

Mark Scheme (Results) Summer 2007

GCE

GCE Travel and Tourism (6991) Paper 01

Unit 5 Travelling Safely 6991/01

Question	Example answers	Marks awarded
1. (a) AO1	1 mark for each correct name. <ul style="list-style-type: none"> • CAA- Civil Aviation Authority (1) • ABTA- Association of British Travel Agents (1). 	Must be exact 2 marks
1. (b) AO1	Up to 2 marks available for each responsibility described. e.g. <ul style="list-style-type: none"> • Licensing of Travel Agents (1) • aviation safety (1) • security (1) • flight operations (1) • IATA's responsibility is to ensure that international security requirements are mutually accepted between States (2). 	4 marks
1. (c) AO1	Up to 2 marks available. Maximum marks only when exact term given. e.g. <ul style="list-style-type: none"> • EASA (1) • European Aviation Safety Agency (1) • Joint Aviation Authorities (2) • JAA (1) • Joint Authorities (1). 	2 marks
Total marks for Question 1		8 marks
2. (a) (i) AO2	Up to 2 marks available for description. 1 mark for each relevant point. e.g. <ul style="list-style-type: none"> • a full passport is required (1) • they must have a passport with at least 6 months validity (1). 	2 marks
2. (a) (ii) AO2	Up to 4 marks available for description. 1 mark for each relevant <u>point</u> . e.g. <ul style="list-style-type: none"> • a visa costs £20 (1) • visas can be applied for via the Egyptian Consulate which is in London (1) • visas can be applied for upon arrival (1) but there is often queuing at the airport. (1) • tourists visiting Sharm El Sheikh do not need a visa (1) but if touring around diving a visa would be needed (1). 	Point marked. 4 marks
2. (a) (iii)	Up to 4 marks available, 1 mark for each appropriate point linked to the tour operator. If answers refer to <ul style="list-style-type: none"> • Difficulties for customers e.g. entering country (1) max. • if organisations give out the wrong advice the customer could take them to court (1) because the Package Travel Regulations protects customers about advice on travel. 	

A01	<p>(1)</p> <ul style="list-style-type: none"> the Package Travel Regulations states it is the person selling the holidays responsibility to give correct information on passports and visas (1). This means if the customer booked a holiday with a tour operator and the wrong information such as a visa was given then the tour operator is liable for any expenses (1), refunds and/or compensation (1) because the tour operator has not given the correct information required by law. (1). 	4 marks
2. (b) A02	<p>Up to 6 marks awarded for each explanation linked to implications of hotels not implementing this restriction on tourist movements, 1x6, 2x3, 3x2. e.g.</p> <ul style="list-style-type: none"> possibility of terrorist attacks (1) hotels might get fined (1) because they have a responsibility to register tourists (1) if strict checks are not made on tourists' movements then it could mean a decrease in safety (1) because tourist movements is not been tracked (1). hotels have a responsibility to register visitors, (1) if they do not register visitors they may be fined (1) which will cost the organisation money (1). Egypt is a county with civil unrest (1) and is surrounded by countries which are politically unstable (1) so if hotels did not ensure that passports are checked and registered with the police it could result in higher risk of terrorism. (1). 	6 marks
2. (c) A02	<p>1 mark for each correct vaccine. e.g.</p> <ul style="list-style-type: none"> typhoid (1) cholera (1) polio (1). 	3 marks
2. (d) (i) A01	<p>Up to 2 marks available for description. 1 mark for each relevant point. Causes</p> <ul style="list-style-type: none"> Bite from an infected mosquito (2) malaria is caused by a parasite (1) carried from person to person by mosquitoes.(1) 	2 marks
2. (d) (ii)	<p>Up to 2 marks available for description. 1 mark for each relevant point. Symptoms e.g.</p> <ul style="list-style-type: none"> the initial symptoms are malaise (not feeling well), low grade fever (1), body pain (1) or cold like symptoms (1) followed by intermittent high fever (1) 	

