

Mark Scheme (Results)

January 2013

Travel and Tourism (6991)
Unit 5: Travelling Safely

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Question Number	Answer	Mark
1(a)	<p>Up to 2 marks available for each role described.</p> <p>Eg</p> <ul style="list-style-type: none"> • Safety (1) • Airspace policy (1) • Regulates pilots/aircraft/engineers/airlines (1) • Consumer protection (1) • Helps improve customer choice (1) by promoting competitive markets (1) • Ensure the most efficient use of airspace (1) consistent with the safe operation of aircraft (1) • Improves environmental performance of airline industry (1) through more efficient use of airspace (1) • Provides protection for consumers (1) through ATOL scheme (1) 	(4)

Question Number	Answer	Mark
1(b)	<p>Up to 2 marks available for correct answer. 1 mark if almost correct</p> <p>Eg</p> <ul style="list-style-type: none"> • Association of British Transport Agencies (1) • Association of British Travel Agents (2) 	(2)

Question Number	Answer	Mark
1(c)	<p>Up to 6 marks available for explanation. Max 2 marks available for description only. Max 3 marks if generic answer not referring specifically to the Greene family</p> <p>Eg</p> <ul style="list-style-type: none"> • This can be by repaying their monies paid (1) • Operates a bonding scheme (1) which protects customers (1) • If an ABTA member stops trading then the money paid by all ABTA members (1) is used to ensure customers don't lose their money (1) • If a travel organisation is a member of ABTA they pay into a bonding scheme (1) which means there is a central fund protecting customers(1) because if a member of ABTA ceases to operate/goes bust(1) then this money is used to reimburse customers (1) • ABTA operates a bonding scheme (1). If you are a member of ABTA then your organisation pays a levy to ABTA (1) to be a member and display a logo (1) which allows customers to see their money will be protected (1) so when the Greene family's travel company went bust (1) this levy was used to reimburse them (1) 	(6)

Question Number	Answer	Mark
2(a)(i)	Up to 2 marks available for description. Eg <ul style="list-style-type: none"> • All three require a passport (1) • Passport must have a validity exceeding 6 months (1) 	(2)

Question Number	Answer	Mark
2(a)(ii)	Up to 6 marks available for description Eg <ul style="list-style-type: none"> • Visas are required (1) • You can apply in the UK by contacting the Nepalese Embassy (1) • To obtain a visa you need your valid passport (1) a completed visa application form (1) 1 or 2 passport sized photos (1) and the visa fee (1) • As they are staying 6 weeks their fee will be £75 (1) each for Mr and Mrs Saunders (1) but their son will receive his free (1) because he is under 10 years old (1) • Personal cheques and credit cards are not accepted (1) can pay by cash postal order or banker draft (1) • If paying by cash the applicant must come to the embassy (1) • Tourist visas are normally processed within 48 hours of submission of visa application and forms etc to Embassy (1) • Visas can be issued upon arrival in Nepal (1) • You can be refused entry at point of entry in Nepal (1) • Departure tax of £15 (1) per person each time you leave Nepal (1) 	(6)

Question Number	Answer	Mark
2(b)	Up to 4 marks available for explanation. 4 marks must include advantages and disadvantages. Eg <ul style="list-style-type: none"> • If they wait until they get there they may be refused entry (1) and be unable to continue with their holiday (1) • If they get their visa in UK they know they have a visa (1) • It could be cheaper for them to get on arrival (1) as they won't need to travel to London (1) or incur post costs (1) 	(4)

Question Number	Answer	Mark
2(c)(i)	Up to 2 marks available Eg <ul style="list-style-type: none"> • Eating contaminated food (1) • Drinking dirty water (1) • It is spread by drinking or eating contaminated (1) water and food (1) 	(2)

Question Number	Answer	Mark
2(c)(ii)	Up to 4 marks available for logical precautions <ul style="list-style-type: none"> • Wash your hands before cooking or eating (1) • Sterilise drinking water (1) using water purification tablets (1) • Avoid ice in drinks (1) • Use bottled water for brushing your teeth (1) • Don't use water from natural sources such as rivers (1) wells or untreated tap water (1) • Eat recently prepared food that is thoroughly cooked (1) and very hot (1) • Don't eat salads/uncooked fruit and vegetables (1) • Get a cholera vaccination (1) 	(4)

Question Number	Answer	Mark
3(a)	1 mark available for correct answer <ul style="list-style-type: none"> • EU Directive • Trades Description Act • Sale of Goods Act 	(1)

Question Number	Answer	Mark
3(b)	<p>Up to 3 marks available for explanation. Max 2 marks for description</p> <p>Eg</p> <ul style="list-style-type: none"> • It is difficult to judge accommodation ratings in different countries (1) • Sometimes a hotel that would score 3*s in one country will only score 2*s in another (1) for example having a pool can be worth a star (1) • Different standards mean tour operators cannot always compare a hotel in one country with another based on their star ratings (1) this is because in one country the same hotel might be rated 4*s because it has a pool whereas in another a pool might be expected of all 3* hotels (1) and therefore the same hotel would be judged differently because of the different standards applied (1) 	(3)

