

Mark Scheme (Results)

January 2012

GCE Travel and Tourism (6991)
Paper 01 Travelling Safely

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Question Number	Answer	Mark
1(a)	<p>Up to 2 marks available for each role described</p> <p>E.g</p> <ul style="list-style-type: none"> • Regulation (1) • Safety regulation (1) • Consumer Protection (1) • The development (1) and publication of safety requirements (1) • Investigation of incidents(1) to ensure regulations have been followed(1) • Granting of ATOL licences (1) to tour operators. This provides consumer protection(1) 	(4)

Question Number	Answer	Mark
1(b)(i)	<p>Up to 3 marks available for explanation of a role. Similarities must be emphasised for maximum marks. Maximum 2 marks if refer to one organisation only. Maximum 2 marks for description. e.g.</p> <ul style="list-style-type: none"> • IATA and ABTA develop standards(1) • Both organisations are involved in regulation (1) and standard setting(1) • The two organisations are similar because they have members(1) and they regulate these members (1) by setting standards that members must deliver(1) • Both are similar because they are involved with customer protection(1), IATA is involved with regulating safety procedures(1) and ABTA bonding protects customer holidays if their company goes out of business(1) 	(3)

Question Number	Answer	Mark
1(b)(ii)	<p>Up to 3 marks available for explanation of a role. Differences must be emphasised for maximum marks. Max 2 marks if refer to one organisation only. Maximum 2 marks for description.</p> <p>e.g.</p> <ul style="list-style-type: none"> • IATA deals with air travel (1) • ABTA deals with tour operators and travel agencies (1) • ABTA offers regulation(1) to those tour operators and travel agencies that pay and join the scheme(1) • IATA is an enforcement agency(1) so airlines need to be members to ensure safety standards are met(1) • ABTA offers a bonding scheme (1) which tour operators and travel agencies join to give customers protection if their holiday company goes out of business (1) whereas IATA really deals with airlines and the industry rather than passengers direct (1) 	(3)

Question Number	Answer	Mark
1(c)	<p>Up to 2 marks for correct name. 1 mark if almost correct.</p> <p>Eg</p> <ul style="list-style-type: none"> • European Aviation safety Authority (1) • European Aviation Safety Agency (2) 	(2)

Question Number	Answer	Mark
2(a)(i)	<p>Up to 2 marks available for description</p> <p>e.g.</p> <ul style="list-style-type: none"> • Both require a valid passport (1) • Recommended passport has a validity exceeding 6 months (1) as family travelling via Singapore(1) 	(2)

Question Number	Answer	Mark
2(a)(ii)	<p>Up to 6 marks available for description</p> <p>e.g</p> <ul style="list-style-type: none"> • An eVisitor visa can be obtained direct from the Department of Immigration and Citizenship (1) • There is no visa application charge (1) • An eVisitor visa allows you to stay in Australia up to 3 months (1) • Your eVisitor is linked to the passport number you use in your application (1) and you must use the same passport to travel to Australia (1). If you change passport you must tell the department before you travel to Australia(1) otherwise you will suffer significant delay (1) and may not be allowed to board your plane (1) • There is no stamp in your passport (1) but the airline you are travelling with will be told electronically (1) that you have a valid eVisitor(1) • A separate eVisitor is required for each family member (1) travelling to Australia including those under 18 years(1) who are included on your passport (1) • An Electronic Travel Authority can be obtained via the travel agent or airline. (1) There is no visa application charge(1) but a service charge of 20 Australian dollars(1) 	(6)

Question Number	Answer	Mark
2(b)	<p>Up to 4 marks available</p> <p>e.g</p> <ul style="list-style-type: none"> • Always swim where there is a lifeguard on duty (1) • Make sure you obey safety signage about currents (1) • Ask a lifeguard for advice on conditions (1) • Swim with a friend (1) • If you get into difficulties stay calm and signal for help by calling and raising your arms (1) 	(4)

