

Mark Scheme (Results)

Summer 2015

Pearson Edexcel GCE Travel and
Tourism (6991)
Travelling Safely

Edexcel and BTEC Qualifications

Edexcel and BTEC qualifications come from Pearson, the world's leading learning company. We provide a wide range of qualifications including academic, vocational, occupational and specific programmes for employers. For further information, please visit our website at www.edexcel.com.

Our website subject pages hold useful resources, support material and live feeds from our subject advisors giving you access to a portal of information. If you have any subject specific questions about this specification that require the help of a subject specialist, you may find our Ask The Expert email service helpful.

www.edexcel.com/contactus

Pearson: helping people progress, everywhere

Our aim is to help everyone progress in their lives through education. We believe in every kind of learning, for all kinds of people, wherever they are in the world. We've been involved in education for over 150 years, and by working across 70 countries, in 100 languages, we have built an international reputation for our commitment to high standards and raising achievement through innovation in education. Find out more about how we can help you and your students at:

www.pearson.com/uk

January 2015

Publications Code UA040848

All the material in this publication is copyright

© Pearson Education Ltd 2015

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)	1 mark available for correct name. e.g <ul style="list-style-type: none"> • Civil Aviation Authority (1) 	(1)

Question Number	Answer	Mark
1 (b)	Up to 2 marks available for each type of travel and tourism organisation. e.g Airlines <ul style="list-style-type: none"> • Restricting the routes airlines can use(1) • Stipulates health and safety requirements on board(1) • The CAA enforces consumer protection rules(1) such as those around compensation for cancelled flights(1) Tour Operators <ul style="list-style-type: none"> • Runs the legal obligations a tour operator is obliged to adhere to by law(1) they have to refund costs to customers if their flight is delayed by more than 5 hours(1) • The CAA operates the ATOL license which tour operators have to apply for(1) which provides financial protection for holiday makers if the tour operator goes into administration(1) 	(4)

Question Number	Answer	Mark
1 (c)	<p>Up to 3 marks available for each explanation Reasons must explain why ABTA is beneficial to travel agencies e.g.</p> <ul style="list-style-type: none"> • So long as travel agencies are members of ABTA(1) they are part of a large organisation rather than just a single travel agency(1) • ABTA works as a lobbying group(1) so it represents the interests of travel agencies with government and other powerful bodies(1) so travel agencies feel confident their concerns and possible issues are raised and examined before legislation is passed(1) • ABTA offers a bonding scheme for travel agencies(1) which provides confidence to the customers of travel agents(1) as it means if any agencies go into receivership their customers will get their money back(1) 	(6)

Question Number	Answer	Mark
2(a)	<p>Up to 2 marks available for description e.g.</p> <ul style="list-style-type: none"> • Being bitten by a mosquito(1) • Virus introduced into bloodstream(1) via saliva of the mosquito as it bites(1) • Being bitten by a female mosquito(1) carrying the malaria virus(1) which then passes into the bloodstream of the human(1) 	(2)

Question Number	Answer	Mark
2(b)	<p>Up to 4 marks available for description of precautions to avoid malaria</p> <p>e.g.</p> <ul style="list-style-type: none"> • Stay indoors at twilight (1) • Minimise areas of exposed skin(1) by wearing long trousers, long-sleeved shirts, socks(1) • Sleep under a bed net(1) especially one impregnated with insecticide(1) • Apply insect repellents to the skin(1) especially those with DEET levels of 50% or more(1) • Take malaria tablets 3 days before travel (1) during the holiday (1) and several days after returning(1) 	(4)

Question Number	Answer	Mark
2 (c) (i)	<p>1 mark available for correct recommendation. Up to 2 marks available for justification.</p> <p>e.g</p> <ul style="list-style-type: none"> • Double Entry Tourist Visa (1) • As Amit will be entering India twice within a short period of time(1) he will need to have the double entry visa or he will need to wait two months before re-entry with any other type of visa(1) • The Double Entry tourist visa allows those coming to India to come into the country then travel to a neighbouring country like Thailand and then enter India again(1) and this is what Amit is planning to do so suits his needs(1) 	(3)

Question Number	Answer	Mark
2 (c) (ii)	<p>1 mark available for correct recommendation. Up to 2 marks available for justification</p> <p>e.g</p> <ul style="list-style-type: none"> • Multiple Entry Tourist visa(1) • As Nicky will be visiting India three time over a year with a gap greater than 2 months in each case(1) this visa allows her to do this and is the only one to allow her to enter the country at three different times(1) • The Multiple Entry Tourist Visa allows Nicky to enter the country many times so long as there is a gap of at least two months between leaving and then re-entering(1) and this is what Nicky is planning so it suits her needs best(1) 	(3)

