



Examiners' Report Lead Examiner Feedback

June 2022

Pearson BTEC Nationals
In Travel and Tourism (20207K)
Unit 1: The World of Travel and Tourism

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Grade Boundaries

What is a grade boundary?

A grade boundary is where we set the level of achievement required to obtain a certain grade for the externally assessed unit. We set grade boundaries for each grade, at Distinction, Merit and Pass.

Setting grade boundaries

When we set grade boundaries, we look at the performance of every learner who took the external assessment. When we can see the full picture of performance, our experts are then able to decide where best to place the grade boundaries – this means that they decide what the lowest possible mark is for a particular grade.

When our experts set the grade boundaries, they make sure that candidates receive grades which reflect their ability. Awarding grade boundaries is conducted to ensure candidates achieve the grade they deserve to achieve, irrespective of variation in the external assessment.

Variations in external assessments

Each external assessment we set asks different questions and may assess different parts of the unit content outlined in the specification. It would be unfair to candidates if we set the same grade boundaries for each assessment, because then it would not take accessibility into account.

Grade boundaries for this, and all other papers, are on the website via this link:

<http://qualifications.pearson.com/en/support/support-topics/results-certification/grade-boundaries.html>

Awarding BTEC qualifications in 2022

Ofqual has [set out their plans](#) for awarding qualifications in 2022 and intend to return to a normal, pre-pandemic, approach to grading standards over by 2023. They have confirmed that 2022 will be a transition year, to reflect that we are in a pandemic recovery period and students' education has been disrupted.

Our guiding principle and approach to awarding BTEC qualification results in 2022 will be to ensure parity in relation to the approach being taken for GCSE and A level learners. BTEC courses have a different structure and design to academic qualifications - BTECs are modular

qualifications (with assessments taking place throughout the course) compared to GCSEs and A levels which are linear (assessed and awarded at the same time at the end of the year), and therefore our approach needs to be different.

In 2022 we will return to the usual method of calculating BTEC qualification results, however adaptations including, U-TAGs and reduced internal assessment, are in place to provide a comprehensive package of support for students.

The basis of our awarding approach to BTECs this year is to ensure it is as fair as possible for all candidates. We will use a range of evidence to set grade boundaries for the external units. Part of this evidence will be to closely monitor learner performance in all assessments that contribute to candidates' final qualification grade, to ensure parity with A level and GCSEs.

Further information can be found [on our website](#) and via our Social Media channels.

Introduction

This is the third available external examination series for this unit, with approximately 2160 candidates sitting the paper.

Relevant unit specific knowledge was demonstrated by the majority of candidates however limited understanding, or unfamiliarity with the unit content and terminology, was evident in some responses to questions.

A number of candidates used extra paper to complete a response. It is good practice to write 'continued on extra paper' on the answer book to signpost this.

Most candidates attempted the majority of questions however some blank and short responses were seen. Where candidates had used additional paper to complete a response, this occasionally led to other questions remaining unanswered, potentially indicating time management to be an area of opportunity for future development.

The paper successfully discriminated across all ability levels. The open extended response questions (Q1d, Q1e, Q2e, Q3c and Q3d) were particularly good indicators of a candidate's ability to demonstrate both the application of unit specific knowledge, and also competency in producing a discussion or an evaluation.

Some very well-structured responses were seen. Conclusions were often included in all open extended responses however a conclusion is only required for questions using the command word 'evaluate'.

There were occasions when a candidate's writing was extremely difficult to read, and whilst examiners do make every effort to understand a response, marks could be lost due to illegibility.

Use of a pale coloured ink or a felt-tip pen could contribute to difficulties in reading responses. Candidates should complete their answers using a black biro.

Individual Questions

Q1a

Many candidates did not answer this question in sufficient detail to be awarded a mark. The expectation was for candidates to give a definition of domestic tourism similar to that stated in the unit content eg 'taking holidays and trips inside your own country of residence', however most responses were too vague and failed to reference holidays/trips. Many responses repeated the word tourism, with no further clarification provided eg 'Domestic tourism is tourism in your own country'. Another common response given which did not attract a mark was 'Domestic tourism is travel within your own country'.

This response was awarded 1 mark:

Answer ALL questions. Write your answers in the spaces provided.

Mallard Park is a natural visitor attraction.

