

**2005 HSC Notes from
the Marking Centre
Tourism**

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2005 NOTES FROM THE MARKING CENTRE

TOURISM

Introduction

This document has been produced for teachers and candidates of the Stage 6 course in Tourism. It provides comments with regard to responses to the 2005 Higher School Certificate examination, indicating the quality of candidate responses and highlighting the relative strengths and weaknesses of the candidature in each section and each question.

This document should be read along with the relevant syllabus, the 2005 Higher School Certificate examination, the marking guidelines and other support documents, such as the Board Bulletin notices which have been developed by the Board of Studies to assist in the teaching and learning of Tourism.

General Comments

In 2005, 317 candidates presented for the Higher School Certificate examination in Tourism. Teachers and candidates should be aware that examiners may ask questions that address the syllabus outcomes in a manner that requires candidates to respond by integrating their knowledge, understanding and skills developed through studying this course. Candidates need to be vigilant in reading and interpreting questions correctly and in applying the syllabus outcomes and topic content. Candidates also need to clearly understand the meaning of instructional words and be able to distinguish between them. In general, those candidates who understood the terms in the 'Glossary of Key Words' provided responses that were of a higher standard than those who did not clearly understand the instructional words.

Section I – Multiple Choice

Question	Correct Response
1	A
2	C
3	B
4	C
5	D
6	D
7	A
8	C

Question	Correct Reponse
9	D
10	C
11	D
12	A
13	B
14	B
15	A

Section II

Specific Comments

Question 16

In the better responses, candidates demonstrated a good understanding of telephone etiquette, the 'memo' format and the term 'outline'.

Weaker responses discussed the consequences of having good etiquette, not necessarily related to telephones.

Question 17

- (a) In the better responses, candidates made a recommendation based on interpreting information from the stimulus material, provided a good discussion on the benefits and understood the industry terminology.

Weaker responses just identified the features.

- (b) In the better responses, candidates extracted numerical information from the stimulus material and multiplied this number by 2 correctly.
- (c) In the better responses, candidates extracted different numerical information from the stimulus material, multiplied and then deducted a percentage from the total.

Question 18

Better responses demonstrated a broad knowledge of Japanese customs, were well-structured and addressed both cultural considerations and Japanese customs.

In the weaker responses, candidates did not always demonstrate an understanding of cultural considerations or support the custom with any cultural application or advice. There was a trend in responses to discuss 'being considerate' and using politeness and respect when you travel rather than discussion about the required 'cultural considerations.'

Question 19

- (a) In better responses, candidates differentiated between a country, a state, a continent or an ocean and identified six places which were marked on a map of the two American continents.

Weaker responses reflected some geographical skills.

- (b) Better responses demonstrated good knowledge of two tourist destination regions and gave examples of features and characteristics which were identifiable and unique to each region. Weaker responses were general and non-specific.

Question 20

- (a) Better responses demonstrated a good knowledge of products and how to apply the information correctly to extract information from the stimulus material.
- (b) Better responses utilised the original answer and applied new information to correctly calculate the required answer.

Weaker responses did not apply the new information.

- (c) Better responses demonstrated an understanding of how to interpret product information which in this case was a travel insurance brochure including rates and conditions and correctly extracted information from the stimulus material which related to part (b).

Question 21

- (a) Better responses demonstrated a good understanding of the steps involved in mapping a career pathway at different levels along the career pathway especially related to retail travel.

Weaker responses did not show an understanding of different steps or levels and often included non-specific positions or pathways related to other industries such as hospitality.

- (b) Better responses addressed general OHS responsibilities and demonstrated a thorough understanding of both duties and training requirements.

Weaker responses addressed 'training requirements' or 'work responsibilities' or they addressed training related to OHS issues.

Section III

Question 22

In better responses, candidates demonstrated their knowledge and understanding of the sectors of the Tourism Industry and their interrelationships. They demonstrated relevant knowledge and used specific and appropriate examples.

Weaker responses did not refer to specific or appropriate sectors of the Tourism Industry as stated in the Tourism Training Package, but discussed sectors from other Training packages, such as hospitality or entertainment.

Question 23

Better responses covered all of NSW, provided good report format and also discussed and justified why this tour was beneficial to both themselves and their employer. They were organised, structured and cohesive.

Weaker responses were more general, stating attractions such as beaches and museums and did not demonstrate specific places or depth in their product knowledge. They also provided very basic structure in their responses. Some responses assumed that the employer was on the tour with them and the responses were not always written to reflect a 'post-tour' report.

