

# ResultsPlus

## Examiners' Report January 2011

### GCSE Leisure & Tourism 1 5LT01 01

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## **Introduction**

This is the second sitting of Unit 5LT01 of the new GCSE 2009 Leisure and Tourism specification.

This replaces unit 5346 of the old specification, with some deletions and some additional information tested.

As this unit is an introduction to Leisure and Tourism, it is not expected that candidates will have depth of knowledge, but rather a broad overview of both industries.

There were four questions, corresponding to the four sections of the new specification, with a total of between 11 and 14 marks for each question, and a total of 50 marks to be answered in a shorter duration of 60 minutes. The questions were a mixture of multiple choice, short and longer answer questions. This format will continue in future series.

Quality of written communication was tested on the longer answer questions; in this case these were questions 2d and 3d).

Case studies were used to test application of this knowledge. Only information from the case studies in the examination can be used in answers to the questions, ensuring that candidates who know or have visited places used in the paper do not have an unfair advantage.

When candidates are asked to use examples in their answers, these may be from their local area, the UK or overseas.

### Question 1(b)

A fairly straightforward question, however, candidates need to make sure that their answers are specific to enable a mark to be awarded, for example “going on the computer” was NOT credited, as this may be for work or business purposes, not necessarily leisure. They needed to say “playing games on the computer” or “going on the computer and using Facebook/Twitter etc...” The most common responses were watching TV/DVD or listening to music

(b) Identify **two** 'home-based' leisure activities.

(2)

TWO activities of home based leisure  
could be: watching TV or Playing on  
the xbox.



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Examiner Comments

Two correctly identified home-based leisure activities, worth 2 marks.



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Examiner Tip

A straightforward 2 mark question, testing knowledge of home based leisure.

(b) Identify **two** 'home-based' leisure activities.

(2)

going to the library  
reading a book



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Examiner Comments

This candidate would only score one of the possible two marks as they incorrectly stated "going to the library".



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Examiner Tip

Read the question carefully to ensure you give the correct information.

Going on the internet is a home-based leisure activity because you are at home when you do it. Watching T.V at home is also a home-based leisure activity because the T.V and yourself are both at home.

(c) Describe the main duties for each of the following job roles



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Examiner Comments

An example of a detailed answer. However this candidate simply says "going on the internet" which is not enough to gain a mark. Needed to say what they would do, e.g. socialising electronically, playing games etc.. Only one mark awarded therefore for watching TV.

## Question 1(c)

### Park Ranger

Some confusion in the mind of candidates in this question, as many understood this to be either a safari park or a theme park (rather than a country park, national park or a park in a town/city). However, answers which related to caring for animals/wildlife were credited as this may be a duty in any sort of park. Other common responses included cleaning up, keeping it tidy, educating visitors, and gardening related duties such as planting, weeding or mowing, all of which were credited. Again, students are advised to be specific to gain more than one mark, as there were many responses which simply said “looking after the park”

Incorrect responses included “A park ranger helps you find a parking space”

### Travel Clerk

Again, many candidates confused this with resort representative (this was on summer 2010 paper, may have been used in revision), and focused their answer on customers who were actually on the holiday already.

Others just gave “helping customers” type answers, which again would limit them to one mark only. As above, candidates need to describe specific duties within the role to achieve maximum marks.

A four mark question, marks could be gained by describing one duty in detail, or for two duties briefly in the case of both the park ranger and the travel clerk.

(c) Describe the main duties for each of the following job roles.

(4)

Park ranger

Someone who takes care of the parks and the countryside, ~~for~~ <sup>doing things</sup> ~~things~~ such as, litter picking, mowing grass, etc.

Travel clerk

Someone who creates an ~~itinerary~~ itinerary for ~~or~~ someone and takes ~~off~~ the stress off of the person/family by doing things for him/her.



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Examiner Comments

“takes care of” is a rather vague answer, and on its own would only score 1 mark. However, this candidate has gone on to give more detail, eg, mowing grass etc.. so would be awarded 2.

The travel clerk part of the answer could only be awarded 1 mark for “creates an itinerary” as the rest is explanation not additional detail of the duty.



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Examiner Tip

Try to avoid general statements such as “looks after” as this could apply to virtually any job, and would never be awarded more than one mark.

(c) Describe the main duties for each of the following job roles.

(4)

Park ranger

A park ranger must ensure that visitors uphold the rules, and must also deal with any problems with the animals and park itself.

Travel clerk

A Travel Clerk's main duties are setting up packages for people's holidays and answering questions and giving advice to customers.



