

Mark Scheme (Results)

Summer 2016

GCE Travel and Tourism (6991/01)  
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.
- For questions worth more than one mark, the answer column shows how partial credit can be allocated. This has been done by the inclusion of part marks e.g. (1).
- 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.

### **Quality of Written Communication**

Questions which involve the writing of continuous prose will expect candidates to:

- Write legibly, with accurate spelling, grammar and punctuation in order to make the meaning clear
- Select and use a form and style of writing appropriate to purpose and to complex subject matter

Organise information clearly and coherently, using specialist vocabulary when appropriate.

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Question Number	Answer	Mark
<b>1a)</b>	1 mark available International Air Transport Association (1)	<b>(1)</b>

Question Number	Answer	Mark
<b>1b(i)</b>	Up to 2 marks available for description. e.g. <ul style="list-style-type: none"> <li>• Offering a forum for discussion(1)</li> <li>• Ensuring safe (1) and secure transportation(1)</li> <li>• Communication(1) with other bodies in the industry(1)</li> </ul> Award all other appropriate answers	<b>(2)</b>

Question Number	Answer	Mark
<b>1b(ii)</b>	Up to 2 marks available for description of differences. e.g. <ul style="list-style-type: none"> <li>• EASA is a European regulatory body(1) whereas IATA is international(1)</li> <li>• EASA/JAA is a technically specialised body(1) whereas IATA has a role that looks at traffic co-ordination issues(1)</li> </ul> Award all other appropriate answers	<b>(2)</b>

Question Number	Answer	Mark
<b>1(c)</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>• If tour operators are members of ATOL (1) run by CAA, they are effectively regulated by them(1)</li> <li>• The CAA manages the ATOL financial protection scheme(1) This scheme allows customers to be repatriated(1)</li> <li>• The ATOL protection scheme is run by the CAA(1) Tour operators pay to become members to give their customers more rights(1) so if the tour operator goes under whilst customers abroad(1) the scheme will ensure they are repatriated(1)</li> </ul> <p>Award any other appropriate answers</p>	<b>(4)</b>

Question Number	Answer	Mark
<b>2a(i)</b>	<p>Up to 2 marks available for description related to theme parks. Max 1 mark if not specifically related to theme parks.</p> <p>e.g.</p> <ul style="list-style-type: none"> <li>• Rides must be wheelchair accessible where possible(1) such as areas without seats where people can put their own wheelchair(1)</li> <li>• Hearing loops need to be available at the ticket office (1) to allow people to adjust their hearing aids to hear clear instructions/information(1)</li> </ul> <p>Award all other appropriate answers</p>	<b>(2)</b>

Question Number	Answer	Mark
<b>2a(ii)</b>	<p>Up to 2 marks available for description related to airlines. Max 1 mark if not specifically related to airlines.</p> <p>e.g.</p> <ul style="list-style-type: none"> <li>• Airlines must offer special permission to take guide dogs into the cabin area(1) rather than the dog being put into a crate in the hold(1)</li> <li>• Wheelchair users must have access to the aircraft(1) using special electronic hoists to the door (1)</li> </ul> <p>Accept any other appropriate answer.</p>	<b>(2)</b>

Question Number	Answer	Mark
<b>2b)</b>	<p>Up to 2 marks available for outline. e.g.</p> <ul style="list-style-type: none"> <li>• Trader must not apply false description of any goods(1)</li> <li>• Trader must not make a false statement about provision of any services/accommodation(1)</li> <li>• Trader must not supply goods to which a false trades description has been applied(1)</li> <li>• Customers must be informed if product/service they are buying is changed (1)</li> <li>• Applies to all products/services – tangible and intangible (1)</li> <li>• Pricing should be clear (1)</li> </ul> <p>Award for any other appropriate answer.</p>	<b>(2)</b>

