
2020 HSC Tourism, Travel and Events Marking Guidelines

Section I

Multiple-choice Answer Key

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

Section II

Question 16

Criteria	Marks
• Identifies all THREE symbols	3
• Identifies TWO symbols	2
• Identifies ONE symbol	1

Sample answer:

Bus/taxi/transport
 Restaurant/meals
 Currency/money exchange

Question 17 (a)

Criteria	Marks
• Identifies TWO other possible complaints relating to the resort	2
• Identifies ONE other possible complaint	1

Sample answer:

Two other complaints could be rude staff and no free Wi-Fi.

Answers could include:

Delayed services, noisy neighbours, no hot water, small beds, low quality food, rooms smelt smoky, the accommodation didn't match what was promised on the website, unexpected charges for the mini bar, theft of personal items, lack of complimentary shampoos and toiletries.

Question 17 (b)

Criteria	Marks
<ul style="list-style-type: none"> • Demonstrates an thorough understanding of dealing with customer complaints in the industry • Apologises to the customer • Provides appropriate solutions relevant to the complaints 	4
<ul style="list-style-type: none"> • Demonstrates general understanding of dealing with customer complaints in the industry • Apologises to the customer • Provides appropriate solutions relevant to either complaint 	3
<ul style="list-style-type: none"> • Apologises to customer • Provides a solution to a complaint 	2
<ul style="list-style-type: none"> • Provides some relevant information 	1

Sample answer:

Dear Mr and Mrs Smith,

Thank you for taking the time to provide our hotel with feedback. We would like to apologise for the state of your room upon arrival. We will follow up with housekeeping to ensure this never happens again. We would like to offer you a discount on a future stay at our hotel. In regards to the breakfast, we would like to offer you a refund as your breakfast should have been included. We sincerely apologise for the misunderstanding and would love to welcome you back to our hotel sometime in the near future.

Kind regards

The Manager

Question 18

Criteria	Marks
<ul style="list-style-type: none"> • Provides accurate health and safety advice specific to tropical North Queensland in January 	2
<ul style="list-style-type: none"> • Provides general health or safety advice 	1

Sample answer:

During January there is the risk of severe weather conditions, high temperatures and it is stinger season. In order to stay safe, follow safety signs and notices.

Answers could include:

- Beware of crocodiles, sharks and other wildlife
- Water safety – swim between the flags or at patrolled beaches
- Sun safety – sunscreen, hat, shirt
- Mosquitoes – insect repellent.

Question 19 (a)

Criteria	Marks
• Provides a comprehensive range of risks and appropriate risk controls for the Snowy Mountains tour	3
• Provides some risks and risk controls for the tour	2
• Provides some risks or risk controls	1

Sample answer:

Complete the risk assessment table.

<i>Risk</i>	<i>Risk control (minimise or eliminate)</i>
Sunburn	Provide sunscreen
Snake bite	Pre-tour induction about wildlife
Tourist gets lost	Guide to provide their mobile number

Answers could include:

<i>Risk</i>	<i>Risk control (minimise or eliminate)</i>
Injury	Tourists to wear appropriate shoes Stay on path Carry first aid kit
Extreme weather conditions	Monitor conditions, changes, possible cancellation of tour

Question 19 (b)

Criteria	Marks
• States the importance of completing a risk assessment for the tours	2
• Makes a general statement about risk assessment	1

Sample answer:

It is important to complete a risk assessment to identify any potential hazards and risks on the tour to minimise their effect on the customer and to ensure they have a safe and happy experience.

Question 20 (a)

Criteria	Marks
• Identifies the main features of the climate in Perth	2
• Makes a general statement about the climate	1

Sample answer:

Perth has a climate with hot summers and mild winters.

Answers could include:

- Four seasons
- Dry winters
- On-shore winds
- Mediterranean climate.

Question 20 (b)

Criteria	Marks
• Identifies a range of tourist attractions in and around Perth	3
• Identifies some tourist attractions in and around Perth	2
• Identifies a tourist attraction in Western Australia	1

Sample answer:

Perth has a range of tourist attractions including the Swan River, Kings Park and Rottnest Island.

