

MARK SCHEME for the October 2006 question paper

CAMBRIDGE INTERNATIONAL DIPLOMA IN TRAVEL AND TOURISM

5253 Travel Organisation, Maximum mark 100

This mark scheme is published as an aid to teachers and students, to indicate the requirements of the examination. It shows the basis on which Examiners were instructed to award marks. It does not indicate the details of the discussions that took place at an Examiners' meeting before marking began.

All Examiners are instructed that alternative correct answers and unexpected approaches in candidates' scripts must be given marks that fairly reflect the relevant knowledge and skills demonstrated.

Mark schemes must be read in conjunction with the question papers and the report on the examination.

The grade thresholds for various grades are published in the report on the examination for most IGCSE, GCE Advanced Level and Advanced Subsidiary Level syllabuses.

- CIE will not enter into discussions or correspondence in connection with these mark schemes.

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Q. No	Responses	Marks	ASS OBJ
Question 1			
(a)	(i) Decreased	1	3.1
	(ii) Increased	1	
	(iii) Flight only/Accommodation only	1	
(b)	(i) Accommodation (1) flights (1) and transfers (1) organised by the tour operator	1 mark for each basic statement, max 2	3.1.1
	(ii) Customer books accommodation from the travel agent (1) or the Internet (1) books transportation independently (1)	1 mark each correct point max 2	3.1.1
	(iii) Customer books just the flight from the travel agent (1) or internet (1) Accommodation booked independently (1) meal arrangements sorted independently (1).	1 mark each correct point max 2	3.1.1
(c)	Levels of response Level 1 basic Candidates make simple statements about independent holidays with no or very limited comparison of package holidays. An independent holiday means the tourist makes their own arrangements for travel and accommodation. Level 2 clear Candidates describe one or two advantages and disadvantages and attempt a comparison. When tourists take independent holidays it gives them more flexibility as they can choose when where and how they want to travel. Package holidays mean you go to the place listed in the brochure usually for a minimum of 7 nights. You won't get to move around as much as an independent tourist. Level 3 detailed Candidates explain the advantages and disadvantages of independent travel and make a good comparison of package holidays. Independent travel has a number of advantages such as freedom and flexibility. The traveller makes the decisions not the travel agent. The tourist is not restricted by brochure times and prices. They can shop around for the best deals on flights and accommodation, this can be time consuming. Another disadvantage is that they do not have the security of the arrangements being done for them by the travel agent who would put together the package making it stress free. Independent travel allows you to tailor make your holiday whereas package holidays are planned and prepared for you.	6 marks 1-2 3-4 5-6	1.1.1
(d)	Currency (1) insurance(1) hotel bookings (1) car hire (1) airport parking (1) excursions (1) flights (1) accommodation (1) transfers (1)	4 x 1 max 4	

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(e)	Levels of response	6 marks	1.1.1 4.1
	Level 1 basic The candidate identifies one or two services a travel agent produces. A 'listy' response.	1-2	
	Travel agents provide airline tickets and sometimes transfers from your home to the airport.		
	Level 2 clear Candidates identify the range of travel services provided by a travel agent and attempt to describe some. They offer a variety of holidays that include package holidays and special interest holidays. Customers can buy travel insurance at the travel agents. They can plan your travel itineraries. If you ask they will book airport car parking spaces or car hire.	3-4	
	Level 3 detailed Candidates describe in detail the full range of travel services provided by a travel agent. This could include all of the above plus details of visa and passport requirements. The purchase of travel insurance to suit customer's needs. Foreign exchange and travellers' cheques.	5-6	
Question 2			
(a)	Available to all passengers (1) operates at advertised (1) set times/timetable (1) regardless of demand (1) etc.	3 marks max	1.1.1
(b) (i)	A flight conducted between two or more nations (1) crossing national boundaries (1) requiring passports (1)	2 marks	2.1.1
(ii)	A flight starting and finishing (1) within one country's borders (1) from one state/city to another.	2 marks	2.1.1
(c)	1 mark for each correct piece of information identified. Flight number CX1249 (1) To Capetown (1) Dep. -19.35 (1) Arrive – 23.35 (1) 26 th March (1) Flight SA178 (1) Arrive 16.30 (1) 28 th March (1) Flight number SA675 (1) Dep. 18.50 (1)	10 x 1 10 marks Max	5.1.1 5.2.1