Question 24

Better responses to this question demonstrated a high level of understanding from the candidates about personal presentation techniques, communication skills, customer service techniques and Occupational Health and Safety issues, and reflected an understanding of the terms 'professional behaviour' and 'quality service'. They were well-structured responses with a thorough knowledge of continued high standards within the Tourism Industry and their justification, using industry terminology and appropriate examples.

Weaker responses demonstrated a basic understanding of 'customer service' and not 'quality service' or used retail travel examples and did not relate to a tour operator. Some responses did not reflect a strong understanding of and could not always identify the role of a tour operator. Those responses that did discuss the responsibilities of a tour operator often only referred to the tour operator staff and did not address the responsibilities of the tour operator as a company.

Tourism

2005 HSC Examination Mapping Grid

Question	Marks	Unit of competency / Element of competency
Section I		
1	1	THHGGA01B – Communicate on the Telephone
2	1	THHCOR03B – Follow Health, Safety and Security Procedures
3	1	THHGGA02B – Perform Office Procedures THHCOR01B – Work with Customer and Colleagues
4	1	THHGFA01B – Process Financial Transactions
5	1	THHGGA02B – Perform Office Procedures
6	1	THHGCS01B – Develop and Update Local Knowledge
7	1	THHCOR02B – Work in a Socially Diverse Environment
8	1	THTSOP03B – Access and Interpret Product Information
9	1	THHGGA01B – Communicate on the Telephone
10	1	THHCOR02B – Work in a Socially Diverse Environment
11	1	THTSOP02B – Source and Provide Destination Information and Advice
12	1	THHCOR01B – Work with Customers and Colleagues
13	1	THHGFA01B – Process Financial Transactions
14	1	THTTCO01B – Develop and Update Tourism Industry Knowledge
15	1	THTSOP03B – Access and Interpret Product Information
Section II		
16	4	THHGGA01B – Communicate on the Telephone THHGGA02B – Perform Office Procedures
17 (a)	4	THTSOP03B – Access and Interpret Product Information
17 (b)	1	THTSOP03B – Access and Interpret Product Information
17 (c)	2	THTSOP03B – Access and Interpret Product Information
18	6	THHCOR01B – Work with Customers and Colleagues THHCOR02B – Work in a Socially Diverse Environment
19 (a)	3	THTSOP02B – Source and Provide Destination Information and Advice
19 (b)	6	THTSOP02B – Source and Provide Destination Information and Advice
20 (a)	1	THHGFA01B – Process Financial Transactions THTSOP03B – Access and interpret Product Information
20 (b)	2	THHGFA01B – Process Financial Transactions THTSOP03B – Access and interpret Product Information
20 (c)	1	THHGFA01B – Process Financial Transactions THTSOP03B – Access and interpret Product Information
21 (a)	2	THTTCO01B – Develop and Update Tourism Industry Knowledge
21 (b)	3	THTTCO01B – Develop and Update Tourism Industry Knowledge
Section III		
22	15	THHCOR01B – Develop and Update Tourism Industry Knowledge THHGCS01B – Develop and Update Local Knowledge
23	15	THTSOP02B – Source and Provide Destination Information and Advice
24	15	THHCOR01B – Work with Colleagues and Customers

2005 HSC Tourism Marking Guidelines

Section II

Question 16

Competencies assessed: THHGGA01B, THHGGA02B

MARKING GUIDELINES

Criteria	Marks
<ul style="list-style-type: none"> • Correctly completes 'to', 'date', 'subject' section in memo • Demonstrates a sound knowledge of good telephone etiquette • Identifies at least four features of telephone etiquette in the memo 	4
<ul style="list-style-type: none"> • Correctly completes 'to', 'date', 'subject' section in memo • Demonstrates a good knowledge of good telephone etiquette • Identifies at least three features of telephone etiquette in the memo 	3
<ul style="list-style-type: none"> • Correctly completes 'to', 'date', 'subject' section in memo • Identifies at least two features of telephone etiquette in the memo 	2
<ul style="list-style-type: none"> • Correctly completes 'to', 'date', 'subject' section in memo OR <ul style="list-style-type: none"> • Identifies at least two features of telephone etiquette in the memo 	1

Question 17 (a)

Competencies assessed: THTSOP03B

MARKING GUIDELINES

Criteria	Marks
<ul style="list-style-type: none"> • Recommends Concorde Inn • Correctly identifies an extensive range of features (at least five) • Demonstrates a comprehensive understanding of the benefits relating to the client type 	4
<ul style="list-style-type: none"> • Recommends Concorde Inn • Correctly identifies a range of features (at least four) • Demonstrates a good understanding of the benefits relating to the client type 	3
<ul style="list-style-type: none"> • Correctly identifies some features (at least three) • Demonstrates a good understanding of the benefits relating to the client type OR <ul style="list-style-type: none"> • Correctly identifies five or more features only 	2
<ul style="list-style-type: none"> • Identifies two features with benefits OR <ul style="list-style-type: none"> • Identifies a range of features (at least four) 	1