Answers could include:

- Bell Tower
- The Perth Mint
- Optus Stadium
- Cottesloe Beach
- The Round House.

Question 20 (c)

Criteria	Marks
• Recommends a range of appropriate transport options	3
• Provides some appropriate transport options	2
• Makes a general statement about transport	1

Sample answer:

The customer could fly from SYD. It only takes about 4.5 hours or they could catch the Indian Pacific, which takes three days and offers amazing scenery.

Answers could include:

- Car (not recommended due to distance)
- Coach (not recommended due to distance).

Question 21 (a)

Criteria	Marks
• Demonstrates thorough knowledge and understanding of relevant sustainable measures	4
• Demonstrates sound knowledge and/or understanding of relevant sustainable measures	3
• Demonstrates some knowledge or understanding of sustainable measures	2
• Provides some information about sustainable measures	1

Sample answer:

When building the resort the company should consider using recycled materials, installing solar panels, installing rainwater tanks. Waste management through recycling and composting system.

Answers could include:

- Energy efficiency
 - LED light globes
 - Gas appliances
 - Card activation in rooms
 - Put solar panels on all the roofs
 - Sensor lights
 - Natural ventilation
 - Placement of buildings – light-heat shading
- Water efficiency
 - Rainwater tanks
 - Grey water for flushing toilets
 - Water saving showerheads and taps
 - Timed watering systems
- Resource efficiency
 - Large windows
 - Use recycled materials
 - Source local building materials
 - Waste management
 - Composting system
 - Designated bins
- Carbon emissions
 - Sourcing local produce
 - Build walk/ride tracks around the resort.

Question 21 (b)

Criteria	Marks
<ul style="list-style-type: none"> Explains a long-term advantage for a resort in providing sustainable tourism 	2
<ul style="list-style-type: none"> Makes a general statement about sustainable tourism 	1

Sample answer:

Implementing sustainable practices may initially cost more, but in the long term they will be saving money, energy and resources which makes them an attractive eco-friendly travel option.

Answers could include:

Advantages:

- Customers want environmentally sustainable options
- Good for the business's reputation
- Good for the environment
- Recognition of eco-friendly facilities.

Section III

Question 22

Criteria	Marks
<ul style="list-style-type: none"> • Demonstrates comprehensive knowledge and understanding of the impacts of natural disasters on the tourism industry • Clearly addresses social, economic and environmental impacts on the tourism industry • Communicates ideas and information using relevant workplace examples and industry terminology • Presents a logical and cohesive response 	13–15
<ul style="list-style-type: none"> • Demonstrates thorough knowledge and understanding of the impacts of natural disasters on the tourism industry • Addresses social, economic and environmental impacts with some reference to the tourism industry • Communicates ideas and information using workplace examples and industry terminology • Presents a cohesive response 	10–12
<ul style="list-style-type: none"> • Demonstrates sound knowledge and understanding of the impacts of natural disasters • Refers to TWO of the three different types of impacts • Communicates ideas and information including some examples 	7–9
<ul style="list-style-type: none"> • Demonstrates basic knowledge and understanding of the impacts of natural disasters on the tourism industry • May refer to economic or social or environmental impacts • May provide examples 	4–6
<ul style="list-style-type: none"> • Makes a general comment about the impacts of natural disasters 	1–3

Answers could include:

Environmental Impacts (Damage and loss of resources)

- Natural disasters can cause tourist destinations to lose their beauty – forests burnt, oceans and nearby waterways filled with ash, natural attractions ruined, poor air quality causing health problems for tourists
- Local wildlife being wiped out due to disasters – kangaroos, koalas and native wildlife affected in bushfires, fish and marine life affected in floods, cattle and sheep affected in droughts
- Green forms of tourism like hiking, mountain biking, kayaking etc may no longer be possible in disaster affected areas
- Natural disasters can destroy heritage/cultural attractions.