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Examiner Comments

Park ranger response would be awarded both marks, for "uphold the rules" and deal with problems".

Travel clerk role would also gain two marks, as holidays, answering questions and giving advice is enough for 2 marks also.



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Examiner Tip

Try to give detail in your descriptions for higher marks.

**Question 1(d)**

This question was targeting A02 and candidates were expected to explain why James and Liz had chosen an independent holiday. Many just explained the difference between an independent holiday and a package holiday and did not relate it to James and Liz at all. However, most identified that as a package would include accommodation, they would not need this, and this explanation was credited, many candidates therefore scored 2 out of the 4 available marks. For the additional marks, they needed to extend this and explain the “freedom to choose” aspect of independent holidays, both before and during the holiday i.e. choose flight, airline, departure days, length of stay... and freedom to travel around, easily get from airport to apartment...

This question was looking for explanation, and the response should be linked to the customers in the question.

James and Liz have just arranged their holiday for next summer. They have booked flights on the internet, and are going to stay in a friend's apartment on the Costa del Sol in Spain. They will hire a car on arrival.

This is known as an independent holiday.

(d) Explain why James and Liz may choose to book this 'independent' holiday rather than a 'package'.

(4)

James and Liz may have choose independent rather than Package ~~so~~ because they are staying at a friends so they dont need to book a hotel or anything but Package means you get everthing in including accomodation but James may not need it.



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Examiner Comments

A very typical response, which would score 2 marks for the explanation of the fact that they do not need accommodation.



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Examiner Tip

Always relate your answer to the command word in the question in this case “explain”. This means you need to say why?



James and Liz have just arranged their holiday for next summer. They have booked flights on the internet, and are going to stay in a friend's apartment on the Costa del Sol in Spain. They will hire a car on arrival.

This is known as an independent holiday.

(d) Explain why James and Liz may choose to book this 'independent' holiday rather than a 'package'.

(4)

James and Liz have chosen to book an independent holiday due to the fact that they are planning to stay at their friend's apartment. This means that it isn't a package holiday because they aren't booking the flights together with their accommodation and catering. Also, when going on a package holiday, transportation may be included. However, James and Liz are hiring a car on arrival so they can travel when it's suitable for them.



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Examiner Comments

A better response, this candidate would have been awarded two for the not need accommodation part, plus an additional mark for realising that they would have more freedom with a hire car. Total 3 marks.

### Question 2(b)

A significant majority of candidates had no idea of what an administration department did. Incorrect responses included roles of other departments, such as finance, e.g. paying wages; IT, e.g. designing the website; and marketing, e.g. advertising the gym; and the role of gym instructors, e.g. showing people how to use the machines. Duties linked with reception were, however, credited, e.g. making bookings, enrolling new members....

To gain three easy marks here, candidates simply had to identify the jobs undertaken in any office or admin departments, e.g. filing customer details and other paperwork, sending letters to members, replying to emails, answering the phone.....

(b) Describe the role(s) of the administration department of a gym or health club.

(3)

~~To make letters~~

To advertise for the gym  
deal with bookings



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Examiner Comments

This candidate only scored 1 mark for 'deal with bookings'. Advertising is the job of the marketing department.



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Examiner Tip

This response was looking for a description of the roles/duties, and this could be either 3 separate duties, or one or more described with detail.

(b) Describe the role(s) of the administration department of a gym or health club.

(3)

To answer the phone to customers and to help customers with any queries they may have. They should also be able to help and deal with complaints so that customers remain satisfied with the service they receive. While answering the phone they may have to link through to people or sign them up.



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#### Examiner Comments

A very good answer, candidate identifies three roles and has some detail within the description, so would therefore gain all 3 marks.



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#### Examiner Tip

Try to make as many points as there are marks in the question.

### Question 2(c)

A well answered question. Candidates were able to identify and describe very many measures used to ensure safety. The most common answers being 'member inductions', CCTV, lockers, checking machines daily for safety and secure entry systems. Those who did not score so well usually described two measures, then spent the rest of the answer explaining why they would ensure safety. Watch the command word!

This question was again looking for description, either 4 measures, or 2 or 3 measures with detail.

A gym or health club has a responsibility to maintain high standards of health, safety and security.

(c) Describe measures a gym or health club may use to ensure the safety and security of customers and/or their property.

(4)

Tell them how to use things like equipment, and make sure they use it safely. Putting different posters up around the gym so visitors can see them while they are working out.