Visitor attractions are popular destinations with domestic tourists.

1 (a) What is domestic tourism? (1)

domestic tourism is when you go on holiday within
your own country.

This response was awarded 0 marks:

Answer ALL questions. Write your answers in the spaces provided.

Mallard Park is a natural visitor attraction.

Visitor attractions are popular destinations with domestic tourists.

1 (a) What is domestic tourism? (1)

Travelling within the same country you live in

Q1b

The stem provided candidates with one way in which voluntary sector organisations can be funded (admission fees paid by visitors) and asked them to describe one additional way. Most candidates scored a mark for identifying the way in which a voluntary sector organisation can be funded and many also attained a mark for the additional linked description.

'Government grants' was a common response and attracted 2 marks as it was considered equivalent to 'grants' (1 mark)/ provided by the government (1 mark)

This response provided a number of 'ways' in which voluntary sector organisations can be funded but provided no linked description.

This response was awarded 1 mark:

Mallard Park is a voluntary sector organisation.

Admission fees paid by visitors are one way in which voluntary sector organisations can be funded.

(b) Describe **one other** way in which voluntary sector organisations can be funded. (2)

ANOTHER WAY THAT VOLUNTARY ORGANISATIONS CAN BE FUNDED IS GRANTS, DONATIONS, LEGACIES AS THEIR A CHARITABLE STATUS

This response was awarded 2 marks:

Mallard Park is a voluntary sector organisation.

Admission fees paid by visitors are one way in which voluntary sector organisations can be funded.

(b) Describe **one other** way in which voluntary sector organisations can be funded. (2)

By legacys this is money left from older people or gifts. Goverment grants can be funded to charities as well.

Q1c

The stem for Q1c provided candidates with information about Mallard Park and gave a visitor profile. Candidates were asked to explain how two products/services of Mallard Park meet the needs of the family in the given profile.

1 mark was awarded for identification of each suitable product/service (maximum 2 marks), and 1 mark was given for each linked explanation of how the product/service meets the family's needs (maximum 2 marks).

Each product/service selected had to be appropriate to the family to be awarded a mark.

Many candidates selected 'adventure playground and classroom' as one product/service but did not score a mark for this as it is highly unlikely that a classroom would be used by a family on a visit. Where 'adventure playground' had been selected as a lone product/service, this did attract a mark.

Many candidates did provide linked explanations specific to the needs of the family eg 'The picnic area' (1 mark for appropriate product/service)/allows the family to sit and eat together and young kids can be picky, so it's better for them to bring food from home' (1 mark for linked explanation).

Where there was repetition of a linked explanation eg a guided walk on a nature trail is 'something the whole family can enjoy together and learn about the environment', and fishing lessons are 'something the whole family can enjoy together and learn how to fish', the linked explanations were only credited once.

Marks were not awarded for vague explanations that did not clearly show how a need of the specific family was being met eg 'the family can have fun', 'the kids can play'.

'Stops them from being bored' was frequently provided as a linked explanation however it is not creditworthy as it is not meeting a need.

This response was awarded 4 marks:

(c) A family with three children aged 3, 6 and 12 years old are visiting Mallard Park.

Explain how **two** products/services offered by Mallard Park meet the needs of this family.

(4)

- 1 An adventure playground would meet the needs of this family because, it provides entertainment for the children aged 3 and 6.
- 2 A cafe provided also meets the needs because, it is a family with small children they will most likely get hungry so the cafe makes it available for them to stop and have something to eat and drink.

This response identified one appropriate product/service (30 minute motorboat ride around the lake).

This response was awarded 1 mark:

(c) A family with three children aged 3, 6 and 12 years old are visiting Mallard Park.

Explain how **two** products/services offered by Mallard Park meet the needs of this family.

(4)

- 1 The 30 minute motorboat ride around the lake meets the needs of a 12 year old because they are constantly moving and they will not be bored, this would also suit the 6 year old as well.
- 2 The adventure playground and classroom ~~meets~~ ^{would} suit the three year old because there will be other children his age so he can play with them and on the playground as well.

Q1d

Candidates were given two operating aims of Mallard Park and were asked to discuss whether, in consideration of the stem given in Q1c, Mallard Park meets these aims.

Many responses considered both operating aims and linked the points made to the context of the question.

