

# Mark Scheme (Results)

June 2012

GCE Travel and Tourism (6991)  
Unit 5: Travelling Safely

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Question Number	Answer	Mark
<b>1(a)</b> <b>AO1</b>	Up to 2 marks available for each role described. e.g. <ul style="list-style-type: none"> <li>• Provides financial protection (1)</li> <li>• Represents travel agents/tour operators (1)</li> <li>• maintaining a code of practice(1) governing relationships between ABTA members and their customers (1)</li> <li>• offers independent arbitration system (1) for customer complaints – acts as a mediator (1)</li> </ul>	<b>(4)</b>

Question Number	Answer	Mark
<b>1(b)</b> <b>AO1</b>	Up to 2 marks available for correct answer. 1 mark if almost correct. <ul style="list-style-type: none"> <li>• Civil Aviation (1) Association</li> <li>• Civil Aviation Authority (2)</li> </ul>	<b>(2)</b>

Question Number	Answer	Mark
<b>1(c)</b> <b>AO1 AO2</b> <b>AO3</b>	Up to 6 marks available for explanation. Maximum 3 marks for description only. e.g. <ul style="list-style-type: none"> <li>• ICH allows airlines to invoice one another through them which means they don't have to worry about currency exchange rates(1) as ICH works all this out(1). They just set their fares(1)</li> <li>• Customers can book all their journey through one airline which means it is more efficient for them(1) as they don't have to keep ringing different airlines (1) for each leg of their trip(1)</li> <li>• Flying is a global business and ICH helps what could be an administrative headache(1) and makes it truly global(1)</li> </ul>	<b>(6)</b>

Question Number	Answer	Mark
<b>2(a)(i)</b> <b>AO2</b>	Up to 2 marks available for description. e.g <ul style="list-style-type: none"> <li>• Both require a passport (1)</li> <li>• Passport must have a validity exceeding 6 months (1)</li> </ul>	<b>(2)</b>

Question Number	Answer	Mark
<b>2(a)(ii)</b> <b>AO2</b>	Up to 4 marks available for description. No marks for stating that you do not need a visa if arriving by air. e.g. <ul style="list-style-type: none"> <li>• You must have a valid return ticket(1)</li> <li>• You must have a visa if arriving overland(1)</li> <li>• You need to obtain your visa in advance from nearest Venezuelan Embassy or Consulate (1)</li> <li>• You must not overstay your 90 days (1) or you might be arrested and fined when departing (1)</li> </ul>	<b>(4)</b>

Question Number	Answer	Mark
<b>2(b)(i)</b> <b>AO1</b>	Up to 3 marks available for description e.g. <ul style="list-style-type: none"> <li>• Being bitten by a mosquito(1)</li> <li>• Contact with an infected person (1)</li> <li>• Virus introduced into bloodstream (1) via saliva of the mosquito as it bites (1)</li> <li>• A mosquito bites a person(1) who becomes infected and then infects other people(1)</li> </ul>	<b>(3)</b>

Question Number	Answer	Mark
<b>2(b)(ii)</b> <b>AO1</b>	Up to 3 marks available e.g. <ul style="list-style-type: none"> <li>• Headache (1)</li> <li>• Nausea(1)</li> <li>• Vomiting(1)</li> <li>• Anaemia(1)</li> <li>• feeling tired(1)</li> <li>• Jaundice(1)</li> <li>• Renal pain(1)</li> <li>• Bleeding mouth/nose/stomach(1)</li> </ul>	<b>(3)</b>

Question Number	Answer	Mark
<b>3(a)</b>	Up to 2 marks available for correct legislation <ul style="list-style-type: none"> <li>• Trading Act(1)</li> <li>• Fair Trading Act (2)</li> <li>• Enterprise Act (2)</li> </ul>	<b>(2)</b>

Question Number	Answer	Mark
<p><b>3(b)</b> <b>AO4</b></p>	<p>Up to 4 marks available for realistic recommendations. Up to 4 marks available for justification. Repeating sections of the stem max 4 marks overall. Similar recommendations will only be credited once.</p> <p>e.g</p> <p><b>Recommendation</b></p> <ul style="list-style-type: none"> <li>• Training staff (1) to communicate better(1)</li> <li>• Always having staff at all waiting points (1) like departure lounges (1)</li> <li>• Tell staff to always ask passengers for information(1) about their needs(1)</li> <li>• Train staff on DDA requirements (1)</li> <li>• Manual handling training (1)</li> <li>• Airlines collect information about needs prior to travel (1)</li> </ul> <p><b>Justification</b></p> <ul style="list-style-type: none"> <li>• This would mean they would ask passengers what they need(1) and passengers then feel they care(1)</li> <li>• This would mean there was someone to ask(1) which would make disabled passengers feel happier/looked after(1)</li> <li>• Then staff would not assume they know(1) as each individual is different(1)</li> <li>• So the staff can lift passengers safely (1) without injuring themselves</li> <li>• Airlines can make arrangements to meet the needs(1) and cover hidden disabilities(1)</li> </ul>	<p><b>(8)</b></p>