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Examiner Comments

The first sentence would gain 1 mark, the second point 'putting up posters', would gain an additional mark. the remainder of the answer is explanation. Two marks.



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Examiner Tip

ON a four mark question, try to make four points.

A gym or health club has a responsibility to maintain high standards of health, safety and security.

(c) Describe measures a gym or health club may use to ensure the safety and security of customers and/or their property.

(4)

to ensure safety for customers gyms tend to give them a trial run on the equipment and advice them on what's personally best for the specific member. Safety checks are done monthly on all equipment so to prevent injury, and if injury does occur, there will always be an instructor nearby to help. All instructors must know first aid in case of emergency,



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Examiner Comments

A better response, this time scoring 3 marks for "trial run", 'safety checks' and 'first aid' trained instructors.



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Examiner Tip

Read the question carefully, the fact that this one also asked for customer's property would maybe give an easy additional mark for lockers or CCTV.

**Question 2(d)**

This question was testing the quality of written communication, so candidates are to be encouraged to re-read their answer to check for and correct errors.

Some candidates focused their answer solely on the layout, which limited the number of marks they could be awarded. Others focused solely on content. Responses which refer to colour cannot be credited, as papers will always be produced in black/white.

However, many responses were in level 2, as they correctly evaluated both content and layout, for example emphasis on the word 'FREE' and the protection for customers money being positive evaluation, and the lack of duration, departure dates and uniform font being examples of negative evaluation. To achieve level 3, the evaluation also needed to refer to attracting customers, and specific customer types who may be attracted, for example families by the free child places, or senior citizens as the holidays are in winter and 'they don't like the cold/are retired and can travel anytime....'

This question was testing the quality of written communication, so candidates are to be encouraged to re-read their answer to check for and correct errors.

\*(d) Evaluate the effectiveness of this leaflet in attracting customers.

In your answer you could consider:

- content of leaflet
- layout of leaflet.

(6)

The leaflet gives you alot of information about the destinations on where you can go and also what comes with the price. I think the layout of the leaflet could be improved. The leaflet on gives you information but it doesn't show you any pictures of the destinations which could effect the customer.



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Examiner Comments

A basic level 1 response, with only basic evaluation. Statements such as 'the leaflet could be improved' need to be qualified with more detail. e.g. it doesn't show you pictures, but what should these be of? No mention of attracting customers. 2 marks.



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Examiner Tip

Consider both content and layout, as requested in the question, but also relate your answer to attracting customers - for higher marks what types of customer?

\*(d) Evaluate the effectiveness of this leaflet in attracting customers.

In your answer you could consider:

- content of leaflet
- layout of leaflet.

(6)

The leaflet contains a number of deals to attract the customers like "save £50 guaranteed". Offers like this will attract the customer as they feel like they are getting a great deal. It lists the destinations and the prices but that is limited. It uses a slogan as a title this will make it stick in the customer's mind. I find the layout of the leaflet to be simple and not very detailed. It is written more like a list but does end with a number to call or to request a brochure if interested. I do feel the lack of information is a negative as all the customer knows is the deals and location. The overall look of the leaflet I feel is dull and boring and not very eye catching.



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Examiner Comments

A better response which picks out some of the content and evaluates it. It also looks at the leaflet from a customer point of view, and gives personal opinions as to its effectiveness.

Level 2 response - 4 marks.

### Question 3(a)

This question asked for a leisure activity associated with 'Relaxation'. For this reason, sleeping, napping, and sitting down in front of the TV were NOT credited (these are not activities).

Sports and similar were also not acceptable, e.g. football, swimming...

The most popular answer was 'yoga'. Other good responses included meditation, massage, visiting a spa, sunbathing....

3 (a) Identify **one** leisure activity which is associated mainly with relaxation.

(1)

having a massage



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Examiner Comments

Massage - fine - a very relaxing leisure activity.

3 (a) Identify **one** leisure activity which is associated mainly with relaxation.

(1)

having a spa/swimming



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Examiner Comments

Having a spa is fine, though swimming is not. 1 mark awarded though.



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Examiner Tip

Try to give only ONE activity as specified in the question.



### Question 3(b)

- i) Most candidates were able to state the name of a low cost airline, easy jet and Ryanair being the most common. However, some incorrect responses included Virgin and British Airways.
- ii) Candidates who had either flown, or had researched in class, were able to score two marks with ease on this question. Cheaper fares, no allocated seats, no free meals were the most common features identified. Candidates who repeated the question in their answer e.g. “they are low cost” did not get any marks.

