

Mark Scheme (Results) January 2007

GCE

GCE Travel and Tourism (6991)

6991 01 Travelling Safely

Question	Answers	Mark Allocation
1(a)	JAA - Joint Aviations Authorities CAA- Civil Aviation Authority	1 mark for each organisation name. 2 marks
1(b)	Aviation safety (1) The JAA is the associated body of the European Civil Aviation Conference (ECAC) representing the civil aviation regulatory authorities (1) of a number of European States (1) who have agreed to co-operate in developing and implementing common safety regulatory standards (1) and procedures. (1)	Up to 2 marks available for each responsibility described. 4 marks
2(a)	Cholera / HIV and AIDS / Yellow fever / Hep C.	One mark for each correct disease. 2 marks
2(b)	<p>Causes - It is caught from the consumption of contaminated food and water. (1) The ingestion of food or water that has been heavily contaminated. (2) Bacteria may then enter the food chain and water supply if personal and food hygiene measures are poor and/or sanitation is primitive. (2) Ingestion of raw vegetables fertilized with human waste (night soil) and eaten raw. (2) Shellfish harvested from sewage. (2)</p> <p>Symptoms - Fever (1) headache (1) chills (1) myalgia (1) malaise/tiredness (1) anorexia (1) nausea (1) diarrhea (1) cough (1) There may be abdominal discomfort and constipation. (2) Moderate enlargement of the liver and/or spleen occurs in about 50% of cases. (2) Caught from consumption of contaminated food and/or water. (2)</p>	Up to 2 marks available for each description. 1 mark for each relevant point. 4 marks

Question	Answers	Mark Allocation
2(c) i-ii	<p>In preparation</p> <p>Level 1 Get vaccination and medication (1) Have a typhoid injection (2) Check the internet for any outbreaks (1) Start taking malaria tablets. (2)</p> <p>Level 2 See a doctor, have a typhoid vaccination and purchase medication such as water purification tablets, mosquito nets and repellent for the trip and a course of malaria tablets to start taking before, during and after the trip. (4)</p> <p>During</p> <p>Level 1 Keep the skin covered (1) Watch what you eat (1) Stay indoors between dusk and dawn (2) Use mosquito repellent containing DEET. (2)</p> <p>Level 2 Wear light color clothing that keeps the skin covered. Make sure any exposed skin such as your face and hands have mosquito repellent containing DEET. Make sure care is taken what you eat and drink by washing food such as fruit with purified water. (4)</p>	<p>Up to 4 marks available for each description Level 1- 1-2 marks for basic description.</p> <p>Level 2 - 3-4 marks for detailed description covering both diseases.</p> <p style="text-align: right;">8 marks</p>
2(d)	E.g. World Travel Guide (1) Guide to International Travel (1) World Health Organisation website (1) Department of Health website (1) The Rough Guide to Safer Travel (1) Travel agents (1) Doctors (1)	<p>1 mark for each relevant resource.</p> <p style="text-align: right;">2 marks</p>
3(a)	E.g. Tickets (1) Boarding pass (1)	<p>1 mark for each correct measure.</p> <p style="text-align: right;">2 marks</p>
3(b)	They both need passports (1) No visa required (1) Passports must be carried at all times (1) Passports must be valid for at least 6 months (1) Return ticket required.(1 mark)	<p>Up to 4 marks available 1 mark for each appropriate advice.</p> <p style="text-align: right;">4 marks</p>

