



B O A R D O F S T U D I E S
NEW SOUTH WALES

2009 HSC Tourism Marking Guidelines

Section I

Question	Response
1	A
2	C
3	B
4	C
5	C
6	A
7	B
8	C
9	A
10	D
11	B
12	B
13	D
14	A
15	D

Section II

Question 16

Competencies assessed: *THHCOR01B*

MARKING GUIDELINES

Criteria	Marks
• Correctly identifies and relates the implications of a range of negative body language displayed	4
• Identifies and relates the implications of some negative body language displayed	3
• Lists some negative body language AND/OR limited implications	2
• Lists limited negative body language displayed with no implication	1

Question 17

Competencies assessed: *THTSOP02B*

MARKING GUIDELINES

Criteria	Marks
• Correctly identifies all FIFTEEN components	7
• Correctly identifies THIRTEEN OR FOURTEEN components	6
• Correctly identifies ELEVEN OR TWELVE components	5
• Correctly identifies NINE OR TEN components	4
• Correctly identifies SEVEN OR EIGHT components	3
• Correctly identifies FIVE OR SIX components OR has correct answer in wrong attraction column	2
• Correctly identifies THREE OR FOUR components OR has correct answer in wrong attraction column	1

Question 18*Competencies assessed: THHGCS01B***MARKING GUIDELINES**

Criteria	Marks
<ul style="list-style-type: none">• Correctly identifies a variety of appropriate channels for both customers and colleagues• Provides detailed reasons for using chosen channels	5
<ul style="list-style-type: none">• Correctly identifies a selection of appropriate channels for both customers and colleagues• Provides sound reasons for using chosen channels	4
<ul style="list-style-type: none">• Identifies some channels for either customers OR colleagues• Provides a basic reason for using chosen channel	3
<ul style="list-style-type: none">• Identifies limited channels for either customers AND/OR colleagues OR <ul style="list-style-type: none">• Provides a limited knowledge of distribution channels	2
<ul style="list-style-type: none">• Provides a limited knowledge of distribution channels	1

Question 19 (a)*Competencies assessed: THTSOP03B***MARKING GUIDELINES**

Criteria	Marks
• Correctly decodes all SEVEN sections	3
• Correctly decodes FIVE to SIX sections	2
• Correctly decodes TWO to FOUR sections	1

Question 19 (b)*Competencies assessed: THTSOP03B***MARKING GUIDELINES**

Criteria	Marks
• Correctly identifies the other class code available on this flight	1

Question 19 (c)*Competencies assessed: THTSOP03B***MARKING GUIDELINES**

Criteria	Marks
• Correctly identifies the three-letter code for Darwin	1

Question 19 (d)*Competencies assessed: THTSOP03B***MARKING GUIDELINES**

Criteria	Marks
• Correctly explains the new code	1

Question 20

Competencies assessed: THHCOR03B, THHGGA02B

MARKING GUIDELINES

Criteria	Marks
<ul style="list-style-type: none"> • Informs staff of the importance of using a variety of safe office practices to avoid OOS • Demonstrates comprehensive understanding of OOS • Demonstrates a comprehensive understanding of appropriate memo construction 	6–7
<ul style="list-style-type: none"> • Informs staff of the importance of using some safe office practices to avoid OOS • Demonstrates a general understanding of OOS • Demonstrates a general understanding of appropriate memo construction 	4–5
<ul style="list-style-type: none"> • Informs staff on a limited number of safe office practices to avoid OOS • Demonstrates a limited understanding of OOS OR appropriate safety in the workplace • Demonstrates a limited understanding of appropriate memo construction 	2–3
<ul style="list-style-type: none"> • Demonstrates a basic understanding of appropriate memo construction <p>OR</p> <ul style="list-style-type: none"> • Informs staff of basic office practice <p>OR</p> <ul style="list-style-type: none"> • Lists the importance of safe OOS practices 	1

Question 21 (a)*Competencies assessed: THHCOR02B***MARKING GUIDELINES**

Criteria	Marks
• Correctly lists THREE symbols suitable for an airport	1

Question 21 (b)*Competencies assessed: THHCOR02B***MARKING GUIDELINES**

Criteria	Marks
• Provides characteristics and features of the importance of symbols in cross-cultural communication	2
• Provides a generalised response of the way in which symbols assist cross-cultural communication	1

Question 21 (c)*Competencies assessed: THHCOR02B***MARKING GUIDELINES**

Criteria	Marks
• Provides a range of organisational strategies to assist with cross-cultural communication	3
• Provides some general strategies to assist with cross-cultural communication	2
• Lists limited strategies to assist with cross-cultural communication	1

Section III

Question 22

Competencies assessed: *THTTC001B*

MARKING GUIDELINES

Criteria	Marks
<ul style="list-style-type: none"> • Demonstrates an extensive understanding of the services provided by Tourism Australia (ATC) • Explains the relationship between a range of services provided and the benefits to an industry employee • Indicates the importance of updating information/knowledge • Communicates information accurately in a well-structured and cohesive response 	13–15
<ul style="list-style-type: none"> • Demonstrates a broad understanding of the services provided by Tourism Australia (ATC) • Explains the relationship between some of the services provided and the benefits of these services to an industry employee • Makes reference to updating information/knowledge • Communicates information accurately in a well-structured response 	10–12
<ul style="list-style-type: none"> • Demonstrates a sound understanding of the services provided by Tourism Australia (ATC) • Explains the benefits of these services to an industry employee • Makes reference to updating knowledge • Communicates information accurately in a generalised response 	7–9
<ul style="list-style-type: none"> • Demonstrates a basic understanding of the services provided by Tourism Australia (ATC) • Outlines some benefits of these services • Communicates information in a basic response 	4–6
<ul style="list-style-type: none"> • Demonstrates a superficial understanding of the services provided by Tourism Australia (ATC) • Lists some benefits of these services • Communicates information in a superficial response 	1–3