(b) (i) Name **one** low-cost or no frills airline.

(1)

Easy-jet.

(ii) Identify **two** features of a low-cost or no frills airline.

(2)

two features of a low-cost or no-frills airline are that the flights are much cheaper than others and the staff probably get paid less.



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Examiner Comments

Easyjet is fine, (1 mark) and the candidate identifies that they are much cheaper than other,s however, cannot assume that staff are paid less, so no additional mark awarded (1 mark) total 2 marks.



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Examiner Tip

Do not repeat the question in the answer, ie. ‘they are low cost’.

(b) (i) Name **one** low-cost or no frills airline.

(1)

*Big Budget airline - Bmi Baby*

(ii) Identify **two** features of a low-cost or no frills airline.

(2)

*cheap basic flight with out food provided  
no saved / private seats available*



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Examiner Comments

BMI baby is fine (must say baby) (1 mark) the features identified (3 of them) are all good, so 2 additional marks would be awarded.



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Examiner Tip

Although question asked for two and this candidate has stated 3, there is no problem with this.

### Question 3(c)

This was the question which was not answered well by many candidates. They simply repeated points from the extract. This was an A02 targeted question, and asked them to explain why? Candidates who repeated information from the extract, even though correct and applied to senior citizens or a family, would only achieve one of the possible two marks.

When the command word is explain, candidate should be encouraged to think beyond the case study, in this case the characteristics of the customer types in the question, and their needs. i.e the fact that the senior citizen is travelling alone and the ages of the children and the fact that there is only one adult.

#### Single Senior citizen

Most picked up on the fact that they like sightseeing, like to sleep on journeys etc (from the extract) However for additional marks they needed to say more than this, for example, older people may have poor eyesight, so do not like to drive distances, or they are on their own, petrol costs would be high, and they would have no company on the road....

## Parent with two children

“because its boring” type answers were very common here, and these would only be awarded one mark. To achieve two, they needed to think beyond the extract to the needs of young children, for example, stopping for the toilet, travel sickness, one having to sit alone as seats are 2x2....

Answers which contrasted coach travel with other forms of travel were also credited.

(c) Using the information from the article,

- (i) explain why a single senior citizen might choose to go on a coach holiday, (2)

senior citizens on there own <sup>may</sup> find coach holidays alot less hassle and a great way of having a holiday. They can rest, talk to fellow passengers and take in the scenery whilst not having to drive.

- (ii) explain why an adult with two children, aged three and five, might **not** choose to go on a coach holiday. (2)

The coach holiday may not be convenient for the adult & children because the children may become bored, need child seats, cry or require the mums attention, disturbing fellow passengers and on most buses it would mean <sup>one</sup> the child would be seperated from its mother. They may also not have enough room for luggage or necessities on the coach.



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Examiner Comments

A good response, clearly related to the single senior citizen, using the article material in a sensible way. 2 marks. Very detailed response for the family, not only “children are bored” but also the need for child seats, separation, luggage allowances etc.. 2 marks



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Examiner Tip

Think beyond the article, and consider the needs of the customer for higher marks.

(c) Using the information from the article,

(i) explain why a single senior citizen might choose to go on a coach holiday,

(2)

AS it is easier than any other way of travel and they can sit back and relax or go to sleep. Some old people like to go sightseeing so they can look out the window.

(ii) explain why an adult with two children, aged three and five, might **not** choose to go on a coach holiday.

(2)

AS younger children will easily get bored and coaches only have 2 by 2 seats so some one will have to sit by there self.



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Examiner Comments

The first part of this answer is only worth one mark. It is mostly lifted from the article and does not relate to the single senior citizen at all (1 Mark)

The second part is better, the candidate has realised how a coach is configured, i.e. 2 x 2 seats, and applied this to the family, so will score 2 marks.

### Question 3(d)

Many candidates were able to assess the benefits of the new scanner in improving detection of weapons, safety on flights and speed through security for the passengers. They also pointed out the problems with certain customer types, e.g pregnant women or those with religious or other beliefs, and therefore scored marks in level 2. However, there were very few who thought beyond this, i.e. the 'airport experience' of the passengers. Those who did, made statements like "faster through security would mean they have more time to spend in duty free shops" or "people may choose to travel from this airport in preference to others as they know that security is strict"

This question was testing the quality of written communication, so candidates are to be encouraged to re-read their answer to check for and correct errors in spelling and grammar.

\*(d) Assess how effective the body scanner will be at improving security and improving the airport experience of passengers.