		Mark

<b>2(c)</b>		<p>Indicative content must be related to a hotel</p> <ul style="list-style-type: none"> <li>• Reference to the requirements of the Data Protection Act</li> <li>• Loss of reputation – if details leak when customers check in/check out</li> <li>• Will be more expense for hotel to comply with regulation</li> <li>• Customer goodwill maintained</li> <li>• Hotel could be prosecuted/fined</li> <li>• Cost of training staff to ensure they understand rules</li> <li>• Personal details of staff and customers will be protected.</li> <li>• Less chance of fraud</li> <li>• Identity of (celebrities) customer can be protected</li> </ul>
Level	Mark	Descriptor
	<b>0</b>	No rewardable material.
1	<b>1-3</b>	Limited analysis. Descriptive rather than analytical. A few key points identified, <b>or</b> one point described in limited detail. Only one viewpoint considered. Points may be theoretical/superficial/generic and not applied/directly linked to the situation in the question.
2	<b>4-6</b>	Clear analysis. A number of key points considered from staff and customer perspectives. Points raised will be directly applied to the situation in the question.
3	<b>7-8</b>	Detailed analysis. A range of systems considered. Application is consistent and in-depth.

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Question Number	Answer	Mark
<b>2(d)</b>	<p>Up to 4 marks available for explanation. Max 2 marks for description only.  Max 2 marks for travel and tourism example.  e.g.</p> <ul style="list-style-type: none"> <li>• If businesses stifle competition from other companies this can result in a monopoly(1) this act means customers will have more choice of who they use for their services(1)</li> <li>• When travel companies take over each other often vertical integration occurs(1) meaning that the one company owns so many companies in different sectors competition is virtually reduced(1)</li> <li>• The Fair Trading Act prevents companies working together to stop competition(1) as companies compete for business (1) as often competition results in better value for customers (1) and prices come down as a result (1)</li> <li>• Virgin Atlantic accused British Airways of undermining competition (1) when it took over American Airlines as effectively BA was the only option for customers on many routes(1)</li> </ul> <p>Accept any other appropriate answer.</p>	<b>(4)</b>



Question Number	Answer	Mark
<b>3(a)(i)</b>	<p>Up to 3 marks available for description.</p> <p>e.g.</p> <ul style="list-style-type: none"> <li>• Contact with infected blood and bodily fluids(1)</li> <li>• Any procedure that pierces your skin(1) such as acupuncture(1) can allow transmission of the infection(1)</li> </ul> <p>Accept any other appropriate answer.</p>	<b>(3)</b>

Question Number	Answer	Mark
<b>3(a)(ii)</b>	<p>Up to 2 marks available.</p> <p>e.g.</p> <ul style="list-style-type: none"> <li>• Loss of appetite</li> <li>• Fever</li> <li>• Nausea/vomiting</li> <li>• Stomach pain</li> <li>• Yellow skin / jaundice</li> <li>• Dark urine / pale stools</li> <li>• Headaches</li> <li>• Rash</li> </ul> <p>Accept any other appropriate answer.</p>	<b>(2)</b>

Question Number	Answer	Mark
<b>3(b)(i)(ii)</b>	<p>Up to 4 marks available 2x2. 1 mark for identification of the disease. 1 mark for preventative information.</p> <p>e.g.</p> <p>Malaria (1) Adril and Nikki must wear clothes that cover them after sunset (1). They must ensure they take malaria tablets as prescribed(1)</p> <p>Cholera(1) ensure inoculation up to date (1)maintain good standards of hygiene(1) only eat that is well cooked / safely stored(1)</p> <p>Typhoid(1) get an inoculation (1) drink bottled / purified water (1)</p> <p>Accept any other appropriate answer.</p>	<b>(4)</b>