Question Number	Answer	Mark
3(c)	<p>Up to 4 marks available for recommendations. Up to 4 marks available for justification.</p> <p>Eg</p> <p>Recommendation</p> <ul style="list-style-type: none"> • Set their own ratings (1) • Explain how countries vary in their ratings (1) • They need to set their own standard by reviewing the hotels against their criteria (1) and then make sure they tell customers what these standards are (1) • Explain to customers that standards vary according to the country (1) and to believe their standards and not those they see given by the country to the accommodation (1) • Produce a leaflet or have information about this on the website (1) <p>Justification</p> <ul style="list-style-type: none"> • So everyone knows what the standards are (1) • If people understand the differences then they know what they are booking (1) • By setting own standards it means all accommodation is judged similarly (1) despite what country the accommodation is in (1) • This will stop confusion (1) as they will know all accommodation has been compared despite the country it is in (1) • This would alert customers before booking (1) that there can be variations in star ratings between countries (1) 	(8)

Question Number		Indicative Content
3(d)*		<p>Responses may refer to the following:</p> <ul style="list-style-type: none"> • Confusion for customers and staff • Flights still not being covered on their own • May mean people buying over the internet think they are covered when they are not <p>Positive</p> <ul style="list-style-type: none"> • More customer's will be covered by ATOL • More people buying from travel agents so they know they are covered
Level	Mark	Descriptor
	0	No rewardable material
1	1-3	<p>Basic responses that are mainly descriptive. Possibly limited reasoning and application.</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.</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.</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 explanation</p> <p>Eg</p> <ul style="list-style-type: none"> • The money you pay when claiming (1) • You do not get back all the money when making a claim (1) the excess is the amount you will not receive back (1) • You have to pay an amount that is not covered when you make a claim (1) and the excess tells you what that amount is (1) 	(2)

Question Number	Answer	Mark
4(b)(i)	One mark available for correct answer <ul style="list-style-type: none"> • Nothing (1) • £0 (1) 	(1)

Question Number	Answer	Mark
4(b)(ii)	Up to 3 marks available for explanation. Eg <ul style="list-style-type: none"> • The insurance needs to be bought before any strike action is announced (1) • They took the insurance out the day after the strike was announced (1) • The insurance cover states that to be covered for labour disputes (1) the insurance needs to have been bought before the strike is announced (1) however the Patels bought the insurance the day after the announcement (1) • The Patels bought their insurance on 8 January but the dispute/strike was announced on the 7 (1) this means the insurance was bought after the strike was announced (1) when the policy states to claim it must be bought before (1) 	(3)

Question Number	Answer	Mark
4(c)	Up to 2 marks available for description <ul style="list-style-type: none"> • She must get a repairer report (1) • When she gets the car repaired she must get a report (1) which she must send off with her claim (1) 	(2)

Question Number	Answer	Mark
4(d)	Up to 4 marks available for explanation. Max 2 marks for description only Eg Cancellation <ul style="list-style-type: none"> • Cancellation the holiday is cancelled (1) • Cancellation is usually before you have departed (1) meaning that the whole holiday/trip doesn't take place (1) Curtailement <ul style="list-style-type: none"> • Curtailement happens once you have left(1) and means that the remaining amount of your holiday/trip gets cancelled (1) • Curtailement happens after you have left for your trip (1) 	(4)

Question Number	Answer	Mark
4(e)	<p>Up to 4 marks available for description of role. 1 mark for each valid point</p> <p>Eg</p> <ul style="list-style-type: none"> • Their Drs and nurses administer any first aid that is required (1) • Medical Assistance companies are used by insurance companies (1) to help to get injured or sick people home (1) • They will send out a doctor and/or a nurse (1) to accompany the injured/sick person home on the plane (1) 	(4)

Question Number	Answer	Mark
4(f)	<p>Up to 4 marks available for recommendations. Up to 4 marks available for justification.</p> <p>Eg</p> <p>Recommendations</p> <ul style="list-style-type: none"> • Take insurance document with you (1) • Read the small print (1) • Explain to people the importance of knowing their insurance details (1) and making them aware of the more common procedures (1) • Tell people to take their insurance document with them (1) and/or leave copy with a responsible person here (1) <p>Justification</p> <ul style="list-style-type: none"> • So you can read what to do (1) • So you know what to do (1) • This will mean that people will be more aware (1) and will be able to follow the procedures to get help/refund (1) • If take document then they can read what to do if they need to (1) and if someone at home has it then they can help them understand too (1) 	(8)

Question Number	Answer	Mark
5(a) (i)	<p>Up to 2 marks for a description.</p> <p>Eg</p> <ul style="list-style-type: none"> • Before they travel the Kattans' can look at the FCO website (1) which can tell them areas of danger/earthquakes etc (1) • The FCO website (1) will tell them of inoculation/visa information they may need (1) • The FCO website has links to LOCATE (1) so the Kattans' can put details of where they will be on before they travel (1) 	(2)

Question	Answer	Mark
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Number		
5(a)(ii)	<p>Up to 2 marks for a description.</p> <ul style="list-style-type: none"> • If they lose their passport whilst away (1) the British embassy can help them get a temporary one to get home (1) • If there is a large scale emergency whilst they are away (1) the embassy will be involved in helping find/repatriate (1) 	(2)

Question Number	Answer	Mark
5(b)(i)	<p>Up to 4 marks available for description of situation. Marks to be awarded for level of detail. Situation must be appropriate and realistic. Likely topics could be:</p> <p>Wars/Civil Unrest</p> <ul style="list-style-type: none"> • Uprisings in Tunisia/Egypt • War in Libya <p>Major Outbreaks of disease</p> <ul style="list-style-type: none"> • Swine flu • Cholera <p>Natural disasters</p> <ul style="list-style-type: none"> • Ash cloud • Japan Earthquake/Tsunami 	(4)

Question Number		Indicative Content
5(b)(ii)		<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. At least two examples will be referred to.</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. A range of examples will be referred to.</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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