Question Number		Indicative Content
3(c)		<p><b>Failure to comply with legislation</b></p> <ul style="list-style-type: none"> <li>• They must only advertise the actual price of a flight.</li> <li>• Office of Fair Trading/Trading Standards Act</li> <li>• Trades Description Act</li> <li>• Sales of Goods and Services Act</li> </ul> <p><b>The UK government Air Passenger Duty tax (APD)</b></p> <ul style="list-style-type: none"> <li>• They have to charge the compulsory taxes but the airlines wish to show they are not responsible for these charges.</li> </ul> <p><b>Competition</b></p> <ul style="list-style-type: none"> <li>• If all the airlines are using the same pricing strategies then they have to compete to stay in business.</li> </ul> <p><b>Customer choice</b></p> <ul style="list-style-type: none"> <li>• Customers don't have to pay for services not used (baggage/insurance/priority check in)</li> <li>• Customers not fully informed about final price after additional/optional charges.</li> <li>• Difficult to make informed comparison between airlines.</li> </ul>
Level	Mark	Descriptor
	<b>0</b>	No rewardable material
1	<b>1-3</b>	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. Tendency to repeat parts of the stem. The candidate uses everyday language and the responses lack clarity and organisation. Spelling, punctuation and the rules of grammar are used with limited accuracy.
2	<b>4-6</b>	Responses with some evaluation/application. Responses may have clear application and some evaluation or some application and clear evaluation. 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.
3	<b>7-8</b>	Focused responses with sustained evaluation and application. 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.

Question Number	Answer	Mark
<b>3(d)</b> <b>AO4</b>	<p>2 marks for each realistic recommendation and 2 marks for each justification. Recommendations must be different.</p> <p>e.g.</p> <ul style="list-style-type: none"> <li>• Train both check-in staff and cabin crew (1) on the safety regulations regarding exit aisle seats(1). Both groups need to know the safety regulations so that they maintain the same standards(1) and they need to know that safety of all passengers comes above comfort of one or two(1)</li> <li>• Passengers should always be advised when they book(1) that if they are not fit enough they will not be allowed to sit in exit aisle seats (1). As airlines need to ensure they meet safety legislation(1) otherwise they could be sued/taken to court(1)</li> <li>• Once passengers pay extra they should receive what they have paid for(1). Seats should be allocated once the booking is made(1)and fitness levels checked. This would mean there should be no confusion about fitness(1) and about who is sitting in exit aisle seats (1)</li> </ul>	<b>(8)</b>

Question Number	Answer	Mark
<b>4(a)</b> <b>AO1</b> <b>AO2</b>	<p>Up to 4 marks available for explanation. Max 2 marks for description only.</p> <p>e.g.</p> <ul style="list-style-type: none"> <li>• They want to know customers agree to them (1)</li> <li>• It means the tour operator knows the customer will have read these(1) and then will follow procedures(1)</li> <li>• Tour operators need to know that a procedure is in place(1) in case things go wrong for them or the customer(1) having booking conditions means everything is in writing(1)</li> <li>• Booking conditions make it plain for both the tour operator and the customer(1) as they both know what to do if things need to change(1) as the conditions are in writing(1) and procedures have been put in place(1) so both know what to do(1)</li> </ul> <p>Max 4</p>	<b>(4)</b>

Question Number	Answer	Mark
<b>4(b)</b> <b>AO2</b>	1 mark available Accept <ul style="list-style-type: none"> <li>• £50 per person</li> <li>• £200 total</li> </ul>	<b>(1)</b>

Question Number	Answer	Mark
<b>4(c)</b> <b>AO2</b>	Up to 3 marks available for explanation. Max 2 marks for description only  e.g. <ul style="list-style-type: none"> <li>• This is a normal holiday booking(1)</li> <li>• This is a normal holiday booking(1), it has been booked more than 14 weeks in advance(1)</li> <li>• Late holiday bookings are made 14 weeks or less before departure(1) but the Shahs booked their holiday 8 months before departure(1)</li> <li>• Any holidays made more than 14 weeks in advance of the departure date are normal bookings(1) as the Shahs booked their holiday 8 months before departure(1) this means their holiday must be a normal booking(1)</li> </ul>	<b>(3)</b>