<b>*3(c)</b>		<p>Indicative content could include:</p> <p>Tour Operators/Travel Agents</p> <ul style="list-style-type: none"> <li>• Most governed by ABTA or ATOL membership and must comply with a code of conduct</li> <li>• Could be sued by customers for breaching EU Directive and not providing necessary information</li> </ul> <p>Airlines</p> <ul style="list-style-type: none"> <li>• If documentation not properly checked before boarding passengers it is the airline's responsibility so it costs the airlines to bring them back.</li> <li>• Strong possibility of breach of security with severe repercussions if terrorists etc</li> </ul> <p>Hotels</p> <ul style="list-style-type: none"> <li>• Many countries require hotels to hold customer passport details and if this doesn't happen they could be investigated by police/forced out of business</li> </ul>
Level	Mark	Descriptor
	<b>0</b>	No rewardable material.
1	<b>1-3</b>	<p>Limited response. Descriptive rather than evidence of assessment.</p> <p>A few key points identified, <b>or</b> one point described in some detail. Only one sector considered/or one type of travel and tourism organisation. Points will be superficial/generic and not applied/directly linked to the situation in the question.</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	<b>4-6</b>	<p>Clear response with some assessment of different sectors/organisations but a narrow range. Application may be limited.</p> <p>Some points identified, <b>or</b> a few key points described in detail. Consideration of more than one sector/organisation, but more emphasis on one of them. The answer could be unbalanced. Most points will be relevant to the context of the question, but the link will not always be clear.</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	<b>7-8</b>	<p>Detailed response which considers more than one sector/organisation. Clear assessment and application given.</p> <p>Range of points assessed in detail. The answer is well balanced. There will be a clear and consistent link to the context of the question. Examples will be used to support assessment.</p> <p>The candidate uses specialist terms consistently and the response shows good focus and organisation. Spelling,</p>

		punctuation and the rules of grammar are used with considerable accuracy.
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Question Number	Answer	Mark
<b>3(d)</b>	<p>Up to 3 marks available for outline. e.g.</p> <ul style="list-style-type: none"> <li>• Passengers require boarding cards to be able to board the plane/ no boarding card no seat on plane (1)</li> <li>• If passengers are not checked in for the flight they cannot gain access to departure lounge/flight (1)</li> <li>• Costs airline money to keep staff and check in desks open which passengers need to pay for (1)</li> <li>• Slows check-in down(1)</li> </ul> <p>Accept any other appropriate answer.</p>	<b>(3)</b>

Question Number	Answer	Mark
<b>4(a)</b>	<p>Up to 3 marks available for description. e.g.</p> <ul style="list-style-type: none"> <li>• Medical assistance companies provide nurses/doctors to escort the injured person home(1)</li> <li>• These companies provide trained doctors/nurses(1) usually to bring gravely ill people home from abroad(1) they provide the medical expertise in case of emergency during travel(1)</li> </ul> <p>Accept any other appropriate answer.</p>	<b>(3)</b>

Question Number	Answer	Mark
<b>4(b)(i)</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>• They will cover the cost of Oscar's medical bills(1) as this is part of the cover when insurance is taken out(1).</li> <li>• If Eleanor and Oscar are insured, they will ensure they get the value of the money/items stolen back(1). This is because when buying the insurance the company guarantees to cover the traveller(1) from monetary loss(1)</li> </ul> <p>Accept any other appropriate answer.</p>	<b>(3)</b>
<b>4(b)(ii)</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 representative will help Oscar and Eleanor by accompanying them to the hospital(1) where the representative will be able to communicate in the local language(1) ensuring that Oscar understands what is happening(1)</li> <li>• The representative can accompany the couple to the police station(1) and act as interpreter(1) to ensure they get a crime number for their insurance claim(1)</li> </ul> <p>Accept any other appropriate answer.</p>	<b>(3)</b>
<b>4(b)(iii)</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 Foreign Office has embassies across the world(1) which can help British tourists in difficulties(1) because here the couple need temporary passports which they can provide(1)</li> <li>• If needed the foreign office can contact next of kin for tourists abroad(1) to let them know what is happening(1) so they can send money/fly out if needed(1)</li> </ul> <p>Accept any other appropriate answer.</p>	<b>(3)</b>

Question Number	Answer	Mark
4(c) (i) (ii) (iii)	<p>Up to 2 marks available for description x3. E.g.</p> <p>Insurance company</p> <ul style="list-style-type: none"> <li>• If a tourist needs to come home early because of a seriously ill relative(1) the insurance company will pay costs and loss of curtailed holiday(1)</li> <li>• If an insured passenger needs to cancel their holiday(1) due to unforeseen circumstances like illness, the insurance company will pay the costs(1)</li> </ul> <p>Tour Operator/Representative</p> <ul style="list-style-type: none"> <li>• If the hotel the customer is booked into is overbooked(1) the tour operator will move the passenger at no further cost to another similar or better one(1)</li> <li>• Tour operators arrange excursions for holidaymakers(1) and they ensure safety standards are high enough to conform to their standards(1)</li> </ul> <p>Foreign Office</p> <ul style="list-style-type: none"> <li>• If a tourist is arrested when abroad(1) the foreign office embassy can send a member of staff to help represent the individual(1)</li> <li>• If there is a major event such as a terrorist attack(1) the foreign office helps to keep both tourists and next of kin at home informed through putting information on their website/sending people to the area to see what is happening(1)</li> </ul> <p>Accept any other appropriate answer.</p>	(6)

