Number		Indicative Content
3c		<p>Cost</p> <ul style="list-style-type: none"> • If a customer does not have the correct visa and valid passport they will not have the right to enter the country. They cannot travel and the tour operator will be deemed responsible for this customer. • If visa is not valid the customer will need to be flown home at the tour operator's expense. <p>Reputation/Security</p> <ul style="list-style-type: none"> • Could mean unapproved customers are booked on tours and threaten national security/make the tour operator look very bad as haven't followed procedures properly. <p>Time</p> <ul style="list-style-type: none"> • Tour operator will spend valuable time trying to sort out the customers without the correct paperwork. • Tour operator will need to review its procedures to ensure this does not happen again in the future. • Training staff.
Level	Mark	Descriptor
	0	No rewardable material
1	1-3	Basic responses that are mainly descriptive and likely to be generic.
2	4-6	Clear analysis with specific links to implications for tour operators.
3	7-8	Detailed analysis with sustained links covering a range of implications for tour operators.

Question Number	Answer	Mark
4a	<p>1 mark available for any of the following</p> <ul style="list-style-type: none"> • Trade(s) Description(s) Act (1) • Sale of Goods Act (1) • EU Package Directive (1) 	(1)

Question Number		Indicative Content
4b QWC		<p>Customers</p> <ul style="list-style-type: none"> • Choice to book future travel arrangements with other travel providers • May not get as much monetary value in compensation as they would in vouchers as the money paid out will hit the travel organisation hardest/fastest • More customers may complain if they know they will get money rather than vouchers. <p>Thomas Cook Holidays</p> <ul style="list-style-type: none"> • Will cost the company more as with vouchers they know these will be 'spent' with their company • Vouchers are likely to be added to so the customer is likely to spend more money with the company • Companies know that if customers have a bad experience they are unlikely to travel with them again so they lose repeat business. • When vouchers are not redeemed there will be no cost to the organisation.
Level	Mark	Descriptor
	0	No rewardable material
1	1-3	<p>Basic responses that are mainly descriptive and likely to be generic.</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>Clear analysis with specific links to implications for Thomas Cook Holidays and/or customers.</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>Detailed analysis with sustained links covering a range of implications for both Thomas Cook Holidays and customers.</p> <p>The candidate uses 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
5a	<p>One mark for each correct organisation 1x1</p> <p>e.g.</p> <ul style="list-style-type: none"> • Foreign Office • British Embassy/Consulate • Insurance company • Airline/British Airways <p>Do not accept tour operator</p>	(2)

Question Number	Answer	Mark
5b	<p>Up to 3 marks available for each explanation linked to the chosen organisations</p> <p>e.g.</p> <p>Foreign Office/British Embassy/Consulate</p> <ul style="list-style-type: none"> • The family can contact the Foreign Office to advise that they are safe/express their need for support (1) as the Foreign Office will have staff trying to make contact with British nationals affected(1) and can provide the family with up to date advice on what is being done to repatriate customers (1) • The family can update their status on LOCATE(1) which is provided by the Foreign Office(1) which allows customers to put details of where they are staying and contact numbers <p>Insurance Company</p> <ul style="list-style-type: none"> • The insurance company will have provided the family with a policy document outlining emergency contact details (1) so if they have a problem out of hours they can get help(1) and the insurance company pay for costs associated with getting customers home early (1). <p>Airline/British Airways</p> <ul style="list-style-type: none"> • Can provide the family with up to date information on flights out of the island(1) ensuring they are booked on the flight of their choice from the ones available(1) so they can either leave or stay on the island according to their choice(1) 	(2 x 3)

Question Number	Indicative Content		Mark
6	<p>Positive</p> <ul style="list-style-type: none"> • This is an annual insurance cover which will suit the journalists as they fly often so they will be covered for a number of different journeys • Policy is worldwide which gives them flexibility as there is no guarantee that their journeys will be just domestic or European • The insurance cover has a maximum length of 28 days which is good as journalists can have lengthy assignments <p>Negative</p> <ul style="list-style-type: none"> • The equipment they normally take with them is more valuable than the amount covered so they will not get a large proportion of the money back if something is damaged/lost/stolen • Doesn't appear to have insurance of personal money so any currency/credit cards lost or stolen would not be covered 		
Level	Mark	Descriptor	
	0	No rewardable material	
1	1-3	Basic responses that are mainly descriptive.	
2	4-6	Clear evaluation considering both positive and/or negative aspects.	
3	7-8	Detailed evaluation considering both positive and negative aspects with some justified conclusions.	

Question Number		Indicative Content
7a		Responses may cover the following: <ul style="list-style-type: none"> • Planning • Communication • Having set procedures in place • Having someone in overall control • Liaison between the different parties involved
Level	Mark	Descriptor
	0	No rewardable material
1	1-3	Basic responses that are mainly descriptive and likely to be generic. Not likely to refer to specific researched examples.
2	4-6	Clear recommendations using specific details to show evidence of research and some justification.
3	7-8	Detailed recommendations using relevant examples with sustained justification.

Question Number	Answer	Mark
7b	Up to 4 marks available for description of situation. Marks to be awarded for level of detail. Situations must be appropriate, realistic and to have occurred in the last 5 years. Likely topics could be <ul style="list-style-type: none"> • Air crashes in Asia, Ukraine and Europe • Uprisings in Egypt • Terrorist attacks in Paris and Mali • Japanese earthquake tsunami Marks could be awarded for date (1, number of people affected (1) detail in description of what occurred (up to 2 marks).	(4)