

**TRAVEL AND TOURISM**  
**Unit 9 Travel and Tourism – People and Quality**

**TT09**

To be conducted between 12 January 2009 and 23 January 2009

**For this paper you must have:**

- four 8-page lined answer books, one for each task
- your preparatory folder.

You may also use plain or graph paper to support your answers if you wish.

You may use a calculator.

Time allowed: 4 sessions of 1½ hours each

**PREPARATORY FOLDERS MUST BE HANDED IN BY FRIDAY 9 JANUARY 2009**

**TO BE OPENED AND ISSUED TO CANDIDATES FROM 12 JANUARY 2009**

**Instructions**

- Do **not** write anything on this paper. It must be brought into each examination session ‘clean’.
- Use black ink or black ball-point pen. Pencil, including colours, should only be used for drawing.
- Write the information required on the front of your answer books. The *Examining Body* for this paper is AQA. The *Paper Reference* is TT09.
- No materials from your preparatory folder are to be stuck into your answer books.
- Attempt **all** assignment tasks.
- Start each assignment task in a new answer book.
- Cross through any work you do not want to be marked.
- If you need extra paper, use additional answer sheets.

**Information**

- The maximum mark for this paper is 80.
- The marks for questions are shown in brackets.
- Your preparatory folder will be returned to you at the start, and collected in at the end, of each examination session.
- You will be marked on your ability to use an appropriate form and style of writing, to organise relevant information clearly and coherently, and to use specialist vocabulary where appropriate. The legibility of your handwriting and the accuracy of your spelling, punctuation and grammar will also be considered.

## INSTRUCTIONS AND GUIDANCE FOR TEACHERS AND CANDIDATES TAKING EXTERNALLY ASSESSED ASSIGNMENTS

### The externally assessed assignment

The assignment must be taken during the two-week assignment period. It may be taken as one 6 hour session or in up to four 1½ hour sessions. Each session must be a multiple of 1½ hours.

### Preparing for the assignment

Candidates will sit the assignment under examination conditions. The preparatory folder, which must contain only notes written by the candidate and material collected from the organisations studied, must be collected by the teacher **before** the two-week assignment period begins. The folder will be given out at the beginning of each controlled conditions session and be collected in with the scripts at the end of each session and kept securely by the teacher between sessions. Nothing may be added to the folder during the two-week assignment period and no other material may be taken into the examination session(s).

### Writing the assignment under controlled conditions

The assignment consists of four tasks, each designed to be completed in 1½ hours. Each task is to be written in a new answer book. At the end of each 1½ hour session, the answer book containing one completed task will be collected and kept securely by the teacher until the end of the final session. No alterations or additions may be made to candidates' answers to each task once the session has ended.

At the end of the final (fourth) session, the four answer books for each candidate must be fastened together and sent to the designated examiner with the appropriate Centre Declaration Sheet, etc. The preparatory folders must be kept under secure conditions until after the Enquiries upon Results deadline. AQA may call for these preparatory folders to be made available at any time during this period.

Controlled conditions sessions may be in any multiple of 1½ hours and must be completed within the two-week assignment period. Examples of some acceptable time allocations are shown below:

1	2	3	4
1½ hours	1½ hours	1½ hours	1½ hours

One 6 hour session

1	2	3	4
1½ hours	1½ hours	1½ hours	1½ hours

Two 3 hour sessions

1	2	3	4
1½ hours	1½ hours	1½ hours	1½ hours

Four 1½ hour sessions

1	2	3	4
1½ hours	1½ hours	1½ hours	1½ hours

One 4½ hour and one 1½ hour session

or any other combination of four sessions in 1½ hour multiples.

### Presentation of the assignment

- Keep strictly to the set tasks.
- You are advised that the completed assignment should be contained within a range of sixteen to twenty-four sides of written A4.

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Attempt **all** assignment tasks.

Complete Assignment Task 1 during session 1.

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### THE ASSIGNMENT

#### Assignment Task 1: Managing complaints

For this task, your answer must relate to any **one** travel and tourism organisation that you have studied. Clearly indicate the name of the organisation at the start of your answer.

- (a) Outline the most common causes of complaint that your chosen organisation receives. *(5 marks)*
- (b) Describe and justify the procedures in place within your chosen organisation to handle complaints. *(7 marks)*
- (c) Suggest an alternative method of handling **one** type of complaint within your chosen organisation. Evaluate the suitability of this method. *(8 marks)*

**End of Assignment Task 1**

**Turn over ►**

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Complete Assignment Task 2 during session 2.

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**Assignment Task 2: Hygiene**

For this task, your answer must relate to any **one** travel and tourism organisation that you have studied. Clearly indicate the name of the organisation at the start of your answer.

- (a) Outline **two** hygiene-related problems that may affect your chosen organisation. *(6 marks)*
- (b) Describe and justify the systems and procedures in place within your chosen organisation to deal with **one** of the possible problems identified in (a). *(8 marks)*
- (c) Assess the importance of hygiene as a quality criterion for your chosen organisation. *(6 marks)*

**End of Assignment Task 2**

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Complete Assignment Task 3 during session 3.

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**Assignment Task 3: Security in travel and tourism**

For this task, your answer must relate to any **one** travel and tourism organisation that you have studied. Clearly indicate the name of the organisation at the start of your answer.

- (a) Analyse the security hazards that are particularly relevant for your chosen organisation. *(10 marks)*
- (b) Describe the procedures in place in your chosen organisation to deal with the security hazards identified in (a). *(10 marks)*

**End of Assignment Task 3**

**Turn over ►**

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Complete Assignment Task 4 during session 4.

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**Assignment Task 4: Operating in accordance with the law**

For this task, unlike Tasks 1 to 3, you may refer to **more than one** travel and tourism organisation that you have studied.

- (a) Discuss, with examples, how recent changes in legislation have affected the travel and tourism industry. *(12 marks)*
  
- (b) Explain, with examples, how staff and managers in the travel and tourism industry can keep up to date with changes in legislation. *(8 marks)*

**End of Assignment Task 4**

**END OF ASSIGNMENT TASKS**

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