Question Number	Answer	Mark
<b>4(d)(i)</b>	1 mark available <ul style="list-style-type: none"> <li>• 21 days/ 3 weeks</li> </ul>	<b>(1)</b>

Question Number	Answer	Mark
<b>4(d)(ii)</b>	1 mark available <ul style="list-style-type: none"> <li>• 7 days/ 1 week</li> </ul>	<b>(1)</b>

Question Number	Answer	Mark
<b>4(d)(iii)</b>	Up to 2 marks available for outline e.g. <ul style="list-style-type: none"> <li>• Take out separate travel insurance(1)</li> <li>• Keep receipts if you need to purchase anything(1)</li> <li>• Keep hold of baggage file reference number(1)</li> <li>• Contact your insurer before making a claim (1)</li> </ul>	<b>(2)</b>

Question Number		Answer
<b>*4(e)</b>		<p>Indicative content</p> <ul style="list-style-type: none"> <li>• British Airways information unclear – what are essential items? These are not spelt out.</li> <li>• Doesn't spell out that PIR required</li> <li>• States that it doesn't give the greatest protection even though the bag is in their care</li> <li>• Does tell you the latest dates you can claim for things</li> <li>• Does indicate you should claim at the airport</li> <li>• States will provide a written report to make insurance claims easier</li> </ul>
Level	Mark	Descriptor
	<b>0</b>	No rewardable material.
1	<b>1-3</b>	<p>Limited response. Descriptive of the information provided in the case study rather than discussing how useful the information is. A few key points identified from one, or both sources.</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	<b>4-6</b>	<p>Clear response. Discussion is evident and makes use of the information provided. Considers usefulness of the information for the customers. Several key points identified considering both sources.</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	<b>7-8</b>	<p>Detailed response. Discussion is evident throughout and makes effective use of the information provided. Makes reasoned judgements on the usefulness of the information for the customers. Points fully consider both sources of information provided.</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
<b>5(a)</b>		<p>Indicative Content:</p> <ul style="list-style-type: none"> <li>• Limited in-depth preparation taken</li> <li>• Sea surges now should be seen as a major potential danger with increase in tsunami occurrences so any hotel near the sea should be cleared- hotel owners should have known this</li> <li>• Local infrastructure should have access to generators and not be reliant on private organisations or have agreements with local businesses in the area</li> <li>• Tourism department / Government may need to enforce the movement of people inland and ensure provisions are there</li> <li>• Nothing really could be done with airport until afterwards as cannot move it however airlines could have moved the planes</li> </ul> <p>Accept any other appropriate answer in relation to the Typhoon Haiyan information provided.</p>
Level	Mark	Descriptor
	<b>0</b>	No rewardable material.
1	<b>1-3</b>	Limited response. Mainly descriptive using the information provided in the case study.
2	<b>4-6</b>	Clear response. Evaluation is evident making use of the information provided. Some reasoned conclusions evident.
3	<b>7-8</b>	Detailed response. Clear evaluation is evident throughout. Makes effective use of the information provided. Reasoned conclusions throughout which fully consider the effectiveness of the preparations.

Question Number	Answer	Mark
<b>5(b)</b>	Up to 5 marks available for description. Marks increase with detail. E.g. <ul style="list-style-type: none"><li>• evidence of specific dates</li><li>• evidence of specific geographical area</li><li>• evidence of specific detail of the event and how it developed</li><li>• evidence of casualties and impact on tourists</li><li>• evidence of how the different authorities responded to the crisis</li></ul>	<b>(5)</b>