



Mark Scheme (Results)

Summer 2018

Pearson Edexcel GCE
In Travel and Tourism (6991) Paper 01

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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
1 (a)(i)	Up to 2 marks available for description e.g. Airlines • Restricting the routes airlines can use (1) • Stipulates health and safety requirements on board (1) • The CAA enforces consumer protection rules (1) such as those around compensation for cancelled flights (1)	(2)

Question Number	Answer	Mark
1 (a)(ii)	Up to 2 marks available for description e.g. Tour Operators • Runs the legal obligations a tour operator is obliged to adhere to by law (1) • They have to refund customers if their flight is delayed by more than 5 hours (1) • The CAA operates the ATOL license which tour operators have to apply for (1) which provides financial protection for holiday makers if the tour operator goes into administration (1)	(2)

Question Number	Answer	Mark
1 (b)	Up to 4 marks available for each role outlined. e.g. • Licensing of pilots (1) • Monitoring of pilots (1) • Safety of aircraft (1) • Training (1) • Standardisation on Air Traffic Management(1) • Overseeing airworthiness (1) of aircraft • Rulemaking (1)	(4)

Question Number	Answer	Mark
1 (c)	Up to 2 marks available for each aspect described up to max of 4 marks. e.g. • Accurate information so customers can make an informed choice(1) • Advice or assistance on passport, visa and health requirements(1) • A response to any complaint made within 28 days(1) • An offer of a suitable alternative if there are building works (1) that will seriously impair the customer's holiday(1) • Refund of holiday cost if there is significant flight delays (1) and the customer no longer wishes to travel (1) • Resolution of complaints as quickly as possible and if can't be resolved amicably (1) referred to ABTA for resolution/settlement (1)	(4)

Question Number	Answer	Mark
2 (a)	1 mark available for correct identification of legislation • Trades Description Act/Trade Descriptions Act (1) • Sale of Goods and Services Act (1)	(1)

Question Number	Answer	Mark
2 (b)	Up to 3 marks available for explanation. Max 2 marks for description e.g. • It is difficult to judge accommodation ratings in different countries (1) • Different standards mean tour operators cannot always compare a hotel in one country with another based on their star ratings (1) this is because in one country the same hotel might be rated 4*s because it has a business centre whereas in another a business centre might be expected of all 3* hotels (1) and therefore the same hotel would be judged differently because of the different standards applied (1) • Standards in other countries may be lower than in the UK (1) so when they get to the resort they complain (1) to the rep that the hotel has a poorer service so the operator has to spend time explaining the differences to the customer (1) • In some situations the customers send a letter of complaint (1) which takes time to respond to (1) and in some cases there is expense incurred due to ex gratia payments (1)	(3)

Question Number	Answer	
2(c) AO4	Up to 4 marks available for recommendations. Up to 4 marks available for justification. e.g. Recommendation • Set their own ratings (1) • Explain how countries vary in their ratings(1) • They need to set their own standard by reviewing the hotels against their criteria (1) and then make sure they tell customers what these standards are (1) • Explain to customers that standards vary according to the country (1) and to believe their standards and not those they see given by the country to the accommodation (1) • Produce a leaflet or have information about this on the website (1) Justification • So everyone know what the standards are (1) • If people understand the differences then they know what they are booking (1) • By setting own standards it means all accommodation is judged similarly (1) despite what country the accommodation is in (1) • This will stop confusion (1) so they will all know all accommodation has been compared despite the country the accommodation is in (1) • This would alert customers before booking (1) that there can be variations in star ratings between countries (1) • Customers can see the images and specific examples (1) and decide if this standard of accommodation is appropriate to their needs/budget (1)	(8)

Question Number		Indicative Content
2(d)		• Costs money as special security measures may need to be put in place • Ensures organisation will not be prosecuted for breaking the law and then getting a bad reputation • Training of staff will need to take place • Ensuring staff understanding of legislation and compliance procedures • Passwords need to be regularly changed • Data needs to be kept up to date which is time consuming
Level	Mark	Descriptor
	0	No rewardable material.
1	1-3	Basic responses that are mainly descriptive. Possibly limited reasoning and application. May be more focus on what the Data Protection Act is about rather than implications of complying for travel and tourism organisations. 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	Responses with some analysis/application. Responses may have clear application and some analysis or clear analysis and some application. More than one implication will be considered for travel and tourism organisations. 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.