Question 23
Competencies assessed: THHCOR03B, THHCOR01B
MARKING GUIDELINES

Criteria	Marks
<ul style="list-style-type: none"> • Exhibits an understanding of what constitutes a high standard of personal presentation • Demonstrates a comprehensive understanding of personal presentation in relation to customer satisfaction and health, safety and security • Accurately describes a range of workplaces in which a tour guide would work • Communicates information accurately in a well-structured and cohesive response 	13–15
<ul style="list-style-type: none"> • Exhibits general understanding of what constitutes a high standard of personal presentation • Demonstrates a broad understanding of personal presentation in relation to customer satisfaction and health, safety and security • Outlines some workplaces in which a tour guide would work • Communicates information accurately in a well-structured response 	10–12
<ul style="list-style-type: none"> • Provides limited reference to what constitutes a high standard of personal presentation • Demonstrates a general understanding of personal presentation in relation to customer satisfaction and health, safety and security • Outlines a limited number of workplaces in which a tour guide would work • Communicates information accurately in a generalised response 	7–9
<ul style="list-style-type: none"> • Demonstrates a basic understanding of personal presentation in relation to customer satisfaction OR health, safety and security • Lists examples of workplaces in which a tour guide would work • Communicates information in a basic response <p>OR</p> <ul style="list-style-type: none"> • List points which constitute a high standard of personal presentation in relation to customer satisfaction and health, safety and security • Provides only one workplace in detail • Communicates information in a basic response 	4–6
<ul style="list-style-type: none"> • Demonstrates a limited understanding of personal presentation in relation to customer satisfaction OR health, safety and security • Communicates information in a superficial response <p>OR</p> <ul style="list-style-type: none"> • Accurately identifies the role of a tour guide with an example • Communicates information in a superficial response 	1–3

Question 24
Competencies assessed: THTSOP03B
MARKING GUIDELINES

Criteria	Marks
<ul style="list-style-type: none"> • Demonstrates a comprehensive understanding of the appropriate required information including products, services and facilities • Provides detailed justification for their choice of the appropriate products, services, facilities • Communicates information using correct tourism industry terminology in a well-structured and cohesive response that includes relevant examples 	13–15
<ul style="list-style-type: none"> • Demonstrates a broad understanding of the appropriate required information including products, services and facilities • Provides some justification for their choice of the products, services, facilities • Communicates information using correct tourism industry terminology in a well-structured response that includes examples 	10–12
<ul style="list-style-type: none"> • Demonstrates a sound understanding of the appropriate required information including products, services and facilities • Provides a limited justification for their choice of the products, services, facilities • Communicates information using tourism industry terminology 	7–9
<ul style="list-style-type: none"> • Provides a basic understanding of the appropriate required information including products, services and/or facilities • Makes reference to their choice of the products, services, facilities • Communicates information in a basic response 	4–6
<ul style="list-style-type: none"> • Provides a limited understanding of the information required • Identifies products, services and/or facilities • Communicates information in a superficial response 	1–3

Tourism

2009 HSC Examination Mapping Grid

Question	Marks	Unit of competency / Element of competency
Section I		
1	1	THTTCO01B – Develop and update tourism industry knowledge
2	1	THHGGA01B – Communicate on the telephone
3	1	THHGFA01B – Process financial transactions
4	1	THHGGA02B – Perform office procedures
5	1	THTSOP02B – Source and provide destination information and advice
6	1	THTSOP03B – Access and interpret product information
7	1	THHCOR03B – Follow health, safety and security procedures
8	1	THTSOP03B – Access and interpret product information
9	1	THHCOR01B – Work with colleagues and customers
10	1	THHCOR02B – Work in socially diverse environment
11	1	THHGCS01B – Develop and update local knowledge
12	1	THTSOP03B – Access and interpret product information
13	1	THTSOP03B – Access and interpret product information
14	1	THTTCO01B – Develop and update tourism industry knowledge
15	1	THTSOP2B – Source and provide destination information and advice
Section II		
16	4	THHCOR01B – Work with colleagues and customers
17	7	THTSOP02B – Source and provide destination information and advice
18	5	THHGCS01B – Develop and update local knowledge
19 (a)	3	THTSOP03B – Access and interpret product information
19 (b)	1	THTSOP03B – Access and interpret product information
19 (c)	1	THTSOP03B – Access and interpret product information
19 (d)	1	THTSOP03B – Access and interpret product information
20	7	THHGGA02B – Perform office procedures THHCOR03B – Follow health, safety and security procedures
21 (a)	1	THHCOR02B – Work in socially diverse environment
21 (b)	2	THHCOR02B – Work in socially diverse environment
21 (c)	3	THHCOR02B – Work in socially diverse environment
Section III		
22	15	THTTCO01B – Develop and update tourism industry knowledge
23	15	THHCOR03B – Follow health, safety and security procedures THHCOR01B – Work with colleagues and customers
24	15	THTSOP03B – Access and interpret product information