Question	Answers	Mark Allocation
3(c)	<p>Level 1- Passport checks ensure the correct person boards a plane because it checks the identification of the person named on a ticket against photographic evidence. Passport identity checks reduce the risk of terrorist attacks as it allows for certain people to be traced by immigration. (2)</p> <p>‘The metal detectors show if any passenger is carrying anything dangerous or harmful. It restricts the chances of a terrorist attack’. (2)</p> <p>Level 2 - Passport checks ensure the correct person boards a plane. Without passport checks a different person to the named person on the flight ticket could board the flight as there would be no check to see if the photograph on the passport matched the person named on the ticket. Passport identity checks reduce the risk of terrorist attacks as the scanning of passports at check in can trace peoples movements and identify any people that have been highlighted as wanted by the Police or Immigration office. Airports also have baggage x-ray and metal detector machines. Both staff and passengers have to pass through these. They identify items that are not permitted on flights such as sharp objects. Having these checks can reduce the risk of terrorist attacks and plane hijacks as people can be arrested before take off as the items are identified. This protects the safety not only of the passenger but all users of the airport.(5)</p>	<p>Up to 6 marks available</p> <p>Level 1 1-3 marks for basic explanation.</p> <p>Level 2 4-6 marks for detailed explanation, both passengers and other airport users considered. More than one aspect considered.</p> <p style="text-align: right;">6 marks</p>

Question	Answers	Mark Allocation
4 (a) (i)	<p>E.g. Cannot pass on customer details. (1) Must have authorisation to use customer records (1) Records must be kept for a specified time (1) Records must be disposed of appropriately (1) Customer information must be kept confidential.(1)</p>	<p>1 mark for each relevant statement up to 4 marks.</p> <p style="text-align: right;">4 marks</p>
4 (a) (ii)	<p>L1 - Hotels cannot pass on customer records to other parties. (1)</p> <p>L2 - If a famous celebrity is staying at the hotel then the hotel is legally under this law unable to let anyone such as the press know that they are booked in the hotel. It is only with the permission of the lead booking member that that information can be given out. Without the individuals consent hotels are legally unable to give personal details about their customers. If the hotel did it would result in the hotel being sued. (3)</p> <p>L3 - Hotels have to have information about the customers and therefore the hotels have to have systems in place to store customers records securely. The hotel could be sued if they did pass on information without agreement of the customer. Hotels have to be very secretive about guest information therefore they need to put a system in place where they can contact customers in rooms without giving specific customer details but still maintaining customer service. They cannot automatically tell a customer, which room another customer, is staying in. Celebrities staying in hotels specifically do not want people knowing which room or hotel they are staying at. Security and privacy of details must therefore be maintained by hotels to comply with the DPA legislation. This is why many hotel receptions have a back office so that details can be stored so only staff at the hotel has access. The computers are only accessible by a password to ensure records cannot be tampered with. This can restrict access to staff of certain information which can result in certain customer requests not being met. (6)</p>	<p>L1- 1-2 marks Basic response that are descriptive and theoretical.</p> <p>L2 - 3-4 marks Some analysis and link to scenario.</p> <p>L3 -5-6 marks Sustained analysis and clear link to scenario. Response linked to the operation of the hotel.</p> <p style="text-align: right;">6 marks</p>

Question	Answers	Mark Allocation
4 (b) (i)	EU Directive / Trades Description Act.	1 mark for correct legislation named. 1 marks
4 (b) (ii)	L1 -Described a kids club and there was not one. (1). L2 - The EU Directive makes a tour operator liable if the company inaccurately describes the holiday which in this case was saying it had a kids club on site when it did not. The operator must also take the rap if the promised facilities are either not provided or are not up to a reasonable standard. The restaurant was instead a snack bar and therefore not a reasonable standard. (4)	L1- 1-2 marks Basic points L2 - 3-4 marks Explanation clearly demonstrating understanding of EU Directive or TDA Dependent question. 4 marks
4 (b) (iii)	L1 - ABTA is an association that most tour operators are members of. This association gives customers the option to contact them if they have a problem with a travel agent or tour operator .(2) L2 - It has an Arbitration Scheme, that is available to the family if they are not happy with the response from the tour operator. This is an alternative to a small claims court, which would help them come to a conclusion that is fair and reasonable. (3)	L1- 1-2 marks Basic response mainly theoretical. L2 - 3-4 marks Detailed description clearly linked to the scenario. 4 marks
5 (a)	Lost passport (1) Lost money (1) Lost luggage (1) Holiday curtailment (1) Theft or muggings (1) Arrest or imprisonment. (1)	Up to 2 marks for each available. 1 mark for each appropriate small-scale situation. Not holiday cancellation. 2 marks
5 (b)	Eg. Tour operator/Medical Assistance companies (1) Tour operator's liase with the insurance company on the customer's behalf(1). They can also contact the duty manager in the UK who will inform family members of the situation (1). They will also re arrange any flight if customers are delayed due to illness.(1)	1 mark for correct organisation. Up to 2 marks available for each relevant statement. 3 marks
5 (c)	E.g. Don't let your bags out of your sight. (1) L1 - Then it won't get stolen (1) L2 - This will make people aware of the need to watch their luggage as it could be taken away and destroyed due to security measures if left attended. (2)	1 mark for a suitable suggestion. Up to 3 marks for explanation. 1 mark basic explanation 2-3 marks explanation clearly justified suggestion. 4 marks