Question Number	Answer	Mark
3 (a)	Up to 3 marks available for each explanation 3x3 marks e.g. Passport • Tourists need to have a valid passport with at least 6 months validity left on it (1) which means travellers must have a current useable document (1) and they will have to return home many months before the passport expires (1) Visa • A visa is required to enter Bhutan which is off-putting to tourists as it is a hassle(1) because they have to fill in forms (1) and relinquish their passport for the visa to be granted (1) • Visas have to be approved within Thimphu which means there is a tight control on who is granted a visa (1) as they are only granted by a very limited source (1) and in addition can only be submitted by a travel agent so travellers cannot apply personally (1) Other measures • Tourists can only enter Bhutan through a very limited number of gateways (1) which means the state can ensure tight control of when and who is entering the country (1) • If travelling on business the organisation involved with the person must arrange visas (1) which ensures no business traveller can come in without an organisation sponsor (1) so again there will be no one travelling 'on spec' hoping to make contacts whilst in the country (1) • Every tourist entering Bhutan is required to spend a daily minimum amount (1) which means that only wealthy tourists are likely to afford it (1) meaning fewer overall tourists but still the economy is benefitting significantly due to spend per head (1)	(9)

Question Number	Answer	Mark
3 (b)(i)	Up to 2 marks available for description e.g. • Eating contaminated food (1) • Drinking dirty water (1) • It is spread by drinking or eating contaminated (1) water and food(1)	(2)

Question Number	Answer	Mark
3 (b)(ii)	Up to 4 marks available for logical precautions e.g. • Wash your hands before cooking or eating(1) • Sterilise drinking water / use water purification tablets (1) • Avoid ice in drinks (1) • Use bottled water for brushing your teeth / Don't use water from natural sources such as rivers / wells / untreated tap water (1) • Eat recently prepared food that is thoroughly cooked / very hot (1) • Don't eat salads/uncooked fruit and vegetables (1) • Get a cholera vaccination (1)	(4)

Question Number	Answer	Mark
3 (c)(i)	1 mark available for each HIV/AIDs symptom to max 4 marks e.g. • Fever (1) • Sore throat (1) • Body rash (1) • Tiredness (1) • Joint/muscle pain (1) • Swollen glands (1) • Weight loss (1) • Diarrhoea (1) • Night sweats (1) • Skin problems (1)	(4)

Question Number	Answer	Mark
3 (c)(ii)	Up to 2 marks available for each description to max 4 marks e.g. • Do not introduce contaminated blood into your system (1) for example, do not share needles with anyone (1) • Do not have unprotected sex (1) get tested and know your partners status (1) • Do not get tattoos (1) unless you are very sure the needles used are contamination free (1) • Take your own medical kit including needles with you (1) when travelling to countries with poor standards of health care/ remote areas (1) • Use barriers such as plastic gloves (1) if dealing with any blood such as cleaning children's cuts/grazes (1)	(4)

Question Number	Answer	Mark
4 (a)	• Full payment of holiday cost (1) • Insurance premium (1)	(2)

Question Number	Answer	Mark
4 (b)(i)	Up to 3 marks available for explanation e.g. • Mr Green will need to inform the lead passenger Mr Brown(1) as written notification must be given by the lead person (1) not the passenger actually cancelling his place (1) • Mr Brown will need to write (1) informing CTS Horizons about the cancellation (1) as he is the lead name on the booking and the representative for the whole party (1)	(3)

Question Number	Answer	Mark
4 (b)(ii)	60% of the holiday cost	(1)

Question Number	Answer	Mark
4 (c)(i)	Up to 3 marks available for explanation. Max 2 marks for description only e.g. - The accommodation change is to one of a much lower standard (1) - If the accommodation change had been to accommodation of the same standard or higher the change would have been minor because the customer receives the same quality or standard of accommodation (1). This is a change to a much lower grade of accommodation so it is a major change as the standard will be inferior (1) so service and facilities are likely to be poorer and below the expectations that the customer agreed to (1).	(3)