A number of candidates stated the aspects of Mallard Park they felt met/did not meet the operating aims but did not develop their discussions sufficiently to access the higher marks.

This is an extract of a response awarded 7 marks. The candidate demonstrates mostly accurate and detailed knowledge and understanding. Most of the points made were relevant to the context of the question and there are clear links. A well developed and logical discussion has been produced which clearly considers a range of different aspects and considers how they interrelate, in a sustained way:

it. Mallard park protect the wildlife from possible starving by feeding them and also by carrying out surveys on these birds they can pick up a better understanding of them allowing for Mallard park to create more habitats in other places. However, although having a motor boat in which is regularly used can be a disturbance to the wildlife and also the fumes released causing damage to the lake and wildlife. To minimize damage done and conserve.

This is an extract of a response awarded 2 marks. The majority of the answer had been copied from the stem however the extract below demonstrates isolated elements of knowledge and understanding, limited discussion and generic assertions:

the birds have been fed. Mallard
park have a wide range of activities
suitable for all types of people and
families which allows everyone to be
able to explore the park. I think
the park definitely meets the aims
and is a good place to try out
on a nice day.

Q1e

Candidates were asked to discuss the implications for UK visitor attractions of complying with health and safety legislation.

Many responses demonstrated some accurate knowledge and understanding, with some points made being relevant to the context in the question.

Many responses concentrated on the financial implications and customer perception of the attraction as a result of compliance/non-compliance, with some candidates' discussions being developed further to include the practical implications of adhering to the legislation eg risk assessments, sufficient staffing, signage etc.

This is an extract of a response awarded 6 marks. The candidate demonstrates some accurate knowledge and understanding, with only minor gaps and omissions. Some of the points made were relevant to the context of the question and a partially developed discussion has been displayed that considers some different aspects and how they interrelate:

and the organisation. These impacts could be a loss of money, people cancelling their bookings, bad reviews, loss of trust from customers. If people are leaving bad reviews it will cause the organisation to have a bad reputation. When an organisation loses customer and money, they are at risk of going bust because they cannot financially afford to stay open. A visitor attraction will have to take extra care with doing their health and safety risk assessment to prevent these

This is an extract of a response awarded 1 mark. The candidate has demonstrated isolated elements of knowledge and understanding with major gaps and omissions:

(e) Discuss the implications for UK visitor attractions of complying with health and safety legislation.
 Health safety, and (10)

The Implication for UK visitor attractions of complying with health and safety legislation is to keep everyone safe, for example organisations need to make everything is safe, for example a theme park must make sure everything is running right and nothing will harm the customers

Q2(a)(i)

This was a well answered question. The vast majority of candidates were able to use the information in the given table to identify the region of England with the lowest number of people in direct tourism employment as being the 'North East'.

This response was awarded 1 mark:

2 (a) (i) Identify the region that had the lowest number of people in direct employment in tourism.	(1)
North East	

Q2(a)(ii)

This was a well answered question. The vast majority of candidates were able to use the information in the given table to identify the percentage of people in the South West of England in direct tourism employment as being 12.3%.

This response was awarded 1 mark:

(ii) Identify the percentage of people in direct employment in tourism in the South West.	(1)
12.3%	

Q2(b)

Candidates were asked to give two job roles in a tourist information centre however the vast majority of responses gave duties that would be performed by someone working in a TIC, rather than actual job roles.

Where roles had been given, these were often generic and did not score a mark eg cleaner.

This response was awarded 2 marks:

Tourist information centres provide direct employment in different job roles.

(b) Give **two** job roles in a tourist information centre. (2)

1 receptionist

2 tour guide

This response was awarded 0 marks:

Tourist information centres provide direct employment in different job roles.

(b) Give **two** job roles in a tourist information centre. (2)

1 providing maps and information to people in need of their help

2 bookings

Q2(c)

Candidates were awarded 1 mark for each identification of an appropriate organisation that a TIC could work with and a further mark for the additional detail describing the interrelationship (up to a maximum of 4 marks).

Although many candidates did select suitable organisations, such as a local visitor attraction or a local accommodation provider, marks were not awarded for unrealistic interrelationships eg a TIC and an airline, or a TIC and a travel agency.

Although many candidates were able to identify at least one interrelationship that a tourist information centre (TIC) could have with another travel and tourism organisation, the majority did not provide accurate additional detail to access further marks.

