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# 2023 HSC Tourism, Travel and Events Marking Guidelines

## Section I

### Multiple-choice Answer Key

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

## Section II

### Question 16 (a)

Criteria	Marks
<ul style="list-style-type: none"> <li>• Outlines climate and seasonal factors for the month of June in Alice Springs</li> </ul>	2
<ul style="list-style-type: none"> <li>• Provides some relevant information</li> </ul>	1

**Sample answer:**

Climate – hot desert  
 Seasonal – winter – warm days  
                     – very cold nights

**Answers could include:**

Subtropical – daytime temps low 20s  
                     – night – 4–5°

### Question 16 (b)

Criteria	Marks
<ul style="list-style-type: none"> <li>• Identifies an extensive range of locations</li> </ul>	6
<ul style="list-style-type: none"> <li>• Identifies a thorough range of locations</li> </ul>	5
<ul style="list-style-type: none"> <li>• Identifies a sound range of locations</li> </ul>	4
<ul style="list-style-type: none"> <li>• Identifies a general range of locations</li> </ul>	3
<ul style="list-style-type: none"> <li>• Identifies a basic range of locations</li> </ul>	2
<ul style="list-style-type: none"> <li>• Identifies some locations</li> </ul>	1

**Sample answer:**

Number on map	Name of city	State or territory	Body of water, river or harbour city is situated on
1	Darwin	NT	Darwin Harbour
2	Perth	WA	Swan River
3	Adelaide	SA	River Torrens
4	Hobart	TAS	Derwent River
5	Melbourne	VIC	Yarra River
6	Canberra	ACT	Lake Burley Griffin
7	Sydney	NSW	Sydney Harbour
8	Brisbane	QLD	Brisbane River

**Answers could also include:**

Parramatta River, Darling Harbour, Port of Melbourne

### Question 17 (a)

Criteria	Marks
<ul style="list-style-type: none"> <li>Identifies TWO benefits of accessing brochures and information via the internet for customers</li> </ul>	2
<ul style="list-style-type: none"> <li>Identifies ONE benefit of accessing brochures and information via the internet for customers</li> </ul>	1

**Sample answer:**

The customer can access information at a time that suits them.

The internet is updated more frequently than printed brochures, making it more reliable.

**Answers could include:**

Visual virtual tours, videos, reviews, audio, options, price comparisons etc helps customers to make a more informed decision.

Environmentally sustainable.

### Question 17 (b)

Criteria	Marks
<ul style="list-style-type: none"> <li>Clearly outlines ONE potential problem for customers who use the internet to book travel arrangements</li> </ul>	2
<ul style="list-style-type: none"> <li>Provides some relevant information</li> </ul>	1

**Sample answer:**

Customers may not understand all the information on the internet being presented before making a booking. This could lead to travel plans being disrupted and other consequences.

**Answers could include:**

- Customers are hesitant due to online scammers
- May not have access to a computer or internet
- May not have technical skills to navigate the site
- May overlook important conditions of sale
- Correct travel documentation not recognised.

## Question 18

Criteria	Marks
<ul style="list-style-type: none"> <li>Provides a sound explanation of the purpose of the Privacy Act 1988 (Cth)</li> <li>Applies a relevant industry example directly relating to the tourism, travel and events industry</li> </ul>	4
<ul style="list-style-type: none"> <li>Provides an explanation of the purpose of the Privacy Act 1988 (Cth)</li> <li>Provides a relevant industry example relating to the tourism, travel and events industry</li> </ul>	3
<ul style="list-style-type: none"> <li>Outlines the purpose of the privacy act or provides a relevant industry example</li> </ul>	2
<ul style="list-style-type: none"> <li>Provides some relevant information</li> </ul>	1

### **Sample answer:**

The Act aims to protect individual's personal information, ensuring that personal information collected from tourism, travel or events customers is handled securely and only used for the purpose for which it was collected. An example is holding a clients credit card details, these should only be used for paying for their travel arrangements.