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(d)	Levels of response	8 marks	1.1.1
	<p>Level 1 Basic The candidate identifies one or two features of accommodation. No explanation is given.</p> <p>The business woman will need a hotel. The hotel will have Internet connections and a desk in the room.</p>	1-3	
	<p>Level 2 Clear The candidate explains the need for a variety of features of accommodation.</p> <p>The business woman will need a hotel with a comfortable bed as she will be tired from her travels. She might also need a laptop connection and most good standard hotels have these in each room. A hotel may offer a restaurant and so save the business woman the hassle of going out for something to eat as she may be very tired.</p>	4-6	
	<p>Level 3 Detailed The candidate evaluates the features of accommodation and demonstrates sound knowledge and understanding.</p> <p>The business woman will need at least a 4* hotel with en suite facilities as she will be tired from her travels. She might also need a laptop connection and one of her priorities will be a hotel with conference facilities or meeting rooms so she can arrange meetings there without wasting time travelling. If this is not possible she would want to be centrally located, in a hotel where taxis can easily transfer her to her meetings. A hotel may offer a restaurant and so save the business woman the hassle of going out for something to eat as she may be very tired. Whilst she may like a hotel with good entertainment facilities and a spa this is unlikely to be a priority as she is going there for business not leisure purposes.</p>	7-8	
Question 3			
(a)	(i) Brochures (1) (ii) guides (1) (iii) leaflets/pamphlets/fliers (1) travel magazines (1) etc.	1 mark each max 3	3.1.2
(b)	(i) Computer reservation systems or example (1) (ii) touch screens (1) (iii) Global distribution systems or example (1) (iv) Internet (1) electronic display panel (1)	1 mark each max 4	3.1.3

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(c)	<p>Levels of response</p> <p>Level 1 basic Candidate makes one or two simple statements stating the purpose of the source of information. They may not identify how the travel agent or traveller actually uses this source of information.</p> <p>Level 2 clear The candidate demonstrates some understanding of how the source of information is used by travel agents or travellers they may not discuss both.</p> <p>Level 3 detailed The candidate explains in detail how both travel agencies and travellers use the source of information.</p>	<p>6 marks</p> <p>1-2</p> <p>3-4</p> <p>5-6</p>	3.1
(d)	Flexibility (1) independence (1) cheaper (1) all insurances (1) and waivers (1) included in price. Explanations can be credited	<p>4 marks</p> <p>1 x 4</p> <p>2 x 2</p>	2.4.1
(e)	<p>Levels of response</p> <p>Level 1 basic Candidate may identify one or two pieces of information a tourist office may supply.</p> <p>Maps, brochures, accommodation booking.</p> <p>Level 2 clear The candidate identifies and describes some information supplied by the tourist information that would be useful to the adventurous traveller.</p> <p>The TO can supply the adventurous traveller with maps of the area. They could tell them the easiest and/or quickest route to their destination. They would have brochures and other information about the activities available and recommend the ones most suited to meet the needs of the customer.</p> <p>Level 3 detailed The candidate describes in detail the information a tourist information office would supply an adventure seeker. The candidate demonstrates good understanding of why the particular information given would be suitable.</p> <p>The TO would be able to supply maps of the area. They would be able to recommend activities most suited to meet the needs of the adventurous traveller and pre book the preferred activities. They could help with advice on equipment hire (the best place to hire from). They might even have details on the place to seek medical assistance in the case of an emergency.</p>	<p>8 marks</p> <p>1-3</p> <p>4-6</p> <p>7-8</p>	3.1.1
Question 4			
(a) (i)	The procedure passengers must follow (1) for registering their arrival at the airport (1) and for depositing their luggage into the aircraft hold (1)	<p>1 mark for each correct point</p> <p>2 marks max</p>	2.1.1

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(a)	(ii)	Ensure that procedure regarding time issued by the airline has been adhered to (1) find appropriate check in desk (1) passport and ticket checked (1) by airline personnel (1) hand luggage checked at passport control (1).	1 x 1 mark each correct point 2 x 2 for development of points made 4 marks	2.1.1
(b)		Transport provided for passengers (1) between their point of arrival (1) and their accommodation (1).	2 marks	2.1.1
(c)		The agent would advise them that it would be more convenient to use credit cards for security purposes (1) and easy access to making bookings/buying tickets to attractions/restaurants (1) etc. together with local currency for accessibility to things like coffees (1). They might advise that travellers' cheques offer the greatest security (1). Travellers can use the credit card for a variety of uses (1) such as car hire or accommodation (1); they do not have to worry about carrying cash (1).	1 mark for advantage identified 2 marks for explanation 3 x 2 6 marks max	5.3.1
(d)	(i)	Drink plenty of water (1) avoid alcohol (1) Move about regularly (1) wear travel socks to help avoid DVT (1) rotate feet and ankles (1) etc.	3 marks max	
(d)	(ii)	Levels of response Level 1 basic The candidate identifies what is meant by the term stopover. A break in the journey allowing travellers to spend a few days in a location en route. Level 2 clear The candidate suggests why travellers use stopovers and demonstrates understanding of some benefits of stopovers. A break in the long journey allowing travellers to spend a few days in a location en route. Travellers sometimes need to book stopovers if they are travelling on one airline to a major airport but have to fly to their final destination with another local airline. A stopover allows travellers the bonus of visiting another country for a short period of time Level 3 detailed. The candidate explains in detail why stopovers are used and describes thoroughly their benefits in terms of travellers taking long-haul flights with large time differences. A break in the long journey allowing travellers to spend a few days in a location en route. Travellers sometimes need to book stopovers if they are travelling on one airline to a major airport but have to fly to their final destination with another local airline. A stopover allows travellers the bonus of visiting another country for a short period of time. They can sample the local cuisine and take in the local culture. It allows travellers a rest during the long journey and takes away some of the drawbacks of jetlag.	8 marks 1-2 3-6 7-8	2.1.1