AO1	<ul style="list-style-type: none"> • high fever (1) • headache (1) • nausea (1) • vomiting (1) • pale and yellowish skin (1). 	2 marks
Total marks for Question 2		23 marks
3.(a) AO1	<p>Up to 4 marks for each key requirement., 4x1 or e.g.</p> <ul style="list-style-type: none"> • regulate the supply of goods and services (1) • promotes fair- pricing. (1) • provides controls on persistent offenders who contravene trading laws. (2) • organisations are not allowed to make false or misleading descriptions of goods/services (2). 	<p>Accept 'Enterprise Act' if clearly linked to Fair Trading Act.</p> <p>4 marks</p>
3.(b)(i) AO2	<p>1 mark for correct legislation:</p> <ul style="list-style-type: none"> • Trade Descriptions Act. 	1 mark
3. (b) (ii) AO4	<p>Up to 6 marks for recommendations. 1x6, 2x3, 3x2, 6x1 Justification of recommendations to be credited.</p> <ul style="list-style-type: none"> • Make sure that descriptions are checked (1) • The theme park could make checks to make sure that the products and services featured in the promotional materials correspond accurately with the products and services offered (1) so that the descriptions and any photographs are accurate (1) and so not mislead/describe (1). • They could also get a lawyer to check the promotional materials (1) to ensure that they do not mislead the customers so that they are legally presenting the material in the correct way. (1). 	<p>bi) must be correct to credit bii).</p> <p>6 marks</p>
3. (c) (i) AO2	<p>1 mark for correct legislation Data Protection Act.</p>	1 mark
3. (c) (ii)	<p>Up to 6 marks available for explanation on how the Sun hotel can organise its practices and procedures to comply with legislation. 1x6, 2x3, 3x2. e.g.</p> <ul style="list-style-type: none"> • hotels must ensure that personal information held on guests must be secure (1) • customer personal information must be kept under lock and key (1), or a password is needed to gain access to the information on the computer (1) • staff need to be trained about the content of the DPA (1) so they know what it involves (1) and the steps the hotel has in 	<p>Up to 6 marks available ci) must be correct to credit cii)</p>

A02	<p>place to ensure no breaches of the Act take place (1). For example the personal information of both internal and external customers must be kept secure and not given out to anyone without the customers permission (1)</p> <ul style="list-style-type: none"> • all records need to be kept up to date (1) and the hotel should have a system in place for this, also records should be destroyed after a period of time when no longer required (1). 	6 marks
Total marks for Question 3		17 marks

<p>4. (a) (i)</p> <p>A01</p>	<p>Up to 2 marks available for description. 1 mark for each relevant point. Max 1 mark if <u>example</u> given rather than a description. e.g. - see page 64 of specification.</p> <ul style="list-style-type: none"> • lost luggage (1) • an emergency that often involves just one or two parties and is limited in scope(1) but covers emergencies such as medical problems with customers (1). 	<p>Only one example = 1 mark More than 1 example = 1 mark</p> <p>2 marks</p>
<p>4. (b)</p> <p>A01</p>	<p>1 mark for identifying the support organisation. Description can be of the support organisation OR how they can assist travellers.</p> <p>e.g.</p> <ul style="list-style-type: none"> • insurance companies. • Foreign office • Embassies/consulates • Medical assistance companies • Airlines <p>NOT tour operator</p> <p>e.g.</p> <ul style="list-style-type: none"> • insurance companies cover customers for loss of money overseas(1) • they also will pay for medical expenses should anyone fall ill abroad e.g. someone has a heart attack (1). 	<p>If support agency is incorrect, then no marks awarded for description.</p> <p>3 marks</p>