### **Answers could include:**

- Passport details
- Banking details
- Personal information – DOB, address, contacts, email
- Medical conditions

## Question 19 (a)

Criteria	Marks
<ul style="list-style-type: none"> <li>Clearly outlines one specific example of active listening</li> </ul>	2
<ul style="list-style-type: none"> <li>Provides some relevant information</li> </ul>	1

### **Sample answer:**

As the customer is speaking, write down the information to show you are listening.

### **Answers could include:**

Nodding, facial expressions, eye contact, repeating back to clarify

### Question 19 (b)

Criteria	Marks
• Clearly outlines one specific example of reflective questioning	2
• Provides some relevant information	1

**Sample answer:**

What did you like most about your last trip to Fiji?

**Answers could include:**

Asking questions to get the customer to extend more information on something they experienced.

### Question 19 (c)

Criteria	Marks
• Clearly outlines one specific example of non-verbal communication	2
• Provides some relevant information	1

**Sample answer:**

An event planner makes sure to maintain eye contact and use positive body language while discussing the details of an upcoming event with a client to show they are engaged and interested in their needs.

**Answers could include:**

Facial expressions, posture, visual images, personal presentation, gestures

## Question 20

Criteria	Marks
<ul style="list-style-type: none"> <li>Provides a thorough description of risk management strategies that could be applied in a tourism, travel or events workplace</li> <li>Integrates relevant industry examples</li> </ul>	5
<ul style="list-style-type: none"> <li>Provides a sound description of risk management strategies that could be applied in a tourism, travel or events workplace</li> <li>Uses relevant industry examples</li> </ul>	4
<ul style="list-style-type: none"> <li>Provides a description of risk management strategies that could be applied in a tourism, travel or events workplace</li> <li>Makes reference to ONE industry example</li> </ul>	3
<ul style="list-style-type: none"> <li>Demonstrates some understanding of risk management strategies that could be applied in a tourism, travel or events workplace</li> </ul>	2
<ul style="list-style-type: none"> <li>Provides some relevant information</li> </ul>	1

### **Sample answer:**

Risk management strategies include: hazard identification, risk assessment and risk control. It is important to identify hazards, assess the risk and put in place a procedure to remove the hazard, before there is a problem.

Risk assessments are completed on a regular basis for offices, events and attractions. It keeps everyone safe and is used to avoid injuries. Before a tour is conducted at an attraction, hazards are identified and an assessment carried out as to the level of risk it may pose to visitors and staff. Once identified a control can be designed to keep everyone safe, like fencing off the area. At an outdoor event during summer, the hazard might be the sun, which could cause sunburn or dehydration. The solution would be to provide shaded areas and free water. On a cruise, the hazard might be extreme weather and if it is identified as a risk to the passengers, then an itinerary change will be necessary.

### **Answers could include:**

- Monitoring and reviewing
- Minimise or eliminate risk
- Crowd control – noise, security
- Isolate
- PPE – tour guides, event staging
- Safe work practices – COVID
- Compliance by regular reporting

## Question 21

Criteria	Marks
<ul style="list-style-type: none"> <li>Clearly outlines the steps for an emergency fire evacuation</li> </ul>	3
<ul style="list-style-type: none"> <li>Demonstrates some understanding of the steps for an emergency fire evacuation</li> </ul>	2
<ul style="list-style-type: none"> <li>Provides some relevant information</li> </ul>	1

**Sample answer:**

Stop what you are doing, stay calm and follow instructions. Use the sign labelled 'emergency procedure' and use the map to help you evacuate the building.

Use exit signs to guide you and do not use lifts. Proceed to the pre-designated emergency evacuation assembly point which is marked on the map.

**Answers could include:**

- Helping others with a disability
- Closing doors behind you
- Once at the assembly area account for people
- Do not re-enter the building

