

Write your name here

Surname

Other names

Centre Number

Candidate Number

Edexcel GCE

Travel and Tourism

Advanced Subsidiary Unit 5: Travelling Safely

Tuesday 17 January 2012 – Afternoon
Time: 1 hour 30 minutes

Paper Reference

6991/01

You do not need any other materials.

Total Marks

Instructions

- Use **black** ink or ball-point pen.
- **Fill in the boxes** at the top of this page with your name, centre number and candidate number.
- Answer **all** questions.
- Answer the questions in the spaces provided
– *there may be more space than you need.*

Information

- The total mark for this paper is 90.
- The marks for **each** question are shown in brackets
– *use this as a guide as to how much time to spend on each question.*
- Quality of written communication will be taken into account in the marking of your responses to questions 3 and 7(d). These questions are indicated with an **asterisk** (*)
– *you should take particular care on these questions with your spelling, punctuation and grammar, as well as the clarity of expression.*

Advice

- Read each question carefully before you start to answer it.
- Keep an eye on the time.
- Try to answer every question.
- Check your answers if you have time at the end.

Turn over ►

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PEARSON

Answer ALL the questions. Write your answers in the spaces provided.

1 (a) Describe **two** roles of the Civil Aviation Authority (CAA).

(4)

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Both the Association of British Travel Agents (ABTA) and the International Air Transport Authority (IATA) have important roles in the travel and tourism industry.

(b) (i) Explain **one** way in which the roles of ABTA and IATA are similar.

(3)

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(ii) Explain **one** way in which the roles of ABTA and IATA are different.

(3)

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A further organisation involved with the travel and tourism industry is EASA.

(c) State the full name of EASA.

(2)

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(Total for Question 1 = 12 marks)



Use the following information to answer Question 2(a).

Travel to Australia

Passport Advice

Australia does not have a minimum passport validity requirement. However, if you are travelling via other countries in the Far East, then your passport must have more than six months validity.

Visa Advice

Visas are required for all travel to Australia. British citizens can obtain the following types of electronic visitor visa:

- an eVisitor visa direct from the Department of Immigration and Citizenship. There is no visa application charge or service fee for this.
- an Electronic Travel Authority (ETA) via their travel agent or airline. There is no visa application charge, but a service fee of 20 Australian dollars applies.

An eVisitor visa allows you to stay in Australia for up to 3 months. A separate eVisitor visa is required for each family member travelling to Australia including those under 18 years who are included on your passport. No stamp is added to your passport but airlines are informed electronically that you have an eVisitor visa.

Your eVisitor visa is linked to the passport number you use in your application and you must use the same passport to travel to Australia. If you change passport you must tell the department otherwise you may not be allowed to board your flight.

Information on all other types of visa is available from the Department of Immigration and Citizenship, or from the Australian High Commission in London.

In certain circumstances you may be asked to undergo a health examination before a visa can be granted. If you are aged 75 years or over and applying for a visitor visa, you will need to undergo a medical examination or an Aged Visitors Health Check. These must be completed by a Panel doctor nominated by the Australian Government. You will have to pay for the cost of the examinations. Please factor in extra time for these examinations when applying for a visa.

(Source: adapted from © C2009000819 HSMO Crown Copyright)



Gill and David Browne, plus their two children, James (aged 6) and Sara (aged 3), are planning a trip to Australia to visit Gill's brother who lives there. They are planning to fly to Sydney and then stay in Australia for 6 weeks travelling around and seeing as much as they can. They will change planes at Singapore as they are flying both ways with Singapore Airlines.

2 (a) Describe the passport and visa advice Gill and David should be given.

(i) Passport

(2)

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(ii) Visa

(6)

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Read the following information before answering Question 2(b).

Many tourists go to Australia as it has some of the best surfing beaches in the world. Rip currents (strong currents flowing away from the beach) are the main surf hazard for all beach users. They can occur at any beach and can sweep even the strongest swimmer out to sea. Rip currents are responsible for around 15,000 beach rescues and up to 120 people being drowned each year in Australia.



(Image source: adapted from brightonbeach.info)

(b) Identify **four** pieces of advice you would give to tourists to keep them safe in the sea.

(4)

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Dengue fever and Ross River fever occur periodically in northern parts of Australia. These illnesses are contracted in the same way as malaria.

(c) Describe the causes of malaria.

(3)

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(d) Identify **three** symptoms of malaria.

(3)

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(Total for Question 2 = 18 marks)



Read the following information before answering Question 3.

In the week before Christmas 2010, Britain experienced severe snow and icy conditions. This had a huge impact on airports and air travel.

Anger as BA grounds its flights while others fly on

Holidaymakers starting Christmas breaks were left angry and frustrated at check-in desks on Saturday 18th December when airports across Britain shut down because of the snow.

British Airways (BA) cancelled flights from Heathrow and Gatwick. All British Airways flights due to leave Terminal 5 at Heathrow before 5 pm were cancelled. Many British Airways passengers were angry at the lack of information as flights operated by other airlines appeared to be taking off from other terminals.