<p>4. (c)</p> <p>A04</p>	<p>Level 1 Its good because you are given numbers so you can ring straight away without having to waste time looking for them.</p> <p>Level 2 The holiday hints gives you emergency numbers which is good because abroad many tourist will not know how to contact their bank from overseas. It has the dial code for the UK which is also good as customers may be flustered if they have lost money so may not think straight to remember international dial codes.</p> <p>Level 3 The holiday hints gives you emergency numbers which is good because many tourists abroad will not know how to contact their bank from overseas in an emergency. They will not have access to a UK phone book. It has the dial code for the UK which is also good as customers may be flustered if they have lost money so may not think straight to remember international dial codes. However the holiday hints only cover lost or stolen credit cards and travellers cheques, they do not specifically cover money, so tourists may not realise that they need to contact the police and that only money up to a certain amount is generally insured so tourists should not carry large amounts of cash. The holiday links also gives advise on not drinking tap water, so by following this advise, customers are less likely to become ill and need medical treatment.</p>	<p>Level 1 - 1-3 marks Basic assessment mainly descriptive / theoretical</p> <p>Level 2 - 4-6 marks Assessment may only cover 1 type of small scale emergency or more than one if limited assessment.</p> <p>Level 3 - 7-8 marks Detailed assessment linked fully to more than one small scale emergency situation.</p> <p>8 marks</p>
Total marks for Question 4		13 marks
<p>5 (a)</p> <p>A01</p>	<p>Maximum 2 marks, 1 mark for each large-scale situation. See page 64 of spec. e.g. Any two examples of a force majeure are acceptable.</p> <ul style="list-style-type: none"> • tornado (1) • tsunami (1) • Forest fires (1) • tropical storm (1). <p>No marks to be awarded for reference to <u>major</u> outbreaks of disease.</p>	<p>2 marks</p>
<p>5 (b)</p>	<p>Level 1 Isolate the passenger in a separate are of the ship.</p> <p>Level 2 The crew could liaise with the mainland and the next port of call to seek advice as well as arrange for emergency services to be available on arrival to deal with the infected passenger. Masks could be made available to passengers to reduce the risk of</p>	<p>Level 1 - 1-2 marks Basic responses that is descriptive and mainly theoretical.</p> <p>Level 2 - 3-5 marks Explanation with some link to emergency situation.</p>

A03	<p>spreading infection.</p> <p>Level 3 The crew need to advise passengers on board about the situation however they must consider how this is best done because a tannoy announcement may worry and panic passengers meaning they may want to leave the cruise early. The staff need to move the infected passenger to an isolated area so they may need to move staff or other passengers around so that they have an area of quarantine. This means that other passengers will feel safer about been on board a ship with the person suspected of having bird flu. The mainland could be asked to investigate the last port of call and advise the foreign office so that they are able to make investigations and assess the situation.</p>	<p>Level 3 - 6-8 marks Detailed explanation with clear link to emergency situation.</p> <p>8 marks</p>
5 (c) A04	<p>Maximum 6 marks for each suggestion 1x3 2x3 3x2 1x6 e.g.</p> <ul style="list-style-type: none"> • information on precautions such as do not touch bird or poultry at farms or markets (1) to ensure that they do not pick up the disease (1) • Advise people to wear masks in infected areas (1) • The leaflet could include information about the symptoms of some diseases (1) so that travellers will know they have it (1) and take precautions so it is not spread (1) <p>Suggestions can relate to any spread able disease.</p>	<p>6 marks</p>
5. (d) (i) A03	<p>Up to 4 marks for description of situation. Situation must be appropriate and realistic.</p>	<p>4 marks</p>
5. (d) (ii) A03	<p>How the industry dealt with the situation must be appropriate and realistic.</p>	<p>Up to 8 marks for analysis of question. Level 1 - 1-2 marks Basic responses that are descriptive and mainly theoretical</p> <p>Level 2 - 3-5 marks Some analysis and link to emergency situation.</p> <p>Level 3 - 6-8 marks Detailed analysis and clear link to emergency situation. 8 marks</p>
Total marks for Question 6		28 marks
TOTAL FOR PAPER: 90 MARKS		