## Section III

### Question 22

Criteria	Marks
<ul style="list-style-type: none"> <li>Provides a comprehensive explanation of the impact that a significant increase in the number of visitors has on local communities, culture and the environment in relation to a tourism, travel or events destination</li> <li>Integrates relevant workplace examples and industry terminology</li> <li>Presents a logical and cohesive response</li> </ul>	13–15
<ul style="list-style-type: none"> <li>Provides a sound explanation of the impact that a significant increase in the number of visitors has on local communities, culture and the environment in relation to a tourism, travel or events destination</li> <li>Uses relevant workplace examples and industry terminology</li> <li>Presents a cohesive response</li> </ul>	10–12
<ul style="list-style-type: none"> <li>Provides an explanation of the impact that a significant increase in the number of visitors has on local communities and/or culture and the environment in relation to a tourism, travel or events destination</li> <li>Makes reference to a relevant workplace example(s) and industry terminology</li> <li>Presents a structured response</li> </ul>	7–9
<ul style="list-style-type: none"> <li>Demonstrates some understanding of the impact that a significant increase in the number of visitors has on local communities and/or culture and/or environment in relation to a tourism, travel or events destination</li> </ul>	4–6
<ul style="list-style-type: none"> <li>Provides some relevant information</li> </ul>	1–3

#### **Answers could include:**

Concerns have been expressed about the significant increase in the number of visitors to tourism, travel, and events destinations. If the tourism, travel, and events industry is to have a sustainable future, it must prioritise the well-being and interests of the local community, culture and environment of specific destinations.

Tourists are being placed in the heart of local neighbourhoods by holiday accommodation platforms, disrupting the daily life of the community. Events such as music festivals and automobile races have an impact on residents' lives driving locals away.

Local communities, on the other hand, can benefit from inviting, receiving, and hosting tourists for a limited time by providing employment opportunities. This generates income, training programs, infrastructure improvements, educational initiatives, and cultural awareness.

Such tourism approaches can be provided by commercial businesses or facilitated by non-profit organisations. However, in a restructured approach to tourism, access to local community assets would require authorisation and acts of stewardship.

Negative pressures are increasing across the country, from Byron Bay to the Great Ocean Road to major cities like Sydney and Melbourne. Residents are concerned about housing affordability, congested roads, and misbehaving tourists.

The long-term sustainability of tourism depends on ensuring visitors do not wear out their welcome. Reorienting tourism to enhance local wellbeing is the way forward.

### **Local communities**

- Benefits
- Improved standard of living
- Employment opportunities
- Improved local facilities
- Costs
- Higher housing costs
- Low-paid seasonal employment
- Increased pressure on local transport and facilities

### **Culture**

- Insight into other cultures and lifestyles
- Preservation of local traditions
- Revival of traditional arts, crafts and festivals
- Possible racial tension
- Loss of cultural identity
- Loss of traditional languages and values

### **Environment**

- Education
- Preservation/restoration
- Raises awareness
- Improvement of Local areas aesthetic
- Waste noise litter
- Disturbance and destruction due to overcrowding
- Pollution
- Disturbance of natural habitat, breeding and behaviour

## Section IV

### Question 23 (a)

Criteria	Marks
• Correctly calculates the total for each product and final total cost	5
• Correctly calculates the total for each product	4
• Correctly calculates the total for most of the products	3
• Correctly calculates the total for some of the products	2
• Shows some understanding of relevant calculations	1

**Sample answer:**

Product	Product description	Quantity	Unit price	GST	Total price
Flights	QF527 Brisbane to Sydney Departing 05 March 2024 at 1110 / Arriving 1345  QF562 Sydney to Brisbane Departing 11 March 2024 at 1405  Return economy class Red Deal promotional fare for 2 adults 1 child (infant FOC – no seat)	3	AUD \$398.00 RT/PP	Included In fare	AUD \$1 194.00
Car rental	Six days car hire – SUV 4-door, automatic with infant car seat  Pick up/drop off Sydney airport  Pick up 05 March 2024 at 1400 Drop off 11 March 2024 at 1300	1	AUD \$150.00 per day	Included In price	AUD \$900.00
Hotel	Six nights accommodation Darling Harbour – 2 b/room with kitchen and infant cot  Check in 05 March 2024 at 1400 Check out 11 March 2024 at 1000 Room only (breakfast available at additional cost AUD \$35.00 per person)	1	AUD \$292.00 per rm/ per nt	Included In price	AUD \$1 752.00
Insurance	Travel insurance – Domestic Comprehensive Family policy with \$50 Excess and \$4500.00 cancellation coverage for 05 March 2024 – 11 March 2024	1	AUD \$231.00	Included In price	AUD \$231.00
Miscellaneous	Domestic booking fee	2	AUD \$50.00 per ADL	n/a	AUD \$100.00
<b>Final total cost</b>					AUD \$4 177.00