Question Number	Answer	Mark
2(c)	Up to 3 marks available for description. e.g <ul style="list-style-type: none"> • Getting bitten by a mosquito (1) • Bitten by a mosquito(1) infected with malaria parasites(1) • When an infected mosquito(1) bites you (1) and injects malaria parasites into your bloodstream (1) 	(3)

Question Number	Answer	Mark
2(d)	Up to 3 marks available e.g <ul style="list-style-type: none"> • Headaches (1) • Chills (1) • Diarrhoea (1) • Muscular pain (1) • Lethargy (1) • Sickness (1) • Coughing fit (1) 	(3)

Question Number		Indicative Content
3		<p>Responses may cover the following:</p> <p>The Airlines</p> <ul style="list-style-type: none"> • BA lack of information and quickness to cancel flights • Other airlines continuing to fly to start with <p>Airport Owners</p> <ul style="list-style-type: none"> • The monies spent by different airport owners • The number of snow removing vehicles • The numbers of times such severe weather is experienced by airports here • Slowness of response • Organisation/effectiveness of snow removing <p>Government</p> <ul style="list-style-type: none"> • Government help and whether it is enough • Whether government should be intervening with privately owned companies
Level	Mark	Descriptor
	0	No rewardable material
1	1-3	<p>Basic responses that are mainly descriptive. Possibly limited reasoning and application. May consider only negative issues such as 'should not allow this to happen' rather than looking at different angles</p> <p>The candidate uses everyday language and the responses lack clarity and organisation. Spelling, punctuation and the rules of grammar are used with limited accuracy.</p>
2	4-6	<p>Responses with some analysis/application. Responses may have clear application and some analysis or some application and clear analysis. Both positive and negative aspects will be considered. Two out of the three organisations suggested will also be looked at.</p> <p>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.</p>
3	7-8	<p>Focused responses with sustained analysis and application of both positive and negative points. The roles of all three types of organisation will be considered.</p> <p>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.</p>

Question Number	Answer	Mark
4(a)	<p>Up to 2 marks available for recommendation. Up to 2 marks available for justification</p> <p>e.g</p> <p>Recommendation</p> <ul style="list-style-type: none"> • Training of all lifeguards/diving instructors working with tourists(1) on the specific behaviour or what to look out for from sharks(1) <p>Justification</p> <ul style="list-style-type: none"> • When thorough training is given people feel confident (1) so when the situation arises they know exactly what to do and do it well (1) <p>Recommendation</p> <ul style="list-style-type: none"> • Stop diving instructors and tourists feeding fish and sharks (1) with meat and other foods(1) <p>Justification</p> <ul style="list-style-type: none"> • This will then stop the sharks associating humans with food (1) and should therefore keep them away from people (1) <p>Recommendation</p> <ul style="list-style-type: none"> • The Egyptian authorities should look at how to prevent tourism development affecting the environment (1) and the amount of foodstuff available for sharks <p>Justification</p> <ul style="list-style-type: none"> • This would keep the sharks further out to sea away from the tourists (1) and also ensure the environment allows sharks to live alongside people without always looking for scarce food (1) 	(8)

Question Number	Answer	Mark
4(b)	<p>Up to 8 marks available for explanation. Maximum 2 marks for description only. Maximum 3 marks if only short or long term considered.</p> <p>E.g</p> <ul style="list-style-type: none"> • There will be a reduction in the short term (1) • People will forget in the long term (1) • If people are not researching the destination so much (1) this will have an impact on actual bookings in the short term(1) • Egypt is cheap and sunny(1) and when the sharks have gone people will forget in the long term (1) • 20% reduction immediately in people researching holidays here (1) means people are affected by the news of shark attacks(1) and therefore it is likely they will not be booking holidays in the short term (1) • People remember attacks by sharks as it is so horrible (1) so this will definitely put people off the resort in the short term (1) as they will not want to go somewhere they are scared to go in the sea(1). However Sharm el Sheikh is a good sun destination(1) which offers good value (1) and once the sharks have gone and no attacks occur for a while (1) people will return as they will forget (1) 	(8)

Question Number	Answer	Mark
5(a)	<p>1 mark available for correct answer</p> <ul style="list-style-type: none"> • Sale of Goods/Services Act (1) • Trade Descriptions Act (1) 	(1)