This response was awarded 4 marks:

Tourist information centres have interrelationships with other travel and tourism organisations in the local area.

(c) Describe **two** interrelationships that a tourist information centre could have with other travel and tourism organisations.

(4)

1 A tourist information centre can ~~so~~ have an interrelationship with a local attraction, by offering tourists informations and tickets ~~to them~~ of the attraction

2 there can be an interrelationship between a ~~hot~~ local hotel and a tourist information centre. The information centre can offer tourists discounts if they are staying at the hotel.

This response was too generic and awarded 0 marks:

Tourist information centres have interrelationships with other travel and tourism organisations in the local area.

(c) Describe **two** interrelationships that a tourist information centre could have with other travel and tourism organisations.

(4)

1 They can share information and work together to provide more money and get a better income.

2 The business can grow into providing the same information and expand into a bigger business.

Q2(d)

Candidates were asked to explain two disadvantages of interrelationships between travel and tourism organisations.

Candidates frequently gave only one disadvantage eg loss of identity, or shared commission, however a relevant linked explanation was often not provided.

On occasion, candidates confused the term 'interrelationship' with 'integration', indicating this with responses such as 'job losses'.

Candidates often used incorrect terminology eg shared 'money' or 'profits', rather than 'shared commission'.

This response was awarded 4 marks:

(d) Explain **two potential disadvantages** of interrelationships between travel and tourism organisations. (4)

1. If one organisation receives bad reviews and reputation, the other organisation will too because they're linked & tourists will associate the two together, resulting in customers stop using the organisations.

2. The organisations may give their customers less personalised care, resulting in less visitor numbers, as the organisation may have lost its focus on their customers.

This response was too vague and awarded 0 marks:

(d) Explain **two** potential disadvantages of interrelationships between travel and tourism organisations.

(4)

1 One ~~esse~~ company may be getting more customers go to them instead.

2 more money may go into the other company than the other.

Q2(e)

Candidates were asked to evaluate the importance of both VisitBritain and the Foreign, Commonwealth and Development Office (FCDO) in supporting the travel and tourism industry. The stem clarified that the FCDO was previously known as the FCO to avoid confusion.

Responses indicated that candidates were more familiar with the role of VisitBritain than with the FCDO, and could more easily evaluate the importance of VisitBritain in supporting the travel and tourism industry.

As the command word for the question is 'evaluate', there is an expectation that different aspects and competing points of both organisations are considered and that a conclusion is produced.

These extracts are from a response that was awarded 6 marks. The response demonstrated some accurate knowledge about both VisitBritain and the FCDO and was a partially developed evaluation that considered some competing points, leading to a partially supported conclusion:

Whereas, the importance of Visit Britain supporting the travel and tourism industry is to promote Britain and its tourist destinations and attract tourists to visit the UK which can create a boost an increase of income in the UK and the multiplier effect can be seen. The multiplier effect is important as it is the increase in employment and money spent by tourists which can benefit

In conclusion, Visit Britain and FCDO are both important in supporting the travel and tourism industry as they support customers ~~but~~ by repatriating them if they are stranded abroad, which can ~~feels~~ ~~make~~ relieve some of the stress individuals may ~~to~~ have when being stranded abroad. Both of these organisations have important roles in supporting the travel and tourism industry as they support customers and offer customers an experience of

This is a response that was awarded 0 marks as there was no rewardable material:

In September 2020 the Foreign and Commonwealth Office (FCO) was renamed as the Foreign, Commonwealth and Development Office (FCDO).

(e) Evaluate the importance of both VisitBritain and the FCDO in supporting the travel and tourism industry.

(10)

The importance is high of both visitBritain and the FCDO. This is because if they didn't then companies may not be able to run flights for people to go on holiday.

Q3(a)(i) and Q3(a)(ii)

Candidates were asked to explain one potential advantage for transport hubs and gateways of 'self-service check in' and 'body scanner' technology.

Although many appropriate responses were seen, candidates frequently provided advantages to customers of each technology, rather than advantages to transport hubs and gateways.

1 mark was available for each advantage and a further mark was available for a linked explanation, up to a maximum of 4 marks.

Where there was repetition within a response eg self-service check in 'speeds up check in and reduces queues' and body scanners 'speeds up security and reduces queues', this was only credited once.