(6)

Having the naked image security scans, is very helpful, you wouldn't be queuing for long, so everything would be quicker, yes I can understand it shows you naked but it is destroyed straight after! And all of this is for our safety, so I don't see the problem.



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Examiner Comments

This question asked for assessment. This candidate has lifted the points from the extract and the only assessment is "it is helpful" and "i dont see the problem". this would be classed as basic assessment and marked in Level 1 - 2 marks.



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Examiner Tip

When asked to assess, look from both the good and the bad side, and in this case from the point of view of the passengers rather than the airport itself.

\* (d) Assess how effective the body scanner will be at improving security and improving the airport experience of passengers.

(6)

The body scanner will improve security because it is easier for people to see if someone is hiding something, rather than just giving them a pat down. It will improve passengers experience at the airport because it will make them feel safer going on a plane knowing that it would be much more ~~difficult~~ difficult then it used to to ~~hide~~ sneak things on to a plane. This is good because if passengers are impressed about the body scanner they may be more likely to come back to that airport if they feel safer.

(Total for Question 3 = 14 marks)



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Examiner Comments

This candidate has considered the scanner in more depth, and has compared it to the pat down search. It has related the answer to the passenger experience. However, it has not assessed any negative points, e.g. pregnant women or religious beliefs, so will score 4 marks.

### Question 4(a)(b)

a) Surprisingly, lots of candidates were not able to name a National Park. Some gave Center Parcs (from June 2010 paper) others named a park in their local area/town or city.

A few candidates did state Snowdonia, failing to read the question which asked for an English national park. The most common correct answer was the Lake District.

b) This question was also quite poorly answered, there were many responses which could be found in towns and cities as well as countryside areas, for example bike trails, animals, trees, grass....

Countryside features such as hills, mountains, small villages, low population, fields with sheep/cows were acceptable, as were statements like 'beautiful views' good scenery' and 'peace and quiet' although technically these are not features

4b) The question asked for description, so candidates should be encouraged to give more than a one word answer.

4 National parks are a type of 'countryside area'.

(a) Identify **one** National Park in **England**. (1)

.....

.....

(b) Describe **two** features of 'countryside areas'. (2)

It is a quiet place and doesn't affect the environment.



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Examiner Comments

No National park named. One mark only awarded for 'quiet place'.

4 National parks are a type of 'countryside area'.

(a) Identify **one** National Park in **England**.

(1)

Lake District

(b) Describe **two** features of 'countryside areas'.

(2)

A countryside area would have lots of open green spaces and have natural sights of beauty or interest.



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Examiner Comments

The Lake District correctly identified, and a fairly good description of the countryside features. 'open green spaces' on its own however, could refer to a park in a city. Natural sights of beauty and interest is OK. 2 marks awarded.



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Examiner Tip

Try not to make general statements like "good views". Expand on this to say 'good views of mountains, lakes, waterfalls....'

A tip is to re-read your answer and think "does this describe the countryside?" or could it be anywhere?



### Question 4c

The question asked for an **example** from the case study on Bath

- Some candidates did not read the word **example** and just stated 'museums and galleries', so were not awarded any marks. Others just stated 'Roman Heritage' and 'Georgian Heritage'. There were five named examples in the case study which they could have picked and gained marks for.

Question asked for examples, these simply needed to be picked out from the extract.

(c) Identify **two** examples of features in Bath from the extract which make it a historical and cultural destination.

(2)

The ~~rea~~ Roman baths make this cultural and the  
15th century Abbey makes it historical



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Examiner Comments

This candidate achieved both marks for the Roman Baths and the 15th Century Abbey. There was no need to link with the historical and cultural destination type.



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Examiner Tip

Look for named or specific examples not general ones such as museums.

(c) Identify **two** examples of features in Bath from the extract which make it a historical and cultural destination.

(2)

When it says 'rich in Roman heritage' it suggests it is historical & cultural because Romans are historic. Also it says '15<sup>th</sup> century' this also suggests it historical because it was a long time ago.



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#### Examiner Comments

An answer which does not give an example of the five given in the case study. It tried to explain why Bath is historical and cultural instead, so was awarded no marks.



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#### Examiner Tip

Watch for the command word "identify" - do not explain (as this candidate did).

### Question 4d

The term 'sustainability' was poorly understood by many candidates. Many took this to mean 'keep it going' or 'improve its facilities to get more people to visit'.

The mark scheme details the features of sustainable development, and to be awarded marks here, candidates needed to use some of these terms, and refer to present and future, and/or 'not harming the environment'.

