

Mark Scheme (Post-Standardisation)

June 2008

GCE

GCE Travel and Tourism (6991/01)

Unit 5: Travelling Safely

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	Example answer	Marks awarded
1(a)	1 mark for each correct name. CAA / Civil Aviation Authority (1) IATA / International Air Transport Association (1).	2 marks
1(b)	<p>Up to 2 marks awarded for each responsibility described for CAA</p> <ul style="list-style-type: none"> • air safety (1) • economic regulation (1) • consumer protection (1) • environmental research (1) • brings airlines together (1) to ensure airspace needs of all are met (1). • Flight paths if connected to airspace not path to follow(1) <p>Up to 2 marks awarded for each responsibility described for IATA</p> <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
Total for Question 1		6 marks

Question	Example answer	Marks awarded
2(a)(i)	<p>Up to 4 marks available for description. Maximum 3 marks awarded if not clearly linked to the scenario.</p> <ul style="list-style-type: none"> • Both need a valid passport (1) • With at least 30 days validity (1) after the date of entry (1) • The passport must have at least one blank page (1) • The blank page cannot include the endorsement page at the back (1) • The UK passport holder needs to have at least one blank page. The Estonian will require 2 blank facing pages, one for the visa and one for the entry stamp (4). • If not got the required number of blank pages passengers will be sent back to country of origin (1) 	4 marks
2(a)(ii)	<p>Maximum 1 mark awarded for each passport holder.</p> <ul style="list-style-type: none"> • A visa is needed for the Estonian (1) • The UK passport holder does not need a visa (1). 	2 marks
2(b)	<p>One mark for each reasoned point made.</p> <ul style="list-style-type: none"> • Travellers are more likely to leave the country (1) • The return ticket also informs immigration of the intended return travel(1) • So they can see the intended length of stay (1) • To restrict non nationals staying in the country (1) because the return ticket will stop visitors saying they do not have sufficient funds to be able to buy a ticket to leave the country (1). • To stop people staying who have no right to • Security measure 	4 marks

Question	Example answer	Marks awarded
2(c)	<p>Up to 3 marks for each implication described. Implications can be related to any sector or the customer.</p> <ul style="list-style-type: none"> • The customer might arrive at the airport and be refused on the plane (1) as their passport might be invalid and therefore they would sue the tour operator (1) for incorrect advice (1) • The customer could lose their holiday (1) or have to pay for an emergency passport (1) and flight amendment fees (1) which would cost the customer money. 	6 marks
2(d)(i)	<p>Up to 2 marks available for description. 1 mark for each relevant point.</p> <ul style="list-style-type: none"> • Eat contaminated food (1) • Drink contaminated water (1) by sewage containing bacteria getting into the water supply (1). 	2 marks
2(d)(ii)	<p>Up to 2 marks available for description. 1 mark for each relevant point.</p> <ul style="list-style-type: none"> • Fever (1) • High temperature (1) as high as 39° C (1) • Feel weak (1) • Stomach pains (1) • Headache (1) • Loss of appetite (1) • Rash (1) • Rose-colored spots (1). 	2 marks
2(e)	<p>Up to 2 marks available. Maximum 1 mark if not applied to Kruger National Park.</p> <ul style="list-style-type: none"> • Local meat and poultry are considered safe to eat (1) • Mains water is considered safe to drink in urban areas (1) but as they are staying in the National Park they will need to drink bottled water (1) as this is not urban area (1). 	2 marks
Total for Question 2		22 marks

Question	Example answer	Marks awarded
3(a)	<p>Up to 4 marks for clear explanation. One mark for each reasoned point made.</p> <ul style="list-style-type: none"> • You cannot discriminate against anyone on the grounds of their disability (1) • The airline should never charge money for wheelchair assistance (1) because this is discriminating the wheelchair user because of their disability (1) • The airline is not charging all customers for assistance to the plane (1) therefore it cannot charge wheelchairs users (1). 	4 marks
3(b)(i)	<p>Up to 4 marks for clear explanation. 1 mark for each appropriate reasoned point made.</p> <ul style="list-style-type: none"> • DPA does not permit anyone to pass on information (1) without the persons consent (1) • The hotel broke the law because the lead singers room number was given (1) which is private and confidential information (1) • The hotel did not get consent from the lead singer to give out the room number (1). 	4 marks
3b(ii)	<p>2 marks for recommendation(s) 1 x 2 or 2 x 1. 2 marks for justification(s) 1 x 2 or 2 x 1.</p> <p>Recommendation</p> <ul style="list-style-type: none"> • Have a booking system in place which clearly records who the hotel reservation is booked by (1). This could be computerised and stored away from the general public and have a protected password (1). <p>Justification</p> <ul style="list-style-type: none"> • Having a password means that only authorised people can access the information (1) so this reduces the risk of information being given out (1). 	4 marks
3(c)(i)	<p>Up to 2 marks for each key requirement. Second mark awarded for detail. e.g.</p> <ul style="list-style-type: none"> • Pictures must be accurate (1) • Any description must be accurate (1) and not mislead anyone of the product or service it is describing (1). 	4 marks