This response was awarded 1 mark for identification of the advantage of self-service check-in leading to the hiring of less staff. The linked explanation of 'wouldn't have to pay for them to be there' was too vague to credit. The advantage of body scanners being 'quick and easy because just walk through' was awarded 1 mark, with the linked explanation 'harder to bring stuff that's dangerous if someone didn't feel when patting down' was awarded 1 mark. This response was awarded 3 marks:

3 (a) Explain **one** potential advantage for **transport hubs** and **gateways** of each of the following technologies. (4)

(i) Self-service check in

Wouldn't need ^{to hire} lots of staff for ~~water~~ checking in therefore wouldn't have to pay for them to be there. Also ~~can~~ could be quicker.

(ii) Body scanners

Quick and easy because would just walk through to get scanned therefore ~~easier to pick up~~ ~~some~~ harder to bring stuff that's dangerous if someone ~~the~~ didn't feel when patting down.

This response did not answer the question and was awarded 0 marks:

3 (a) Explain **one** potential advantage for **transport hubs** and **gateways** of each of the following technologies.

(4)

(i) Self-service check in

~~where you book your own transport and when~~
~~where you book your own transport to go when~~
you pay the transport in person. You check in Europe channel
with your own car or transport.

(ii) Body scanners

checks
Checks what you are taking this may be in airport. They will
check your luggage.

Q3(b)

Information about Birmingham Airport and a specific visitor profile was provided in the stem. Candidates were asked to explain two reasons why the tourists in the given profile may choose to arrive at Birmingham Airport instead of a London airport.

Many good responses were seen, with advantages and linked explanations being clearly related to the stem, however candidates frequently provided advantages that were simply lifted from the stem and/or not linked to the context and therefore did not receive marks.

This response received 1 mark for the explanation of Birmingham Airport making the visitor's destination in the north of England easy to get to. The advantage of the airport being '100 miles-north-west of London and close to major motorways' did not attract a mark as it was directly lifted from the stem, with no further understanding shown. The advantage of Birmingham Airport having many convenient transport services attracted 1 mark, and the linked explanation of this meaning that the tourists can find the option of transport that is best to travel to their destination attracted a further mark.

This response was awarded a total of 3 marks:

- 1 Birmingham Airport is located 100 miles north-west of London ~~and~~ its close to major motorways. This means that they would be able to visit easily ^{go to} ~~visit~~ their destination in the north of England when they land.
- 2 The airport has many convenient transport services - this means that the tourists would be able to find which option of transport from the airport is best and travel to their destination.

This response was too generic and was awarded 0 marks:

(b) Explain **two** reasons why these tourists may choose to arrive at Birmingham Airport instead of a London airport.

(4)

1. The first reason would be because it is 100 miles north west of London which would make it easier for them.

2. ~~A~~ The second reason is that there are frequent rail services that operate to the nearest city and also there are trains every hour to central London.

Q3(c)

Candidates were provided with Birmingham Airport's vision for sustainability and were asked, in consideration of the stem given in Q3(b), to evaluate whether the operations of Birmingham Airport support its vision for sustainability.

As the command word for the question is 'evaluate', there is an expectation that different aspects and competing points are considered and that a conclusion is produced.

A range of responses were seen, ranging from those that simply concluded whether the candidate believed the operations of the Airport supported its vision, to those that considered some competing points that led to a conclusion.

Candidates often discussed what the Airport could/probably does, rather than what the airport actually does to support its vision. 'Social Benefits' was commonly misunderstood as 'socialising' eg 'The bars at the airport are good spaces for people to chat/relax'.

This is an extract from a response that was awarded 4 marks. The candidate demonstrated some accurate knowledge but there were minor omissions eg the extract below makes some valid points about planes not running 24/7 being good for locals and the environment, but does not detail why this is the case:

(c) Evaluate whether the operations of Birmingham Airport support its vision for sustainability.

(8)

Birmingham airport supports there vision for sustainability because the planes only run at certain times. which can be good for the enviornment because the planes aren't running 24/7 this is also good for people who live near the airport. the airport also Maximises economic benefits because there is so many shops in the airport. ~~is a good thing~~ the

This is an extract from a response that was awarded 0 marks as it makes recommendations rather than evaluates whether the operations of the Airport support its vision for sustainability:

(c) Evaluate whether the operations of Birmingham Airport support its vision for sustainability (do support it.) - put fences to prevent noise. (8)
- add more social things -> bigger waiting areas.