Question Number	Answer	Mark
<b>4(d)(i)</b> <b>AO2</b>	Up to 2 marks available for description.  e.g <ul style="list-style-type: none"> <li>• Has to write to the travel agent (1)</li> <li>• The lead name on the booking form(1) has to write to the travel agent(1)</li> </ul>	<b>(2)</b>

Question Number	Answer	Mark
<b>4(d)(ii)</b>	1 mark available for correct answer 70% (1)	<b>(1)</b>



Question Number	Answer	Mark
<b>4(d)(iii)</b> <b>AO2</b>	<p>Up to 3 marks available for explanation. Max 2 marks for description only</p> <p>e.g.</p> <ul style="list-style-type: none"> <li>• The insurance would cover them for cancellation(1)</li> <li>• Because the insurance would cover the Shahs if they have an accident/operation(1) or need to cancel like now(1)</li> <li>• The insurance would mean the Shahs would be covered if they have an accident(1) and also will not lose all their money (1) now they need to cancel(1) as the insurance will pay out(1) Max 3</li> </ul>	<b>(3)</b>

Question Number	Indicative content
<b>5(a)</b> <b>AO3</b>	<p><b>Government</b></p> <ul style="list-style-type: none"> <li>• The government didn't tell the airlines what they were planning</li> <li>• The government could have covered the insurance</li> </ul> <p><b>The Airline</b></p> <ul style="list-style-type: none"> <li>• Airlines have an objective of protecting their customers so can't fly into dangerous areas</li> <li>• Airlines have an objective of protecting their customers so they should have flown in to help people out</li> <li>• Airlines cannot be expected to do governments work without explanation/communication</li> </ul> <p><b>The Passenger</b></p> <ul style="list-style-type: none"> <li>• They rely on the government to get them out of an emergency situation.</li> </ul>

Level	Mark	Descriptor
	<b>0</b>	No rewardable material
1	<b>1-3</b>	Basic responses that are mainly descriptive. Possibly limited reasoning and application. May consider only one aspect. The candidate uses everyday language and the responses lack clarity and organisation. Spelling, punctuation and the rules of grammar are used with limited accuracy.
2	<b>4-6</b>	Responses with some analysis/application. Responses may have clear application and some analysis or some application and clear analysis. More than one aspect will be looked at. 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.
3	<b>7-8</b>	Focused responses with sustained analysis and application. All aspects will be considered. 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.

Question Number	Answer	Mark
<b>5(b)</b> <b>AO1</b>	<p>1 mark for each. Max 2 marks. Examples of medical problems can only be credited once.</p> <ul style="list-style-type: none"> <li>• Holiday cancellations(1)</li> <li>• Holiday curtailments(1)</li> <li>• Medical Problems(1)</li> <li>• Lost passport(1)</li> <li>• Lost money(1)</li> <li>• lost luggage(1)</li> <li>• Theft and muggings(1)</li> <li>• Arrest and punishment(1)</li> <li>• Death of one person(1)</li> </ul>	<b>(2)</b>

Question Number	Answer	Mark
<b>5(c)</b> <b>AO1</b>	<p>Up to 4 marks available. Up to 2 marks available for relevant examples. Must cover</p> <ul style="list-style-type: none"> <li>• High Number of people affected in large scale(1), few people affected in small scale(1)</li> <li>• Impact and disruption overall</li> </ul> <p>No marks for saying death is large-scale – depends on numbers</p>	<b>(4)</b>

Question Number	Answer	Mark
<b>5(d)(i)</b> <b>AO4</b>	<p>Up to 4 marks available for description of situation. Marks to be awarded for level of detail. Situation must be appropriate and realistic.</p> <p>Likely topics could be:</p> <ul style="list-style-type: none"> <li>• Uprisings in Tunisia/Egypt</li> <li>• Ash cloud</li> <li>• Japan Earthquake/Tsunami</li> <li>• Terrorist attacks in Mumbai</li> <li>• Plane crash in Russia</li> </ul>	<b>(4)</b>

Question Number		Indicative content
<b>5(d)(ii)</b> <b>AO3</b> <b>QWC</b>		Responses may cover the following: <ul style="list-style-type: none"> <li>• Better Planning</li> <li>• Improve Communication</li> <li>• Having set procedures in place</li> <li>• Having someone in overall control</li> <li>• Liaison between the different parties involved</li> </ul>
Level	Mark	Descriptor
	<b>0</b>	No rewardable material
1	<b>1-3</b>	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 improved in the future. The candidate uses everyday language and the responses lack clarity and organisation. Spelling, punctuation and the rules of grammar are used with limited accuracy.
2	<b>4-6</b>	Responses with some explanation/application. Responses may have clear application and some explanation or some application and clear explanation. 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.
3	<b>7-8</b>	Focused responses with sustained explanation and application. 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.

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