

Mark Scheme

Summer 2013

Travel and Tourism (6991)
Unit 5: Travelling Safely

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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 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"> • Licensing of pilots (1) • Monitoring of pilots (1) • Safety of aircraft (1) • Training (1) • Standardisation on Air Traffic Management (1) • Overseeing airworthiness (1) of aircraft • Rulemaking (1) and standardisation of aircraft operations (1) 	(4)

Question Number	Answer	Mark
1(b)	<ul style="list-style-type: none"> • Civil Aircraft Authority (0) • Civil Aviation Authority (1) 	(1)

Question Number	Answer	Mark
1(c)	<p>Up to 6 marks available for explanation. Max 2 marks available for description only. Max 4 marks if generic answer not referring specifically to this case.</p> <p>E.g.</p> <ul style="list-style-type: none"> • Their main aim is to make sure passengers safe(1) • CAA does not need to make money to survive (1) • The CAA will always err on the side of safety (1) even when airlines think the risk is minimal (1) which can be frustrating as airlines then can't make money (1) • Both sides have the interests of safety in mind (1) but airlines must make money to survive (1). • When CAA grounds all planes it does cause them operational problems (1) they would really be criticised if there was a crash (1) so they always err on the side of safety (1). Airlines have to bear the brunt of passenger frustration/losing money (1) so they want to ensure planes definitely are unsafe to fly (1) 	(6)

Question Number	Answer	Mark
2(a)(i)	<ul style="list-style-type: none"> • All travellers must have a machine-readable passport (1) • Both require a ten year passport (1) To travel under VWP travellers must possess passports with specific security features (1) 	(2)

Question Number	Answer	Mark
2(a)(ii)	<ul style="list-style-type: none"> • Visas are required(1) unless eligible for the VWP (1) • If eligible for VWP you don't need a visa for tourism or business reasons (1)for stays up to 90 days(1) • If travelling under VWP must also apply for ESTA(1) at least 72 hours before departure(1) • If don't have ESTA you will be refused travel to US(1) • ESTA is valid for two years (1) or the validity of Colin or Anne's passport, whichever is shorter(1) • Colin and Anne must have an ESTA for their passports they are using to travel to the US(1). If they get a new passport they must also get a new ESTA(1) for their new passport(1) • The US Customs and Border Protection department apply a \$14 charge for ESTA(1). All payments must be made by credit card(1) • While in the US you can travel to Canada, Mexico or Caribbean(1) and come back in but stay out of US must be included in the 90 days(1) 	(6)

Question Number	Answer	Mark
2(b)	<ul style="list-style-type: none"> • To restrict tourist entry(1) • They don't want people staying too long in the country(1) • It means they can check up on what sort of people are coming into the country(1) so they know if they have criminal backgrounds(1) and if they don't want them (1) they can refuse them entry(1) • It means they know who is in the country (1) and how long for(1) so they can plan for numbers(1) • It is a good security idea(1) because they know lots about the person applying(1) from the answers they put to the questions asked(1) which means they can refuse those who might be terrorists(1) and keep their own people safe(1). They would also know if anyone overstays the maximum time allowed in the country(1) 	(6)

Question Number	Answer	Mark
2(c)(i)	<ul style="list-style-type: none"> • Using contaminated needles (1) • Having unprotected sex with someone who is infected (1) • Introducing contaminated blood into your body/ blood system (1) 	(2)

Question Number	Answer	Mark
2(c)(ii)	<ul style="list-style-type: none"> • Never share needles with anyone (1) • Do not have unprotected sex(1) • Do not have sex with anyone unless you know they do not have HIV/AIDS(1) • Do not get tattoos(1) • Take your own medical kit including needles with you(1) 	(4)

Question Number	Answer	Mark
3(a)	<ul style="list-style-type: none"> • EU Directive • EU Package Directive • EU Regulation Denied Boarding EC261/2004 	(1)

Question Number		Indicative Content
3(b) QWC		<p>Responses may refer to the following:</p> <ul style="list-style-type: none"> • Unfair as treating everyone over 80 the same • Legislation – different laws making it difficult. May be unfair age wise but then Trades Description Act etc also have to be met • Meeting needs of all customers – not just one particular group • Health and safety – need to ensure that everyone on the tour is up to the physical requirements
Level	Mark	Descriptor
	0	No rewardable material
1	1-3	<p>Basic responses which are mainly descriptive. Possibly limited reasoning and application. May consider only one issue and only look at it from one angle. Most likely to look at unfair issue and just look at it from one point of view.</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. More than one of the areas suggested will also be discussed. May look at meeting needs of all plus trying to meet all legislation.</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. Will definitely look at more than one of the areas suggested and will look at different points of views throughout.</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
3(c)	<p>Up to 2 marks available for each realistic recommendation. Up to 2 marks available for each justification. Recommendations must be different otherwise answer will only be credited once.</p> <p>E.g.</p> <p>Recommendation</p> <ul style="list-style-type: none"> • Give good descriptions in brochure (1) • Tours4U Travel needs to describe carefully the requirements of the tour (1) giving detailed examples of length of walks (1) • Get a doctor's note (1) • The company could ask for a doctor's note from all travellers (1) stating that the health/stamina of the customer is good (1) • Ask specific questions on the booking form (1) such as 'do they belong to walking groups' or 'how often they go to the gym' (1) • <p>Justification</p> <ul style="list-style-type: none"> • So people understand they need to be very fit (1) • If people fully understand the requirements (1) they are more able to judge whether they will keep up (1) • So then the doctor can say if they are really fit enough (1) • If the doctor understands how fit they need to be and says they are (1) then this that should ensure all passengers can cope physically (1) • The company can then see what they do (1) and can spot the ones who may need further questioning to ensure fitness level (1) 	(8)