British Airways staff could be heard telling a queue of 300 passengers that they would not be able to rearrange their flights as there were not enough check-in desk workers. All screens above the desks asked passengers to call the same BA rebooking number.

The British Airports Authority (BAA), which owns Heathrow, said runways were closed to allow snow to be cleared. Heathrow is one of the world's busiest airports. It has 66 tractors and other snow/ice removing vehicles.

Meanwhile, Gatwick Airport brought in a fleet of 47 snow ploughs and tractors and 150 extra staff in an attempt to clear the ground and create safe take-off conditions. It eventually reopened at 3 pm on Saturday 18th December. Gatwick's owners, Global Infrastructure Partners (GIP), have pledged further upgrades over the next year to increase their fleet of snow ploughs and tractors to over 90.

(Source: © The Sunday Times 12/2010)

Travelmole snow update – 20th December

The government has stepped in to help deal with flight chaos at Heathrow by allowing extra flights throughout the nights leading up to Christmas.

However, the airport responded by saying extra flights would not help as security, baggage handling and check-in would be chaotic. In addition, the snow and freezing conditions would still make it dangerous for any flights to take off.

Heathrow is currently using every available member of staff plus several hundred additional contractors to help clear the situation. BAA has also deployed additional staff to provide comfort to the thousands of passengers left stranded at the airport.



Since 18th December passengers have been urged not to go to Terminals 1 or 3 until further notice due to extreme congestion. News reporters have also not been allowed to film in any terminal at Heathrow since then.

(Article source: © Travelmole Ltd., 2011, Image from: www.ronnestam.com)



Read the following information before answering Question 4.

Shark Attacks!

In December 2010 there were a number of shark attacks on tourists visiting the Egyptian resort of Sharm El Sheikh.

Egyptian authorities are desperate to identify and kill the shark they think is responsible. A German tourist died after she was attacked and the week before there were four other savage attacks.

The Egyptian authorities want to reassure tourists who are vital to the country's economy.

Environmentalists think that overfishing and a declining ecosystem could be driving sharks closer to the shore in search of food. There are also accusations that tourist boats are illegally dumping meat into the water to attract sharks for passengers and divers wanting to photograph them. Feeding sharks can cause them to associate humans with food.

Even though the killer shark is still at large, Egyptian officials are due to allow some scuba diving to resume and the country's tourism minister insists that divers are '100 per cent safe'. Holidaymakers have questioned whether these assurances are based on fact or simply the authorities' desperation to revitalise peak season tourism.

A British couple who saw the attack on the German tourist said that they were assured the water was safe only moments before the shark struck. When the shark attacked, lifeguards on the beach failed to react and get swimmers out of the sea.



(Source: adapted from © Dailymail)



4 (a) Recommend **two** measures that could be taken to reduce the likelihood of shark attacks on tourists in Sharm El Sheikh. Justify your recommendations.

(8)

Recommendation 1

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Justification

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Recommendation 2

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Justification

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Read the following information before answering Question 5(a).

Driving up the cost of car hire

A *Which Travel* investigation has revealed that some car hire companies can charge as much as 99% of the car hire price in the form of extra insurance. Purchasing an optional Super Collision Damage Waiver (SCDW) can reduce or eliminate your liability if you damage the car, but hire companies don't always show the cost of this upfront.

Which Travel found that Budget Car Rental had the cheapest initial quote of £119 but this was increased by £88 to £207 when SCDW was added.

Being able to see how much the SCDW will cost is important if you are going to be able to calculate how much you will end up paying at the collection desk.

(Source: adapted from © Which?2011)

- 5 (a) Which legislation are car hire companies in risk of breaching by not displaying the full cost of car hire including SCDW?

(1)

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(b) When tourists arrive at a destination and hire a car, they are often at a greater risk of being carjacked* as hire cars tend to have different types of number plates from normal cars.

*carjacking is when car thieves hold up a car to rob or attack the occupants.

Recommend **two** measures that tourists renting cars could take to reduce the likelihood of attacks by carjackers. Justify your recommendations.

(8)

Recommendation 1

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Justification 1

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Recommendation 2

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Justification 2

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(Total for Question 5 = 9 marks)



6 To help embassy and crisis staff provide a better service in an emergency, such as a plane crash, tsunami or in outbreaks of war, the British Foreign and Commonwealth Office launched a service called LOCATE. This is a website where all British nationals travelling and living abroad can register and provide details of their travel arrangements, contact details and next of kin.

(a) Explain **two** possible benefits of registering with LOCATE.

(8)

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Medical assistance companies are key organisations that can provide support in dealing with emergency situations.

(b) Describe the role of medical assistance companies.

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(Total for Question 6 = 11 marks)



7 Mr and Mrs Novak were holidaying on a large cruise ship in the Mediterranean when they and 200 other cruise passengers became ill with norovirus (a highly infectious stomach bug).

(a) Is this incident an example of a small-scale or a large-scale emergency situation? (1)

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(b) Explain your answer to 7(a). (3)

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(c) Choose one of the following large-scale emergency situations.

- Terrorist attacks
- Natural disasters

Topic chosen

Describe one example of the topic you have chosen. (4)

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