### Question 23 (b)

Criteria	Marks
<ul style="list-style-type: none"> <li>Provides a thorough explanation of the importance of accuracy in relation to preparing and presenting a tourism and travel quote to prospective clients</li> </ul>	5
<ul style="list-style-type: none"> <li>Provides a sound explanation of the importance of accuracy in relation to preparing and presenting a tourism and travel quote to prospective clients</li> </ul>	4
<ul style="list-style-type: none"> <li>Provides a basic explanation of the importance of accuracy in relation to preparing and presenting a tourism and travel quote to prospective clients</li> </ul>	3
<ul style="list-style-type: none"> <li>Demonstrates some understanding of accuracy in preparing and presenting a tourism and travel quote to prospective clients</li> </ul>	2
<ul style="list-style-type: none"> <li>Provides some relevant information</li> </ul>	1

**Sample answers:**

Accuracy is very important when doing a quote for a client. A quotation could involve a number of products and services that are calculated with varied guidelines, such as car hire that is based on 24-hour increments and accommodation that is per night and a ticket is per person. There are a number of variables, and calculations that must be checked carefully and then double checked before presenting to the prospective client.

If you have to keep making changes due to incorrect calculations, the client may not trust you. You will appear unprofessional and find it hard to convert your quotation into a sale. Once a written quote is presented to the client and accepted by them, if there are mistakes, such as underquoting, you would have to honour the accepted quote.

**Answers could include:**

- Current and accurate and relevant information
- Quality service
- Legal and ethical issues – contracts – duty of care – misleading information
- Sales and operational procedures to ensure quality assurance

### Question 23 (c)

Criteria	Marks
<ul style="list-style-type: none"> <li>Provides a comprehensive email with all necessary information, specific features and benefits to convert an enquiry into a sale</li> <li>Makes detailed reference to terms and conditions</li> </ul>	9–10
<ul style="list-style-type: none"> <li>Provides a thorough email with all necessary information, specific features and benefits to convert an enquiry into a sale</li> <li>Makes some reference to terms and conditions</li> </ul>	7–8
<ul style="list-style-type: none"> <li>Provides a sound email with most of the necessary information, specific features and benefits to convert an enquiry into a sale</li> <li>Makes limited reference to terms and conditions</li> </ul>	5–6
<ul style="list-style-type: none"> <li>Provides a basic email with some necessary information</li> <li>Includes limited features and/or benefits</li> </ul> <p>OR</p> <ul style="list-style-type: none"> <li>Reference to terms and conditions</li> </ul>	3–4
<ul style="list-style-type: none"> <li>Provides some relevant information</li> </ul>	1–2

**Answers could include:**

Features and benefits of each product for this family of 2 adults, 1 child and 1 infant:

**Flights:**

- Feature:** Flight times coincide with hotel check in/check out times.  
**Benefit:** Promotional red deal fares – good value for money/family budget restrictions.

**Car rental:**

- Feature:** SUV 4-door, automatic – lots of space for family and luggage  
**Benefit:** Easy to access back seats with children.
- Feature:** Infant car seat  
**Benefit:** Safety with infant car seat
- Feature:** Pick up/drop off Sydney airport  
**Benefit:** Convenience to collect and return car at airport.
- Feature/Benefit:** Independence and flexibility to travel around Sydney when and where they want/don't have to rely on public transport or taxis/Uber.

**Hotel:**

- Feature:** 2 b/room – parents can have separate room to children  
**Benefit:** Privacy and space.
- Feature:** Kitchen – option to cook for themselves if they want to  
**Benefit:** Can cater to individual or special dietary requirements for adults or child/infant.

- **Feature:** Infant cot – appropriate bedding for six-month infant  
**Benefit:** Don't have to improvise for infant sleeping arrangements or pack travel cot.
- **Feature:** Room only (breakfast available at additional cost AUD \$35.00 per person) – have the option to either cook for themselves or enjoy hotel restaurant breakfast  
**Benefit:** Flexibility to choose without being locked into expensive breakfast option.