Question 17 (b)

Competencies assessed: THTSOP03B

MARKING GUIDELINES

Criteria	Marks
<ul style="list-style-type: none"> • Correctly calculates the total cost for the accommodation identified in part (a) 	1

Question 17 (c)

Competencies assessed: THTSOP03B

MARKING GUIDELINES

Criteria	Marks
<ul style="list-style-type: none"> • Correctly identifies correct total cost for accommodation identified in part (a) 	2
<ul style="list-style-type: none"> • Calculates cost without discount (for accommodation identified in part (a)) OR <ul style="list-style-type: none"> • Correctly identifies four-night cost and discount, but incorrect total cost (for accommodation identified in part (a)) 	1

Question 18*Competencies assessed: THHCOR01B, THHCOR02B***MARKING GUIDELINES**

Criteria	Marks
<ul style="list-style-type: none">• Demonstrates a comprehensive understanding of Japanese customs and cultural considerations• Accurately summarises the advice in a well-structured response	5–6
<ul style="list-style-type: none">• Demonstrates a sound knowledge of Japanese customs and cultural considerations• Accurately summarises the advice in a well-structured response	3–4
<ul style="list-style-type: none">• Demonstrates a general understanding of both the Japanese customs and cultural considerations in a structured response <p>OR</p> <ul style="list-style-type: none">• Demonstrates a sound knowledge of either the Japanese customs or cultural considerations	2
<ul style="list-style-type: none">• Demonstrates a basic knowledge of Japanese customs or cultural considerations	1

Question 19 (a)*Competencies assessed: THTSOP02B***MARKING GUIDELINES**

Criteria	Marks
• Correctly identifies six areas/countries	3
• Correctly identifies four or five areas/countries	2
• Correctly identifies two or three areas/countries	1

Question 19 (b)*Competencies assessed: THTSOP02B***MARKING GUIDELINES**

Criteria	Marks
<ul style="list-style-type: none">• Demonstrates a comprehensive knowledge of both destinations• Identifies and briefly describes appropriate attractions/characteristics• Identifies correct climatic features of both	5–6
<ul style="list-style-type: none">• Demonstrates a good knowledge of both destinations• Identifies some appropriate attractions/characteristics• Identifies correct climatic features of both OR <ul style="list-style-type: none">• Demonstrates a comprehensive knowledge of one destination• Identifies appropriate attractions/characteristics and correct climatic features of one destination	3–4
<ul style="list-style-type: none">• Demonstrates a limited knowledge of both destinations• Identifies some appropriate attractions/characteristics of both and correct climatic features OR <ul style="list-style-type: none">• Demonstrates a good knowledge of one destination• Identifies some attractions/characteristics and climatic features of one destination	1–2

Question 20 (a)*Competencies assessed: THHGFA01B, THTSOP03B***MARKING GUIDELINES**

Criteria	Marks
• Correctly identifies total cost for insurance	1

Question 20 (b)*Competencies assessed: THHGFA01B, THTSOP03B***MARKING GUIDELINES**

Criteria	Marks
• Correctly identifies new insurance costs	2
• Deducts original insurance cost	
• Derives correct additional cost	
• Correctly calculates two of the above	1

Question 20 (c)*Competencies assessed: THHGFA01B, THTSOP03B***MARKING GUIDELINES**

Criteria	Marks
• Correctly identifies amount to be claimed	1

Question 21 (a)
Competencies assessed: THTTC001B
MARKING GUIDELINES

Criteria	Marks
<ul style="list-style-type: none"> • Demonstrates a good understanding of steps involved in a travel consultant career pathway 	2
<ul style="list-style-type: none"> • Demonstrates a basic understanding of some steps involved in a travel consultant career pathway 	1

Question 21 (b)
Competencies assessed: THTTC001B
MARKING GUIDELINES

Criteria	Marks
<ul style="list-style-type: none"> • Demonstrates a thorough understanding of training requirement and work responsibilities for a Retail Travel Agency Manager • Communicates information in a structured response 	3
<ul style="list-style-type: none"> • Demonstrates a broad understanding of either the training requirements or work responsibilities for a Retail Travel Agency Manager <p>OR</p> <ul style="list-style-type: none"> • Demonstrates a basic understanding of training requirements or work responsibilities for a Retail Travel Agency Manager <p>AND</p> <ul style="list-style-type: none"> • Communicates basic ideas using limited examples 	2
<ul style="list-style-type: none"> • Provides a basic understanding of either the training requirements and/or work responsibilities for a Retail Travel Agency Manager 	1

