

Principal Examiner Feedback

Summer 2012

PL Travel & Tourism (TT101)
Paper 01

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TT101

General Comments

The paper followed the format of a question and answer booklet. Candidates were required to respond in the spaces provided. There were 3 questions and 50 marks were available. The questions 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 performance descriptors. Candidates needed to apply knowledge and make valid recommendations. Candidates needed to select and use appropriate resources to obtain information to explore journey options and plan journeys to meet customers' needs. Candidates needed to know about the different modes of transport available for different types of journeys and their advantages and disadvantages.

Most candidates attempted all questions and consequently they were awarded marks across the paper.

Questions 1 & 2 covered LOs 1, 2 and 3.

Question 1 – most candidates gained full marks as they were able to link each person with the most appropriate reason to travel. This was a matching question where lines had to be drawn between the person and the reason to travel to make the appropriate link.

Questions 2(a) (i) - Candidates were able to identify two facilities/ services from the information given in the scenario on airport signs. Responses were: airport information, Terminals (1, 2, 3, and 4), Arrivals lounge, UK arrivals, and departures. The responses gained one mark each. Full marks were achieved by most candidates.

Question 2(a) (ii) - Candidates were able to identify two facilities/services which could be available at an airport:

Most candidates gained full marks. There was one mark for each correct answer.

Question 2(b) - Most candidates were able to achieve at least one mark out of the two available for showing what is meant by a UK gateway.

For the full two marks a response such as:

"A place where people enter or leave a country" would be accepted.

A one mark response would be:

"Where people can leave a country".

Questions 2(b) (ii) - Candidates were able to name one other gateway apart from Heathrow airport. Any ferry port, airport sea or rail gateway was acceptable. The gateway had to be a named example to gain the one mark. Generic gateways were not accepted e.g. St Pancras, Ashford stations, Gatwick, Cardiff airports, Plymouth, Dover and Portsmouth ferries.

Question 3 covered LOs 2, 3 and 4.

Question 3(a) - Candidates had to complete a table of information for a family planning a trip. The candidates needed to use the information from the scenario to complete the table appropriately. Most candidates were able to gain the full six marks.

Question 3(b) required candidates to consider the needs of the Brown family and describe three needs which they might have during their trip from London to Paris on the train. Six marks were available with a maximum two marks for each developed description.

A two mark developed response could be:

"The family will need somewhere to put their luggage for the journey. (1) The train has areas at the end of the carriage where luggage can be stored." (1)

A less well developed response could be:

"The child will need entertainment during the journey." (1)

Question 4 and 5 covered LO4.

Question 4 (a) (i-v) required candidates to use information from an underground map and identify which underground line or station would allow a customer to attend events at The Olympic Games. Candidates needed to use the map to plan the customer's journeys and connections. Most candidates were able to gain the maximum five marks for this question.

Question 4(b) is a levels of response question. Candidates were required to explain the advantages and disadvantages of a journey to Manchester for the customer from Question 4(a). One journey could be by plane and another way is by train. Six marks were available. Responses were awarded marks for their level of detail with a Level 1 response having only basic detail and being mainly descriptive, a Level 2 response being limited in terms of detail but showing some development but only one journey may be considered or explained and Level 3 being a fully developed response. At this level both advantages and disadvantages should be considered.

Explanations could consider:

- An advantage of travelling by train is that it is cheaper than travelling by air. Level 1 response.

- Travelling by air takes less time than travelling by train. Level 1 response.
- A disadvantage of travelling by train is that the actual journey takes longer and is more tiring. Level 2 response.
- An advantage of travelling by air is that it is more relaxing because there is less time on the actual journey. Most of the time is spent waiting at the terminal building. A disadvantage of travelling by air is the inconvenient location of the airport means that time is wasted just getting to the airport. Level 2 response.
- It takes 4 hours to travel to Manchester by train and two hours to travel there by air. Mr Hardwick can book his flight so he know when he is travelling and book a taxi to collect him from the airport or take the Metro to the football ground. He does not have to wait around at two stations and hire a taxi to take him to the football ground which adds more time to his overall journey. Level 3 response.

Question 5- Candidates were required to use sources of evidence. They had to describe how two sources of evidence would be useful to a customer. Three marks were available for each description.

Well developed responses would be:

"The timetable would show the stops along the route. (1) Mr Hardwick would know what number bus to get on (1) to get to different visitor attractions." (1)

"The map will allow him to plan his route(1).The map will show him underground stations(1) and opening times and prices of attractions."(1)

Less well developed responses would be:

"Mr Hardwick would know what times the buses run to The Tower of London."(1)

"Opening times and prices can be found out."(1)

Most candidates managed to gain two marks out of the three marks available for each description.

Summary

In preparing candidates for the exam centres are reminded to advice candidates to read the first page of instructions. Centres are advised to ask candidates to ensure that they have attempted all the questions. Candidates must also make sure they follow the instructions of the question i.e. know the difference between description and explanation.

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