**Travel insurance:**

- **Feature:** Domestic Comprehensive Family policy with \$4500.00 cancellation coverage – all travel arrangements covered in one policy for all the family  
**Benefit:** Peace of mind that they have some compensation if something goes wrong (illness/accident/cancellation).

**Domestic booking fee:**

- **Feature:** Travel Agent organises all travel arrangements to suit family's needs  
**Benefit:** Convenience, less stress and peace of mind if travel specialist organising bookings, confirmations, payments and ticketing on your behalf.

**Details and amounts required for booking and payments:**

- **Quotation expiry date:** 1 week from date of quote (**candidate to provide exact date – 7 days after exam sitting**) with a note advising that availability and prices are subject to change without notice.
- **Deposit: AUD \$200.00** (\$100.00 per adult × 2) is required at the time of booking.
- **Balance/Final payment: AUD \$3977.00** (AUD \$4 177.00 – \$200 deposit) is required within 7 days of booking confirmation.

## Question 24 (a)

Criteria	Marks
• Correctly calculates the total for each product and final total cost	5
• Correctly calculates the total for each product	4
• Correctly calculates the total for most of the products	3
• Correctly calculates the total for some of the products	2
• Shows some understanding of relevant calculations	1

### Sample answer:

Items to be supplied	Quantity	Cost (including GST)	Total (including GST)
Event marquee/tent 10 m × 15 m Marquee with wooden floor, roof, walls	1	\$14 685.00	\$14 685.00
Round tables (10-seater/1.8 m)	20	\$75.00 per table	\$1 500.00
Gold Tiffany chairs for guests at reception	200	\$30.00 per chair	\$6 000.00
Cross-back chairs for wedding party	10	\$45.00 per chair	\$450.00
White Tiffany chairs for ceremony on lawn	210	\$20.00 per chair	\$4 200.00
Trestle tables	4	\$50.00 per table	\$200.00
		<b>Final total cost</b>	<b>\$27 035.00 (including GST)</b>

#### Terms and Conditions:

Deposit of AUD \$1000.00 to be made at time of booking

Final payment due 04 May 2024

Prices quoted above and availability are subject to change until deposit is paid

Cancellation fees: 50% if cancelled more than 30 days prior to event

No refund if cancelled within 30 days of event

## Question 24 (b)

Criteria	Marks
<ul style="list-style-type: none"> <li>Provides a thorough explanation of the differences between on-site and virtual event registration</li> </ul>	5
<ul style="list-style-type: none"> <li>Provides a sound explanation of the differences between on-site and virtual event registration</li> </ul>	4
<ul style="list-style-type: none"> <li>Provides a basic explanation of the differences between on-site and virtual event registration</li> </ul>	3
<ul style="list-style-type: none"> <li>Demonstrates some understanding of the differences between on-site and virtual event registration</li> </ul>	2
<ul style="list-style-type: none"> <li>Provides some relevant information</li> </ul>	1

### **Sample answer:**

On-site registration provides face-to-face interaction with the client. The client turns up to the event such as a conference and has their name marked off as having attended. They are given all relevant information and materials, usually in a pack and directed how to proceed. This allows for a more personal experience where questions can be asked and answered and any issues can be quickly responded to.

Virtual registration is done on-line via a computer, tablet or phone. The client completes the registration themselves by filling out a form or buying a ticket electronically. The client can then print out their own information or ticket without any delays. Virtual registration is quicker and more cost effective and has a lot of advantages when dealing with large numbers at a venue and the client can process their registration at a time that suits them.

### **Answers could include:**

- Onsite allows for ID checks, prevents scamming, face-to-face – no computer necessary
- Virtual – less labour intensive, immediate confirmation, computer or phone access