Question	Answers	Mark Allocation
6 (a)	E.g. Tornado / tropical storm. (1)	1 mark for each large-scale situation. 2 marks
6 (b)	<p>L1- Have notices advising of the weather up date. (1)</p> <p>L2 - If a hurricane warning is issued then customers will need to be moved to a safe and secure area, which will mean in some cases changing people to a new resort. The TIC's could give accommodation providers, and visitors to the area, weather updates. As TIC's in the USA often arrange accommodation on behalf of some accommodation providers they could assist in the re location of customers to safer areas to stay by re booking them. TIC's could advise people coming to the area of the potential problem and advise them of what to do should the hurricane hit.(4)</p> <p>L3 - If a hurricane warning is issued then customers will need to be moved to a safe and secure area, which will mean in some cases changing people to a new resort. TIC's could provide advise to visitors in terms of safe areas to go to and the distance to get there so that people move away from the risky area. Tour operators would be the key people to deal with the emergency hurricane situation as they will need to find the accommodation and arrange transfers. The reps working for the tour operator will need to update the customers on the progress of the hurricane so that they do not panic and know what to do if the hurricane hit. This could be on the notice board or letters put underneath the doors of customers rooms. Tour operators have to liaise with hoteliers when moving customers to new resorts as well as contract new transport providers when transferring customers to new resorts. The tourist board will have a key role and they will need to update the tour operator and all other agents of the situation. They will need to have a strategy in place linking to emergency services and tour operators need to be aware of this so that they can follow the correct procedures. (6)</p>	<p>L1 - 1-2 marks Basic responses that is descriptive and mainly theoretical.</p> <p>L2 - 3-5 marks Some explanation and link to hurricane warning.</p> <p>L3 - 6-8 marks Detailed explanation with clear link to both hurricane warnings and package holidays.</p> <p>8 marks</p>

Question	Answers	Mark Allocation
6 (c)	L1 - sterilise everything (1) L2 - sterilise everything to minimise the potential spread of bacteria. Isolate cabins or a deck for those passengers and staff that are affected to minimise the spread and also to limit how far the doctors have to walk to get to patients. Limit the number of activities where people socialise. (4)	Level 1 1-3 responses mainly descriptive Level 2 4-6 detailed explanation linking to scenario. 6 marks
6 (d) (i)	Situation must be appropriate and realistic. 1 mark for identifying situation.	Up to 4 marks for description of situation. Marks to be awarded for level of detail. 4 marks
6 (d) (ii)	How the industry dealt with the situation must be appropriate and realistic.	Up to 8 marks for analysis of question. L1 - 1-2 marks Basic responses that are descriptive and mainly theoretical. L2 - 3-5 marks Some analysis and link to emergency situation. L3 - 6-8 marks Detailed analysis and clear link to emergency situation. 8 marks
TOTAL FOR PAPER: 90 MARKS		