Question Number		Indicative Content
* 2(d) QWC		<p>Security</p> <ul style="list-style-type: none"> • Could mean that terrorists/unapproved visitors are able to get into these countries • Could mean that passengers on board the plane who have been deemed unsafe by India/USA and therefore not granted a visa <p>Cost</p> <ul style="list-style-type: none"> • If a passenger does not have an up to date passport they will not have the right to enter the country and British Airways will be deemed responsible for this customer • If visa not valid the customer will need to be flown back to the UK at British Airways expense
Level	Mark	Descriptor
	0	No rewardable material.
1	1-3	<p>Basic responses that are mainly descriptive. Possible limited reasoning and application. It is likely only one aspect of cost or security will be considered and responses will be simplistic and undeveloped.</p> <p>The candidate uses everyday language and the response lacks 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 clear analysis and some application. May have considered both cost and security although depth of development of responses will be limited.</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	7-9	<p>Focussed responses with clear analysis and application. Both cost and security will have been considered and responses will consistently be developed.</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 (a)	1 mark available for correct identification of legislation <ul style="list-style-type: none">• Trades Description Act (1)• Sale of Goods and Services Act(1)• EU Package (1)	(1)

Question Number	Answer	Mark
3 (b)	<p>Up to 6 marks available for analysis. Max 2 marks for description only.</p> <p>e.g.</p> <ul style="list-style-type: none"> • Complying with the Data Protection Act can cost money(1) as special security measures may need to be put into place(1) • Complying with the Data Protection Act ensures they are not prosecuted (1) for breaking the law and then getting a bad reputation(1) • Training of staff will need to take place(1) to ensure they understand what is required by the regulation(1) and also to show how the organisation expects them to follow procedures to comply(1) • Complying with the Data Protection Act will have various impacts on travel and tourism organisations mainly though cost (1) and training of staff(1). There will be cost implications either in times of staff resources in ensuring understanding of the legislation and how to ensure compliance(1) and also through the cost of new systems if these are needed(1). Training of staff will be needed to keep them up to date with changes(1) and to explain the new systems the organisation is putting in place(1)so they know how to follow these(1) • Staff will need to be aware of how they are protecting customer’s data (1). They must ensure files detailing customers names and addresses are kept secure/out of sight of general public (1) and they must never give out details to other people MAX 2 description. • Passwords must be regularly changed(1) and data on customers kept updated(1) and information removed from databases if not been used/updated for some time MAX 2 description 	(6)

Question Number	Answer	Mark
3 (c) (i)	<p>Up to 4 marks available for explanation e.g.</p> <ul style="list-style-type: none"> • Covered(1) • A requirement for ATOL is that it must all be booked in one day rather than non-consecutive days(1), this qualifies him for the protection(1). • Even though the car hire was booked separately, it was done on the same day so is covered by Flight-Plus.(1) • Mr Randall has bought a flight plus accommodation and car hire(1) all at the same time on the telephone which qualifies him for a flight plus package(1) as he has bought three parts of travel arrangement so therefore this is not just a flight(1) • Flight Plus is trying to give passengers who book elements similar to a package the same rights(1) here Mr Randall has bought three elements of a package – car hire, accommodation and a flight all on the same day(1) therefore under the regulations he will be deemed to be covered by ATOL protection as he has fulfilled the new criteria(1) 	(4)

Question Number	Answer	Mark
3 (c) (ii)	<p>Up to 4 marks available for explanation e.g.</p> <ul style="list-style-type: none"> • Not Covered(1) • Although Mr Wilson has booked two parts of a package – flight and villa(1) he did not book them on the same day or the next day(1) so the time period to make this booking eligible for ATOL protection has passed(1) • For the new Flight-Plus protection to work customers need to book two or more segments of their travel arrangements on the same day or within a day of one another(1). Mr Wilson has not done this as he has made his two bookings a week apart(1) so by failing to meet this stipulation his bookings are not seen as a Flight Plus package and he will not be covered(1) 	(4)

Question Number	Answer	Mark
3 (d)	<p>Up to 4 marks available for summarisation. e.g.</p> <ul style="list-style-type: none"> • Reviews merger situations(1) • Ensures relevant mergers are referred to Competition Commission(1) if it is felt these could lead to a lessening of competition(1) • The Office of Fair Trading can investigate markets to ensure these are meeting the needs of consumers(1) and publishes results(1) • Allows certain bodies that represent consumers(1) such as Which(1) to make (super) complaints(1) if it feels a market is harming the interests of consumers(1) 	(4)