Question Number	Answer	Mark
3(d)	<p>Up to 4 marks available for explanation. Max 2 marks for description.</p> <p>E.g.</p> <ul style="list-style-type: none"> • Holidays are often booked in advance (1) • It is difficult to know what could happen in the meantime before you go (1) such as illness or redundancy (1) • Travel arrangements tend to be expensive (1) so people cannot afford to just lose money if something happens (1). It means customers are covered (1) and will get treatment/money back if something goes wrong (1) 	(4)

Question Number	Answer	Mark
4(a)(i)	Association of British Travel Agents (1)	(1)

Question Number	Answer	Mark
4(a)(ii)	<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"> • Customers get their money back if CTS Horizons goes out of business (1) • Customers who book their holidays with an ABTA bonded operator/agency will have financial protection as ABTA members pay a bond (1) to insure customers if the agency/operator goes out of business (1) or if customers get stranded on their holiday (1) • All ABTA members pay into a bond (1) which is used by ABTA (1) to reimburse customers if one of their members stops trading (1) or pays for repatriation if customers stranded abroad (1) 	(4)

Question Number	Answer	Mark
4(b)	<ul style="list-style-type: none"> • Full payment of holiday cost (1) • Insurance premium (1) 	(2)

Question Number	Answer	Mark
4(c)(i)	<ul style="list-style-type: none"> • Mr Jones will need to inform the lead passenger Mr Brown (1) • Mr Brown will need to write (1) informing CTS Horizons about the cancellation (1) 	(3)

Question Number	Answer	Mark
4(c)(ii)	<ul style="list-style-type: none"> • 60% of the tour cost (1) 	(1)

Question Number	Answer	Mark
4(d)(i)	<ul style="list-style-type: none"> • This is a major change (1) because the accommodation change is to one of a much lower standard (1) • If the accommodation change had been to accommodation of the same standard the change would have been minor (1) but this is a change to a much lower grade of accommodation (1) which means the change would be a major one (1) 	(3)

Question Number	Answer	Mark
4(d)(ii)	£40 (1)	(1)

Question Number	Answer	Mark
4(e)	<ul style="list-style-type: none"> • Cancel their holiday and get a full refund (1) • Cancel holiday (1) 	(1)

Question Number	Answer	Mark
4(f)	<p>Up to 2 marks available for definition. Max 1 mark for example</p> <ul style="list-style-type: none"> • Large scale (1) • Emergency situation (1) • A serious (1) large scale situation (1) • Natural disaster/terrorist attack/severe weather condition (1) • A situation affecting many people (1) which is serious (1) 	(2)

Question Number	Answer	Mark
5(a) AO2	<p>Up to 2 marks available for realistic recommendation. Up to 2 marks available for each justification.</p> <p>Do not award marks if not about what passengers could do.</p> <p>E.g. Recommendation</p> <ul style="list-style-type: none"> • Make sure your booking is protected by ATOL/ABTA (1) • Book with a bonded travel agents (1) • Book your flight as part of a package (1) • Get holiday insurance (1) • Ask questions when you are making your booking (1) about the protection you have if things go wrong with the flight (1) • Check if the travel agent/airline is part of ATOL (1) and your booking is covered before you make your booking (1) <p>Justification</p> <ul style="list-style-type: none"> • So you can get your money back (1) • If you book a package you are more likely to have protection (1) • Because then you can ensure you book a package with a bonded agent/airline (1) so you will get your money back if the company stops trading (1) 	(4)

Question Number	Answer	Mark
5(b)	<p>Up to 4 marks available for description</p> <p>E.g.</p> <ul style="list-style-type: none"> • They could accompany Latif home (1) • They could send out a doctor or nurse(1) to accompany Latif on the journey home (1) • A medical assistance company is used by insurance companies (1) when one of their customers is injured or taken ill and cannot travel home alone (1). They will send out a nurse or doctor (1) who can look after Latif's medical need on the journey home (1) 	(4)

Question Number	Answer	Mark
5c(i)	<p>1 mark for suitable example. Up to 3 marks available for explanation of situation. Marks to be awarded for level of detail. Situation must be appropriate and realistic.</p> <p>Likely topics could be:</p> <p>Natural disasters</p> <ul style="list-style-type: none"> • Earthquake in Haiti • Tsunami in Japan <p>Transport crash disaster</p> <ul style="list-style-type: none"> • Concordia • Poland train crash <p>Explanation likely to cover</p> <ul style="list-style-type: none"> • Widespread devastation • Affecting many people • Involving multiple agencies working together to try and mitigate the circumstances 	(4)

Question Number	Indicative Content	
5(c)(ii) QWC	<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. May be a description of an event rather than recommendations 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 recommendations and evidence of research. At least two examples of situations chosen 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 detailed recommendations and clear evidence of research of two or more situations.</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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