Section III

Question 22

Competencies assessed: THHCOR01B, THHGCS01B

MARKING GUIDELINES

Criteria	Marks
<ul style="list-style-type: none"> • Demonstrates a comprehensive understanding of the complex components and relationships that exist amongst the sectors of the tourism industry identified • Correctly identifies and relates implications of the sectors involved in developing and promoting the new local business to achieve set goals • Consistently and accurately communicates ideas and information in a well-structured response, including appropriate examples 	13–15
<ul style="list-style-type: none"> • Demonstrates a broad understanding of the components and relationships that exist amongst the sectors of the tourism industry identified • Correctly identifies and relates implications of the sectors involved in developing and promoting the new local business to achieve set goals • Communicates with some consistency and accuracy ideas and information in a cohesive response, including appropriate examples 	10–12
<ul style="list-style-type: none"> • Demonstrates a sound understanding of the components and relationships that exist amongst the sectors of the tourism industry identified • Correctly identifies and relates some of the implications of the sectors involved in developing and promoting a new local business • Communicates ideas and information including appropriate examples 	7–9
<ul style="list-style-type: none"> • Demonstrates a basic understanding of the components and relationships that exist amongst the sectors of the tourism industry identified • Correctly identifies (2) and relates some of the implications of the sectors involved in developing or promoting a new local business • Communicates basic ideas/information using limited examples 	4–6
<ul style="list-style-type: none"> • Correctly identifies at least one (1) sector and relates some basic information in its role in developing or promoting a new local business, using appropriate examples 	1–3

Question 23
Competencies assessed: THTSOP02B
MARKING GUIDELINES

Criteria	Marks
<ul style="list-style-type: none"> • Identifies a wide range of destinations, attractions and sightseeing opportunities within NSW • Provides comprehensive reasoning into the suitability of attractions and sightseeing for client types • Demonstrates perceptive understanding as to the benefits to both self and employer of this familiarisation • Consistently and accurately communicates ideas and information in a well-structured response 	13–15
<ul style="list-style-type: none"> • Identifies a variety of destinations, attractions and sightseeing opportunities within NSW • Provides sound reasoning into the suitability of attractions and sightseeing for client types • Demonstrates accomplished understanding as to the benefits to both self and employer of this familiarisation • Communicates with some consistency and accuracy ideas and information in a cohesive response 	10–12
<ul style="list-style-type: none"> • Identifies a selection of destinations, attractions and sightseeing opportunities within NSW • Provides good reasoning into the suitability of attractions and sightseeing places for client types • Demonstrates a good understanding as to the benefits to both self and employer of this familiarisation 	7–9
<ul style="list-style-type: none"> • Identifies some attractions and sightseeing opportunities within NSW • Provides limited reasoning into the suitability of attractions or sightseeing for client types • Demonstrates a basic understanding as to the benefits to either self or employer of this familiarisation 	4–6
<ul style="list-style-type: none"> • Selects some attractions or sightseeing opportunities within NSW <p>AND</p> <ul style="list-style-type: none"> • Provides limited reasons for client suitability <p>OR</p> <ul style="list-style-type: none"> • Demonstrates a limited understanding as to the benefits to either self or employer of the familiarisation 	1–3

Question 24
Competencies assessed: THHCOR01B
MARKING GUIDELINES

Criteria	Marks
<ul style="list-style-type: none"> • Demonstrates a comprehensive understanding of quality service and professional behaviour • Demonstrates a thorough knowledge of continued high standards within the Tourism Industry • Displays a sound understanding of responsibilities of both the Tour operator and the staff • Communicates information accurately in a well-structured response 	13–15
<ul style="list-style-type: none"> • Demonstrates a broad understanding of quality service and professional behaviour • Demonstrates a detailed knowledge of continued high standards within the Tourism Industry • Displays a good understanding of responsibilities of both the Tour operator and the staff • Communicates information accurately in a cohesive response 	10–12
<ul style="list-style-type: none"> • Demonstrates a sound understanding of quality service and professional behaviour • Demonstrates a good knowledge of continued high standards within the Tourism Industry • Displays a good understanding of responsibilities of either the Tour operator and/or the staff • Communicates information in generalised response 	7–9
<ul style="list-style-type: none"> • Demonstrates a basic understanding of quality service and/or professional behaviour • Demonstrates a limited knowledge of continued high standards with the Tourism Industry • Displays a limited understanding of the responsibilities of either the Tour Operator or staff 	4–6
<ul style="list-style-type: none"> • Demonstrates a superficial knowledge of some elements of either quality service or professional behaviour • Demonstrates some knowledge of high standards • Displays a limited understanding of the responsibilities of either the Tour Operator or staff 	1–3