Economic Impacts (Loss of money)

- Tourists are exposed to images on the news of disaster zones in Australia with raging bushfires, tourists fleeing national parks, having to wear gas masks because of poor air quality, towns underwater due to floods and dying animals in the outback due to droughts. These images affect the reputation of Australia as a tourist destination and affect the demand for travel here
- Many sectors of the industry such as hotels, airlines, tourist attractions and restaurants report a decline in business due to natural disasters. In some cases, it can cause certain businesses to close their doors due to lack of tourist numbers and therefore lack of income. For example, in the Queensland floods, many flight routes were cancelled and resorts many miles from the floods reported a decrease in visitor numbers due to the media coverage. In the 2019/2020 fires, many tourists cancelled their holidays to the fire affected destinations due to fear of safety, air quality, road closures etc. For example, operators in Thredbo had to provide refunds to guests for cancellations as the national park was closed and visitors were no longer allowed to enter the area
- Multiplier effect – not only those businesses immediately in the tourism industry but many other local businesses can suffer in a natural disaster such as bakeries, equipment hire shops, local supermarkets, taxi services etc. There is no flow-on effect onto other businesses if the tourists aren't coming and spending money in the destination.

Social Impacts (Loss of community, loss of jobs)

- Poor air quality can affect the health of visitors and locals, floods can cause contamination of water supply and sickness
- Road closures can affect the ability of tourists to travel around the area and access certain services
- Social events such as sporting events, New Year's Eve fireworks etc may have to be cancelled during a natural disaster. Attending events may be one of the main reasons for travel for some tourists
- Lower tourist numbers because of natural disasters can lead to a loss of jobs in the tourism industry affecting quality of life
- During droughts and floods there can be food shortages, certain produce may not be available, can cause a rise in the cost of food for tourists
- Tourists may be traumatised if they are in a destination affected by a natural disaster. They may spread negative word of mouth to other potential visitors, affecting future tourist numbers.

Section IV

Question 23 (a)

Criteria	Marks
• Identifies a comprehensive range of abbreviations and terminology	6
• Identifies a range of abbreviations	4–5
• Identifies some abbreviations	2–3
• Provides some relevant information	1

Sample answer:

OW	one-way	PC	Per child
PP	per person	PR PN	Per room per night
QF	Qantas Airways	DBL	Double room
PR	per room	NTS	Nights
OOL	Gold Coast		
SYD	Sydney		

Answers could include:

_____	24-hour clock eg 1450 2.50pm	NOV	November
FRI	Friday	DEP	Departure
SUN	Sunday	RTN	Return

Question 23 (b)

Criteria	Marks
• Demonstrates sound knowledge and understanding of calculations required to accurately complete the quote	4
• Demonstrates some knowledge and/or understanding of calculations required to complete the quote	2–3
• Provides some relevant information	1

Sample answer:

Costing:

	Per adult	Per child	Total (2 adults + 1 child)
Return airfares	\$440.00	\$360.00	\$1240.00
Accommodation (\$180 × 9 nights)	\$810.00		\$1620.00
Return transfers	\$120.00	\$60.00	\$300.00
Tours – Swim with dolphins tour	\$105.00	\$55.00	\$265.00
TOTAL	\$1475 × 2	\$475.00	\$3425.00

Question 23 (c)

Criteria	Marks
<ul style="list-style-type: none"> • Demonstrates a thorough knowledge and understanding of industry format • Presents a well-structured letter • Includes all relevant and important details relevant to their letter 	9–10
<ul style="list-style-type: none"> • Demonstrates a sound knowledge and understanding of industry format • Presents a well-structured letter • Includes most of the important details relevant to their letter 	6–8
<ul style="list-style-type: none"> • Demonstrates a satisfactory knowledge and understanding of industry format • Presents a letter • Includes some of the important details relevant to their letter 	4–5
<ul style="list-style-type: none"> • Demonstrates a basic understanding of industry format • Presents a letter • May include some details about the client's trip 	2–3
<ul style="list-style-type: none"> • Provides some relevant information 	1

Answers could include:

- Letter correctly addressed to customer and signed by travel agent
- Body of letter – date of quote
- Payment conditions – prices subject to change
- Date of travel
- Validity
- Cost
- Booking conditions.

Question 24 (a)

Criteria	Marks
<ul style="list-style-type: none"> • Provides a comprehensive range of information to be collected from the customer 	4
<ul style="list-style-type: none"> • Provides a sound range of information to be collected from the customer 	3
<ul style="list-style-type: none"> • Provides a basic range of information to be collected from the customer 	2
<ul style="list-style-type: none"> • Lists a piece of information to be collected from a customer 	1

Answers could include:

Customer name, address, email address, phone number, medical conditions, payment details, where they heard about your event, if they had previously participated in the event, signature for the waiver.