(d) Define the term 'sustainable development'.

(2)

protecting something for the future without  
affecting the environment.



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Examiner Comments

A basic definition, this would score only 1 mark. More detail should be included to score 2 marks here.

(d) Define the term 'sustainable development'.

(2)

Sustainable development is a place which is being developed  
by using natural materials slate wood thatch (Bare things  
the materials which are used with out damaging the environment.



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Examiner Comments

This definition has more detail - refers to natural materials, slate wood, thatch, and the fact that it is not spoiling the environment.



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Examiner Tip

A better theoretical definition of sustainable development would be "a development that meets the needs of the present generation without compromising the needs of future generations" Examples such as jobs for locals, local materials, wildlife preservation etc will enhance this definition.

### Question 4e

The poor understanding of sustainability also impacted on many candidates' understanding of this question. They were asked to pick either countryside or historical and cultural destinations. Very many candidates simply described the features of the destination type or tried to explain how they should attract more customers. Better responses gave some ideas as to how their chosen destination could remain sustainable. Common ideas included picking up litter/having more bins, park and ride and having designated footpaths. These ideas would get them 2 marks, however, to gain more for this AO2 question they needed to say why this would help them remain sustainable, and only a few candidates managed to do this.

This question asked how either countryside or a historical and cultural destination could remain sustainable. Countryside was the most popular choice. Simply stating ideas, without explanation, would only score 2 marks.

(e) Explain how either a 'countryside area' or a 'historical and cultural destination' can ensure that it remains 'sustainable'. You may use examples you have researched or studied in class to support your answer.

(4)

Indicate your choice of question by marking a cross in the box . If you change your mind, put a line through the box  and then indicate your new choice with a cross .

Countryside area

Historical and cultural destination

Explanation

By making sure a countryside area is kept sustainable is by making it a national trust, so it is looked after and treated as free land but is actually ~~one~~ owned by a trust, this way it can be kept the way it is without buildings and shopping malls being built everywhere. And have wildlife.



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Examiner Comments

This candidate has only actually given one idea, 'marking it national trust', and then gone on to explain how this would protect it. No other ideas given, so 2 marks only awarded.



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Examiner Tip

If question asks for examples, these can be local, national or international. One very good response used Stonehenge as a historical and cultural destination that has been protected in various ways.

- (e) Explain how either a 'countryside area' or a 'historical and cultural destination' can ensure that it remains 'sustainable'. You may use examples you have researched or studied in class to support your answer.

(4)

Indicate your choice of question by marking a cross . If you change your mind, put a line through the box  and then indicate your new choice with a cross .

Countryside area

Historical and cultural destination

Explanation

Countryside areas can ensure they stay sustainable by not changing the view of the area. Where the old buildings and houses are grade listed the some areas are protected by Area of outstanding natural beauty regulations or by environmental protection agency regulations. This allows the area to be left as it is and doesn't allow man made changes to take place. The areas may be patrolled to ensure no damage is done and to ensure that walkways are in place to stop damage spreading. This keeps the area remaining sustainable and the recycling bins are efficient in areas to keep the location tidy.



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Examiner Comments

This response outlines quite a lot of ideas for a countryside area. These include listed buildings, designation of an AONB, regulations, protecting walkways, and recycling. Explanation linked all these well to sustainability for the future.

4 marks awarded.

## **Summary**

There was a good standard of responses to the majority of questions on this paper. Most candidates attempted all questions. There is no need for candidates to re-write the question on the longer response questions, many candidates wasted time and space doing this. The key to high marks is to identify the command word in the question, as candidates were inclined to explain when asked to describe, for example on question 2c) and vice-versa. Assessment and Evaluation are also important examination skills, especially on the longer response questions.

Comments on questions, with sample answers can be seen in the report on each individual question option. Please note that sometimes only parts of answers are reproduced.

## **Key Points**

### **Read the question**

- e.g. English National Park (4a)
- e.g. “example from extract” (4c)

### **Be specific**

- e.g. “going on the computer (1b) is better as “playing games on the computer”

### **Give some detail when asked to describe**

- e.g. “lockers” (2c) is better as “lockers with keys for customer’s property”

### **Explain - Say Why?**

- 3c) Don’t just repeat information from extract, link this to the characteristics of the customer in the question
- 4e) Don’t just identify measures/ideas, say why they would help sustainability

## **Grade Boundaries**

Grade boundaries for this, and all other papers, can be found on the website on this link:

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