Question Number		Indicative Content
3(c)(ii)		<p>Level 1 - Make sure that the images and descriptions in the brochure are accurate.</p> <p>Level 2 - Have all brochures and promotional materials proof checked before they are distributed to customers or travel agents. For example checking that the brochure hotel descriptions reflect the property facilities and distances from the beach. Make sure the proof checks look at the brochure content to ensure that it is accurate with correct images and descriptions so that people are not misinformed about the product they are buying.</p> <p>Level 3 - As above plus. Send staff to visit properties overseas or use overseas representatives on a regular basis to check that the facilities described in the brochure have not changed i.e. that the pool is still open and children's clubs are still in operation. Having property checks means that if there are any changes to a property then the tour operator can be informed and change the brochure by issuing a second edition. This way the tour operator is able to make sure that all information is accurate.</p>
Level	Mark	Descriptor
Level 1	1-3 marks	Basic suggestion with limited/no justifications.
Level 2	4-6 marks	Responses that either provide detailed suggestions with limited justifications or basic suggestion with clear justifications.
Level 3	7-8 marks	Justified and detailed suggestions related to tour operators.
Total for Question 3		24 marks

Question	Example answer	Marks awarded
4(a)	Up to 4 marks for explanation. Marks increase with detail. Maximum marks when applied to situation <ul style="list-style-type: none"> • It is just specific to one customer so relatively easy to manage (1) • Relatively easy to solve (1) and not many organisations are involved (1) • It is only the businesswoman that is affected by the loss of her luggage (2). 	4 marks
4(b)	One mark for each description. 1 x 4 or 2 x 2 or 4 x 1 or any other combination. <ul style="list-style-type: none"> • The insurance company can reimburse the cost of items lost (1) • Customers pay an insurance premium which will cover them if they are ill abroad (1) • The insurance company will help the customers as they will pay for medical treatment (1) and if necessary pay for additional nights accommodation (1) should the person traveling need to stay extra time before flying back home (1). 	4 marks
4(c)	1 mark for correct organisation. Up to 2 marks for description. 1 x 2 or 2 x 1. Organisation <ul style="list-style-type: none"> • e.g. Tour operator (1). Description <ul style="list-style-type: none"> • Tour operator's liaise with the insurance company on the customer's behalf (1) • They will also re-arrange any flight if customers are delayed due to illness (1) • They can contact the duty manager in the UK (1) so that family members can be informed of the situation (1). 	3 marks
Total for Question 4		11 marks

Question	Example answer	Marks awarded
5(a)	<p>1 mark for a correct answer. e.g.</p> <ul style="list-style-type: none"> • War or any example of a war or a conflict (1) • terrorist attacks or bomb attacks or any other tourism related terrorist activity (1) • severe weather conditions or specific weather conditions or specific localised examples which are tourism related or in tourist destinations (1). 	1 mark

Question Number	Indicative Content	
5(b)	<p>Level 1 - They removed the customers to a safe place meaning that the customers were away from immediate danger.</p> <p>Level 2 - Tour operators worked closely with the local authorities which would mean that they were up dated on the situation so that they could keep their customers aware of what was going on. If they did not liaise with the authorities the tour operator would not have the information to pass on to the customers.</p> <p>Level 3 - As above plus, and it would enable the tour operators to find out where would be safe to move customers to because some of the customers decided to stay and needed accommodation in a safe area and the local authority would be the only organisation who could confirm this information. Others chose to return early to the UK which may have meant additional flights for customers which could have been at added expense to the tour operator or airline but many customers remained in the resort which indicates that the situation was dealt with effectively and it means that customers will have time in the resort to enjoy themselves again meaning they leave with a positive attitude so more likely to return with the tour operator for future holidays.</p>	
Level	Mark	Descriptor
Level 1	1-3 marks	Basic responses that are mainly descriptive and theoretical with basic analysis.
Level 2	4-6 marks	Analysis and some link to emergency situation.
Level 3	7-8 marks	Sustained analysis and clear link to emergency situation.

Question	Example answer	Marks awarded
5(c)	Maximum of 3 marks for each suggestion. <ul style="list-style-type: none"> • Send letters to existing customers advising them of the situation (1) • They could temporarily remove Fiji from their programme (1) and send customers to other destinations. (1) so that they are not at risk to political unrest (1) • Have a news flash on their WebPages (1) about the political situation in Fiji (1) and what their rights are regarding cancellation (1). 	6 marks
5(d)(i)	Maximum 4 marks for description of situation. <ul style="list-style-type: none"> • In December 2006 (1) thick fog (1) hit the South-east of England (1) which resulted in all British Airways domestic flights being cancelled (1). <p>For maximum marks there must be sufficient detail to indicate research.</p>	4 marks

Question Number		Indicative Content
5(d)(ii)		<p>How industry dealt with the situation must be appropriate and realistic.</p> <p>Level 1 - British Airways cancelled all flights which meant that customers were stranded at the airport. This meant that some people missed Christmas with their families because it took a long time to get the customers on flights once the fog lifted.</p> <p>Level 2 - Hundreds of people were stranded at the airport with no transport or accommodation available. At first British Airways did not inform customers of the length of time of the clearly meaning people were hanging around the airport for hours. British Airport Authorities contracted tents in and positioned them in the car park so that people could be accommodated as the airport was over spilling.</p> <p>Level 3 - As above plus. As some people were on connecting flights from hot countries they did not have appropriate clothing so the airport provided blankets to keep people warm. British Airways re-booked passengers without a fee for any passenger who had missed a flight due to the fog which they were not required to do as it was force majeure. Domestic flights were cancelled giving International flights priority meaning the flights already that had already taken off could land and people travelling within the UK had other options available such as rail or bus.</p>
Level	Mark	Descriptor
Level 1	1-3 marks	Basic responses that are mainly descriptive and theoretical with basic analysis.
Level 2	4-6 marks	Analysis and some link to emergency situation.
Level 3	7-8 marks	Sustained analysis and clear link to emergency situation.
Total for Question 5		27 marks
TOTAL FOR PAPER: 90 MARKS		