Question 24 (b)

Criteria	Marks
<ul style="list-style-type: none"> • Outlines extensive range of aspects to be included in event briefings • Uses relevant examples 	6
<ul style="list-style-type: none"> • Outlines a sound range of aspects to be included in event briefings • May include some examples 	4–5
<ul style="list-style-type: none"> • Provides a basic range of aspects to be included in event briefings 	2–3
<ul style="list-style-type: none"> • Makes a statement about event briefings 	1

Answers could include:

Program of events for the day, staff and volunteers who will be responsible for particular tasks eg water stations, athlete registration desk, recovery area etc, dress code for staff and volunteers, any hazards on the course, emergency procedures and contacts.

Question 24 (c)

Criteria	Marks
<ul style="list-style-type: none"> • Describes a comprehensive range of event staging requirements and resources • Uses relevant examples • Uses industry terminology 	9–10
<ul style="list-style-type: none"> • Describes a sound range of event staging requirements and resources • Includes some examples 	7–8
<ul style="list-style-type: none"> • Describes a basic range of event staging requirements and resources • May include some examples 	5–6
<ul style="list-style-type: none"> • Describes a limited range of event staging requirements and/or resources 	3–4
<ul style="list-style-type: none"> • Provides general information about event staging requirements and/or resources 	1–2

Answers could include:

- Catering – fruit at the finish line
- Water – on the course and at the finish line
- Signage – from sponsors along the course
- Directions – for parking, toilets etc
- Technical equipment – timing chips, start/finish lines, sound equipment
- Barricades for road closures
- Registration table – bib collection
- Emergency procedures and contacts.

2020 HSC Tourism, Travel and Events Mapping Grid

Section I

Question	Marks	HSC content – focus area
1	1	Sustainability — resources – page 31
2	1	Working with customers — customers – page 42
3	1	Working with customers — customers – page 42
4	1	Australian destinations — Australian tourism regions and destinations – page 22
5	1	Safety — safe work procedures and practices – page 26
6	1	Sustainability — environment – page 30
7	1	Working with customers — working with others – page 39
8	1	Working with customers — quality customer service – page 43
9	1	Working in the industry — nature of the industry – page 34
10	1	Safety — WHS compliance – page 24
11	1	Sustainability — environmental compliance – page 31
12	1	Australian destinations — Australian tourism regions and destinations – page 21
13	1	Working in the industry — working in the industry – page 35
14	1	Safety — risk management – page 26
15	1	Australian destinations — Australian tourism regions and destinations – page 22

Section II

Question	Marks	HSC content – focus area
16	3	Working in the industry — cultural diversity – page 39, working with customers, customers – page 42
17 (a)	2	Working with customers — customer complaints and feedback – page 43
17 (b)	4	Working with customers — customer complaints and feedback – page 44
18	2	Australian destinations — Australian tourism regions and destinations – page 22
19 (a)	3	Safety — risk assessment – page 26
19 (b)	2	Safety — risk assessment – page 26
20 (a)	2	Australian destinations — Australian tourism regions and destinations – pages 21–22
20 (b)	3	Australian destinations — Australian tourism regions and destinations – pages 21–22
20 (c)	3	Australian destinations — Australian tourism regions and destinations – pages 21–22
21 (a)	4	Sustainability — environmentally sustainable work practices – page 32
21 (b)	2	Sustainability — environmentally sustainable work practices – page 32

Section III

Question	Marks	HSC content – focus area
22	15	Working in the industry — nature of the industry – page 35

Section IV

Question	Marks	HSC content – focus area
23 (a)	6	Tourism stream — tourism and travel products and services – page 47
23 (b)	4	Tourism stream — prepare quotations – quotations – page 49
23 (c)	10	Tourism stream — prepare quotations – quotations – page 49
24 (a)	4	Events stream — event registrations – page 53
24 (b)	6	Events stream — event staging – page 55
24 (c)	10	Events stream — event staging – page 55