Question Number	Answer	Mark
5(b)	<p>Up to 2 marks available for recommendation. Up to 2 marks available for justification.</p> <p>e.g</p> <p>Recommendation</p> <ul style="list-style-type: none"> • Make sure you are alert when driving(1) <p>Justification</p> <ul style="list-style-type: none"> • This will mean you are more aware (1) and are likely to spot any strange behaviour around you (1) <p>Recommendation</p> <ul style="list-style-type: none"> • Know the direction you are going or have a SAT NAV (1) when you leave the airport (1) • Research the route to your destination (1) and avoid known trouble spots(1) <p>Justification</p> <ul style="list-style-type: none"> • This means you look more confident and not as if you need help (1) as often carjackers will pick on the unsure (1) <p>Recommendation</p> <ul style="list-style-type: none"> • Keep all windows up (1) and doors locked (1) <p>Justification</p> <ul style="list-style-type: none"> • This means people cannot get access to the car (1) easily and they will look for an easier target (1) 	(8)

Question Number	Answer	Mark
6(a)	<p>Up to 4 marks available for each explanation of the benefit of LOCATE. Max 2 marks for each descriptive answer</p> <p>e.g</p> <p>You can enter your details including where you are going (1) where you are staying and who with (1)</p> <p>In an emergency the FCO could look at the people registered on LOCATE in the area (1) this means they know precisely who they are looking for (1) and they can contact relatives if their details are on (1)</p> <p>Relatives who are worried because they have not heard from someone(1) can check and find out if they have updated their details (1) and raise the alarm if not (1)</p> <p>Relatives can keep up to date with where someone is (1) and if they need to get hold of them (1) they know addresses of accommodation (1) and can make contact to arrange emergency evacuation from trouble spots (1)</p>	(8)

Question Number	Answer	Mark
6(b)	<p>Up to 3 marks available for description.</p> <p>e.g</p> <p>When someone injures themselves abroad(1) and they need to be brought back home (1) medical assistance companies send someone medical (a doctor or nurse) to accompany them (1)</p> <p>Medical Assistance companies work with insurance companies (1) so when someone is taken very ill abroad (1) they will accompany them on the way home to make sure the person gets good medical care all the way (1)</p>	(3)

Question Number	Answer	Mark
7(a)	1 mark available for correct answer <ul style="list-style-type: none"> • Large scale emergency situation 	(1)

Question Number	Answer	Mark
7(b)	Up to 3 marks available for explanation. Max 1 marks for description only. E.g <ul style="list-style-type: none"> • 200 people were affected (1) which means more resources were needed (1) • When a large number of people are affected like here (1) it requires a lot of co-ordination to fix(1) and the number plus effort required makes it a large scale emergency(1) • There will be a lot of staff on the boat trying to fix this (1) as there are so many people affected and these things make it a large scale emergency (1) 	(3)

Question Number	Answer	Mark
7(c)	Award up to 4 marks for a description. Marks increase with detail. In March 2011(1) there was a massive earthquake in Japan (1) which caused a tsunami(1) over 25,000 people died(1).	(4)

Question Number		Indicative Content
7(d)		<p>Responses may cover the following:</p> <ul style="list-style-type: none"> • Planning • Communication • Having set procedures in place • Having someone in overall control • Liaison between the different parties involved
Level	Mark	Descriptor
	0	No rewardable material
1	1-3	<p>Basic responses that are mainly descriptive. Possibly limited reasoning and application. May be a description of an event rather than explanation of how problems could be avoided in the future.</p> <p>The candidate uses everyday language and the responses lack clarity and organisation. Spelling, punctuation and the rules of grammar are used with limited accuracy.</p>
2	4-6	<p>Responses with some explanation/application. Responses may have clear application and some explanation or some application and clear explanation. There will be some explanation possibly looking at one or two of the expected responses set out above</p> <p>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.</p>
3	7-8	<p>Focused responses with sustained explanation and application covering more than two of the expected responses set out above.</p> <p>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.</p>

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