### Question 24 (c)

Criteria	Marks
<ul style="list-style-type: none"> <li>Provides a comprehensive email with all necessary information to convert an enquiry into a sale</li> <li>Includes additional products and services recommended for the event</li> <li>Makes detailed reference to terms and conditions</li> </ul>	9–10
<ul style="list-style-type: none"> <li>Provides a thorough email with all necessary information to convert an enquiry into a sale</li> <li>Includes additional products and services recommended for the event</li> <li>Makes some reference to terms and conditions</li> </ul>	7–8
<ul style="list-style-type: none"> <li>Provides a sound email with most necessary information, recommendations for additional products and services to convert an enquiry into a sale</li> <li>Includes some products and services recommended for the event</li> <li>Makes limited reference to terms and conditions</li> </ul>	5–6
<ul style="list-style-type: none"> <li>Provides a basic email with limited information</li> <li>Makes limited reference to some products and/or services and/or references terms and conditions</li> </ul>	3–4
<ul style="list-style-type: none"> <li>Provides some relevant information</li> </ul>	1–2

**Answers could include:**

Dear .....,

We are excited to advise you of the event equipment costs and details for your wedding at the local community gardens on 15 June 2024.

Please see the attached quote which includes an itemised list and costs involved. All costs are inclusive of GST. Please confirm that the information provided is correct.

I would also recommend the following additional products and services that we would be happy to organise for your wedding event:

**Event staging**

Compliance council approval liquor licence permits

- catering
- displays, stands and signage
- layout and styling of the venue or site
- security
- talent/entertainment

**Technical equipment and production services:**

- audio-visual
- lighting
- props
- sound
- stage design

### **Event registrations**

Components of on-site administration

- pre-arranged agreements
- site inspection
- registration area
- registration materials and equipment
- safety and access issues
- admission to event

### **Event industry**

- program
- schedule
- inclusions
- costs
- format
- running order

Please advise us if you require any of the above products and services.

In order to secure your booking, the following conditions and payment requirements need to be met:

- Deposit of AUD \$1000.00 to be made at time of booking
- Final payment of AUD \$26 035.00 is due by 04 May 2024
- Prices quoted above and availability are subject to change until deposit is paid.
- Cancellation fees: 50% if cancelled more than 30 days prior to Event
- No refund if cancelled within 30 days of Event

If you have any questions or queries, please don't hesitate to contact me.

Kind regards,

*Event Coordinator*

Telephone:

Email:

# 2023 HSC Tourism, Travel and Events Mapping Grid

## Section I

Question	Marks	HSC content – focus area
1	1	Working with customers — customers – page 42
2	1	Working with customers — customer enquiries – page 43
3	1	Australian destinations — information on Australian tourism regions – page 21
4	1	Working with customers — customer enquiries – page 43
5	1	Sustainability — environment – page 30
6	1	Working in the industry — technology – page 39
7	1	Working with customers — customers – page 42
8	1	Working in the industry — cultural diversity – page 40
9	1	Australian destinations — Australian tourism regions and destinations – page 22
10	1	Safety — WHS compliance – page 24
11	1	Safety — WHS consultation and participation – page 25
12	1	Australian destinations — tourism in Australia – page 21
13	1	Safety — WHS consultation and participation – page 25
14	1	Sustainability — environment compliance – page 30
15	1	Sustainability — environment – page 30

## Section II

Question	Marks	HSC content – focus area
16 (a)	2	Australian destinations — Australian tourism regions and destinations – page 22
16 (b)	6	Australian destinations — Australian tourism regions and destinations – page 22
17 (a)	2	Working with customers — technology – page 39
17 (b)	2	Working with customers — technology – page 39
18	4	Working in the industry — purpose and intent of legislative requirements – page 36
19 (a)	2	Working with customers — customers – page 42
19 (b)	2	Working with customers — customers – page 42
19 (c)	2	Working with customers — customers – page 42
20	5	Safety — risk management – page 26
21	3	Safety — incidents, accidents and emergencies – page 28

## Section III

Question	Marks	HSC content – focus area
22	15	Sustainability — environment – page 30 Sustainability — environmentally sustainable work practices – page 32 Working in the industry — cultural diversity – page 40

**Section IV**

<b>Question</b>	<b>Marks</b>	<b>HSC content – focus area</b>
23 (a)	5	Tourism and travel — quotations – page 49
23 (b)	5	Tourism and travel — quotations – page 49
23 (c)	10	Tourism and travel — selling tourism and travel products and services – page 48
24 (a)	5	Events — event registrations – page 53
24 (b)	5	Events — event registrations – page 53
24 (c)	10	Events — event registrations – page 54