Question Number	Answer	Mark
4 (c)(ii)	£40.00	(1)

Question Number	Answer	Mark
4 (c)(iii)	Cancel their holiday and get a full refund (1)	(1)

Question Number	Answer	Mark
4 (d)	Up to 2 marks available for definition e.g. The curtailment section of an insurance policy covers you if you have to cut short your holiday (1) by returning home early for some reason covered within the policy (1)	(2)

Question Number		Indicative Content
4(e)		Comparison • Usually difference is around the number of people that will be affected • Small-scale only affects a few people max and can be stolen property up to death of one or two people • Large-scale affects many people but can mean as little as major delays for 100s of people up to death of many people • Different types of events –natural disasters and severe weather conditions have potential to affect 1000s whereas lost passport or a mugging is likely to affect the individual Examples • Malaysian Airline crashes affecting everyone on board – 100s of passengers/crew • Terrorist attacks in Nice France • Arrest or imprisonment of individuals often in Middle East countries
Level	Mark	Descriptor
	0	No rewardable material.
1	1-3	Basic responses that are mainly descriptive. Possibly limited reasoning and application. Unlikely to be any examples included or if there are these will be limited/vague with none or very limited use of comparisons. 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	Responses with some comparisons /application. Responses may have clear application and some comparisons or clear comparisons and some application. There will be at least one example included with depth and good application. 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	Focused responses with sustained comparisons and application. Examples used will be relevant, with depth and clearly relevant to comparing the difference between small and large scale emergencies. 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
5a	Up to 3 marks for each explanation to a max of 6 marks 2x3 e.g. Insurance cover • The insurance cover will ensure that Eleanor's hospital bills are covered other than the excess (1) so Eleanor can have any medical procedure she needs (1) without any further cost to her (1) • The insurance company can fly out a close relative to be with Eleanor (1) covering their accommodation costs (1) so that Eleanor has the support she needs (1) • The insurance company can arrange for the medical assistance company (1) and further private hospitalisation for when she returns home (1) up to the max amount covered on her policy(1) Medical Assistance Company • They would send out a doctor or nurse (1) to accompany Eleanor on her journey home(1) as she is likely to be on a stretcher requiring regular medical attention (1) • A medical assistance company is used by insurance companies (1) when one of their customers is injured or taken ill and cannot travel home alone (1) which is the situation Eleanor is in with her major injuries (1)	(6)

Question Number	Answer	Mark
5b	Up to 2 marks available for description. e.g. • If a UK tourist loses their passport (1) the foreign office can arrange for a temporary one to enable them to travel home (1) • If a UK tourist is arrested (1) the foreign office can send a member of staff to help and represent the citizen (1) • If a large-scale emergency occurs (1) foreign office staff will liaise in the area and offer support to those affected and try and get them repatriated (1)	(2)

Question Number	Answer	Mark
5 (c)	Up to 4 marks available for recommendations. Up to 4 marks available for justification. e.g. Recommendation • Planning when the planes are being built(1) where doors(1), electrics, (1)emergency lighting will appear (1) • Making sure current procedures (1)are reviewed and updated (1)to fit with the new passenger/staff numbers (1)and layout of the new aircraft(1) • Regular training (1) both in the classroom (1) and on-board the new planes (1) with peers and pilots/head of cabin crew etc. (1) Justification • Planning: That they are built with passenger and staff safety at the fore-front (1) to ensure that the plane is built to make evacuation (1) very simple (1) in the case of an emergency. Also the numerous electrics are constructed in a way least likely to lead to a fire (1) • Procedures: To ensure procedures are still relevant (1) and still structured in a way that makes meeting them very simple for staff to obey (1). If changes are required from previous policy these changes need to be clear and highlighted (1) to ensure staff quickly grasp what they are (1) • Training: To ensure staff are continually reminded (1) of the safety regulations and procedures (1)and get a chance to practice evacuation and other safety drills (1) in a secure environment in case they ever need to do them for real (1)	(8)

Total for Paper – 90 marks