The operations of Birmingham Airport should support it's vision for sustainability. One way they can maximise the social benefits of the Airport is adding a bigger waiting area. This will allow ~~big~~ more people to socialise and bigger groups to stay together longer.

Q3(d)

Candidates were asked to evaluate how product development and innovation has been responsible for the rapid growth of the transport sector.

As the command word for the question is 'evaluate', there is an expectation that different aspects and competing points are considered and that a conclusion is produced.

Some candidates were able to provide specific examples of product development and innovation and evaluate how each has been responsible for the rapid growth of the transport sector, leading to a conclusion.

Many candidates were awarded limited marks for this question as they gave no examples and instead provided a generalised view of how they perceived product development and innovation had led to the growth of the transport sector.

Some candidates gave a small number of transport developments but rarely showed any evaluation of how product development and innovation have been responsible for the rapid growth of the transport sector.

These are extracts from a response that was awarded 8 marks. The candidate has demonstrated accurate knowledge and understanding of how specific product developments and innovations have been responsible for the growth of the transport sector. The candidate demonstrates links between factors and a balanced evaluation that leads to a conclusion:

Development of trains (rail sector) and coaches has led to rapid growth in the transport sector as innovations such as ~~the~~ free WiFi onboard, bluetooth and charging facilities has developed business travel significantly, as business workers are able to 'work on the move' and travel further for things like cooperate meetings. This has led to ~~the~~ increased reliability on the

~~train~~, as customers can use apps like ~~the~~ Uber to phone a cab. This decreases waiting time and is far more efficient and safe (allows passengers to leave reviews). Overall, product development ^{and innovation} has been responsible for the rapid growth of the transport sector because ~~the~~ modes of transport ~~are~~ are more efficient, environmentally friendly (electric cars), time-saving and cost-effective.

This is an extract from a response that was awarded 1 mark. The candidate has provided no examples of product development and innovation and has demonstrated isolated elements of knowledge and understanding:

(d) Evaluate how product development and innovation has been responsible for the rapid growth of the transport sector.

(12)

Product development and innovation has been responsible for the rapid growth of the transport ~~sector~~ as without product and development there would no improvement in the transport sector.

Innovation is coming up with new ideas regarding ~~business~~, ~~then~~ in order to begin developing the product. ~~Being innovative~~
The transport sector is a vital ~~to~~ sector in the travel and tourism industry as they are able to ~~bring~~ ^{take} customer to their chosen ~~flight~~ destinations whether it be by flights, boats, ~~cars~~ etc. It's important for businesses within the transport

Summary

General advice to candidates

1. It is important to manage your time well. The paper has a total of 75 available marks and you have 90 minutes to answer all of the questions. There were 5 open extended response questions on the June 2022 paper, offering a combined total of 48 available marks, so most of your time needs to be spent on these questions.
2. It is important to understand what is expected for each of the command words that could potentially be used in the paper. A list of command words that can be used in the external examination can be found in the essential content section of the Unit 1 specification. Where the command word used in a question is 'evaluate', a conclusion is required, and both aspects of the scenario or issue need to be considered to access the higher marks.
3. The use of the word 'Implication' in a question is often interpreted as difficulties/problems, whereas there could be positive implications/effects/consequences too.
4. You should read the question and stem carefully before you attempt to produce your response.
5. You should learn the roles of major organisations in the travel and tourism industry, particularly ABTA, CAA and ATOL, as understanding of any of these may be tested in either short answer questions or within an extended response question. N.B. FCO is now known as FCDO – Foreign, Commonwealth and Development Office
6. You should be able to give examples of key named organisations from the different sectors of the travel industry and make sure that the examples are correct.
7. Remember to apply all answers to travel and tourism organisations – do not give generic answers that could apply to any business – e.g. 'going bust' 'losing jobs' – you should be able to say what sector, and why.
8. This is a Level 3 paper, so responses such as 'more money' or 'more customers' are very vague and non-specific. You need to refer to 'increased income/turnover' and 'wider range of named customer types', and why proposed actions may lead to these outcomes.



Llywodraeth Cynulliad Cymru
Welsh Assembly Government

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