Question Number	Answer	Mark
4 (a)	<p>Up to 3 marks available for explanation of how a key organisation could help in the scenario provided. Max 2 marks for description.</p> <p>e.g.</p> <p>The Foreign Office</p> <ul style="list-style-type: none"> • It can provide a temporary replacement passport(1) • If they have no other funds to cover their holiday the British embassy can contact their relatives(1) and help arrange for funds to be sent to them(1) • They cannot leave Greece and return home without their passports(1) therefore the British embassy can arrange for temporary replacement passports(1) after checking the data held by the UK passport department(1) <p>The Tour Operator</p> <ul style="list-style-type: none"> • The Holiday Representative would be able to help(1) • The Holiday rep would be able to direct them as to the right course of action to take(1). He/she would be able to speak to the hotel in their own language to explain the situation(1) and direct the girls to the embassy to help get their passports sorted for their return journey(1) • The Holiday Rep would most likely be the first person the girls would contact(1) because he/she would be able to direct them and also gain support from Head Office in the UK(1) to gain advice on how to get them back to the UK without their permanent passports(1) <p>The Insurance Company</p> <ul style="list-style-type: none"> • The Insurance company would cover the loss of money(1) • The insurance company would advise them to get a police report(1) to enable them to process their claim(1) and would also reimburse the losses(1) • The Insurance company would have given a policy document to them outlining the procedure they need to follow(1) including getting a police report(1) so the girls could follow this so they know they will be refunded for their losses(1) 	(9)

Question Number	Answer	Mark
4 (b)	<p>Up to 8 marks available for assessment. If only negative or positive aspects considered 6 marks max. Do not award for information not referred to in the scenario e.g. if they miss their flight they can claim up to £750 per person.</p> <p>e.g.</p> <p>Positive</p> <ul style="list-style-type: none"> • Holiday falls within policy dates (1) which is good as they covered for the full duration whilst they are away.(1) • Policy is worldwide which covers both Namibia and Zanzibar which is good(1) • The insurance cover has a maximum length of 28 days per trip which is good as the girls will only be away for 21/22 days(1) • They will not need to pay for travel insurance for another trip taken after this one but before 14th April 2016(1) as this annual multi-trip policy will cover them for more than one trip/holiday(1) <p>Negative</p> <ul style="list-style-type: none"> • The cancellation cover only covers them to £6,000 (1)so they would lose £14,000(1) • The equipment they are taking is more valuable than the amount covered(1) so they will not get full cover if something is damaged/lost/stolen(1). • Doesn't appear to have insurance of personal money (1)so any currency/credit cards lost or stolen would not be covered(1). 	(8)

Question Number	Answer	Mark
5 (a)	<p>Up to 2 marks available for each recommendation and up to 3 marks available for each justification. Marks increase with detail.</p> <p>e.g.</p> <p>Recommendation</p> <ul style="list-style-type: none"> • Before travelling all customers could be asked to complete a questionnaire(1) asking them if they have recently suffered from flu-like symptoms – cough, fever(1) • When travelling from areas known to be contaminated such as the Middle East(1) customers and staff could be required to wear masks(1) • Spray the aircraft with disinfectant(1) after landing and before take-off(1) <p>Justification</p> <ul style="list-style-type: none"> • Staff could then identify those passengers who may be at a higher risk(1) and make sure they are kept away from other passengers(1) or in extreme cases where they are currently running a high fever they could be denied boarding(1) • The masks will mean that all customers are treated the same so no one is singled out(1) and the masks can help stop infection(1) as the virus may be passed by coughing causing particles to fly through the air(1) • Spraying with disinfectant will kill the bacteria(1) and prevent the spreading of disease(1) 	(10)

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. Situations must be appropriate, realistic and to have occurred in the last five years</p> <p>Likely topics could be</p> <ul style="list-style-type: none"> • Uprisings in Egypt • Ash cloud • Japan earthquake tsunami • Costa Concordia cruise disaster <p>Not Yosemite virus outbreak</p> <p>Marks could be awarded for date (1), number of people affected (1), detail in description of what occurred (up to 2 marks)</p>	(4)

Question Number		Indicative Content
* 5(b)(ii) QWC		<p>Responses may cover the following</p> <ul style="list-style-type: none"> • Positive actions by travel and tourism organisations – planning, communication, good chain of command • Negative actions by travel and tourism organisations- lack of training, staff appearing not to know what to do/ understand the severity of the situation. Staff not knowing when to refer upwards. Lack of communication
Level	Mark	Descriptor
	0	No rewardable material.
1	1-3	<p>Basic responses that are mainly descriptive. Possible limited reasoning and application. Either positive or negative actions may be considered – if both may just include one simple descriptive point for each. Responses will be simplistic and undeveloped.</p> <p>The candidate uses everyday language and the response lacks 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 clear analysis and some application. Both positive and negative actions will be considered but only one part of the response may be developed. Other elements may be simplistic/not applied to the situation.</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>Focussed responses with clear analysis and application. Both positive and negative actions will be considered and both sides will be clearly and consistently developed. A conclusion will be reached.</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>

