



EDUCATIONAL QUALITY AND ASSESSMENT PROGRAMME

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Assessment Schedule 2017

**South Pacific
Form
Seven
Certificate**

© Educational Quality and Assessment Programme, 2017

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Item	Skill level	Uni-structural	Multi-structural	Relational	Extended abstract
1.1 a)	1	A tourist is a person who is visiting a place for pleasure or simply for holidays; regarded as a visitor or guest travelling internationally or domestically for the purpose of holidays, business or recreation.			
1.1b)	1	Accommodation, Transport, Travel agents, Tour operators, Catering, Tourist attractions or Tourism development. (Any of the above)			
1.1c)	1	Hospitality is the friendliness shown in the reception & entertainment of guests, visitors or strangers.			
1.1d)	1	Any Inbound tour or outbound tour operator for example travel agents or tour operators like Pacific Destination or Rosie Tours; may include specific egs. From Samoa & Vanuatu			
1.1e)	1	Package pricing refers to all-inclusive packages costed together instead of paying for individual services/products; cheaper			
1.2)	2	<p>Description only.</p> <p>The "One Industry Concept" refers to the relationship between participants in the tourism industry and how their participation reflects on the industry as a whole.</p>	<p>Description and the importance described</p> <p>As in L1 and importance described: Very important about this concept is that every stakeholder is aware of service they give to the guest. Therefore they must provide excellent and top quality service so the guest are happy always and they have enjoyed their holiday and no complaint received which will throw a bad image on every tourist destination.</p>		

1.3a)	3	Only a definition or function of one of the sectors given	As in L3 but not explained	Importance of the transport sector transport to the other 4 sectors is clearly explained, i.e. transport of tourists & their luggage to the hotel where guest are accommodated ; Transport of guest for leisure eg sightseeing manmade, historical or natural sites. Transport of hotel supplies/ foods to and from sites (catering)	
1.3b)	2	Definition of leisure is given and opportunities are stated	Local and overseas opportunities are identified with clear/detailed descriptions; Overseas opportunities Such as lifeguards, coaches, managers, fitness; instructors, studio group instructors, personal trainers, group exercise coordinators, sales/leisure managers, and PR and marketing managers, recreation etc.		
1.4 a)	1	One job opportunity given in a selected sector for example government sector, work as a marketing officer at the local Visitors Bureau			
1.4 b)	2	Two departments selected are briefly described; No interaction referred to.	Description of interaction of two departments given with relevant examples		
2.1a)	1	Law is correctly named: for the sustainable development, management and regulation of the tourism industry determining the rights and obligations of the Government in terms of protecting natural and cultural resources and tourism development and management; the rights and obligations of the industry suppliers; and the rights and obligations of the consumers.			

2.1b)	1	Employers use contracts as a form of control; contains the job description, salary scale, terms of employment ie. Length of time required for an employee to stay with the company to avoid a penalty, or the length of time the job will last; contracts can also include confidentiality agreements and non- compete agreements; employers may use contracts to specify the standard for performance and grounds for termination; agreements make it easier to fire employees who are not performing up to the standards.			
2.1c)	1	Quarantine controls at borders to minimize the risk of exotic pests and diseases entering any country			
2.2a)	3	Land ownership rights and regulations are defined Or a general reference to importance of	Importance of Land ownership rights and regulations are explained in general; no reference to tourism	Importance of Land ownership rights and regulations are explained with reference to tourism	
2.2b)	3	Describe tourism in general	Benefits identified but without examples	Benefits given with relevant example from country or Pacific.	
2.2c)	2	Define amenities Or amenities are listed but generally and no reference to own country	Amenities are listed and purpose are clearly stated, with reference to own country		
2.2d)	3	General reference to cruise ships Or importance of cruise ships are mentioned/listed – not elaborated	Importance of international cruise ships are explained	The importance of cruise in two Pacific countries are clearly explained	
2.3a)	2	General reference to festivals	Effects of such festivals on economy of a country clearly		

2.3b)	3	Impacts of festivals listed/stated no elaboration	Impacts of festivals on development explained; no reference to any country	Impacts of festivals on development of tourism of a country clearly explained	
2.3c)	3	Reasons for travelling identified	Reasons for travelling for different groups of tourists explained	Reasons for travelling for different groups of tourists with reference own country explained	
2.3di)	1	Name of international airport and 3 letter IATA codes correctly given			
2.3dii)	1	Major city/town correctly named			
2.3diii)	1	One important tourist attraction & activity in the selected correctly named			
3.1a)	1	A reservation for an airline flight for which the details are recorded electronically without the issuing of a paper ticket.			
3.1b)	1	A plastic card issued by the bank in which a person can purchase holiday or anything on credit.			
3.1c)	2	<p>Definition only: Cash Flow is the incomings and outgoings of cash, representing the operating activities of an organization.</p> <p>OR In accounting, cash flow is the difference in amount of cash available at the beginning of a period (opening balance) and the amount at the end of that period (closing balance)</p>	It is called positive if the closing balance is higher than the opening balance, otherwise called negative. The budgeting procedures of cash flow is increased by (1) selling more goods or services, (2) selling an asset, (3) reducing costs, (4) increasing the selling price, (5) collecting faster, (6) paying slower, (7) bringing in more equity (8) taking a loan		
3.1d)	2	<p><i>Definition of concept only:</i> The theoretical model of communication is simply messages encoded by the messenger, message is passed on and then the receiver decodes the message back to the messenger.</p>	<i>Concept is described in details:</i> L1 & the purpose is to avoid no communication breakdown.		

3.2	4	Issues only identified	Causes of issue/lost identified; not elaborated	Issues and causes identified and described but no or little reference to implications and solutions	Issue and possible causes, implications and solutions are identified, discussed in details
4.1a)	1	Local tradition is an inherited, established, or customary pattern of thought, action, or behavior (such as a			
4.1b)	1	One relevant example given			
4.1c)	1	Tourism in places having unspoiled natural resources, with minimal impact on the environment being a primary concern.			
4.1d)	3	Definition only: Culture is the quality in a person or society and a nation as a whole.	Role culture plays in tourism identified generally	The role culture plays in tourism is explained clearly: Culture enhances cultural awareness where cultural Tourism nowadays tries to restore cultural beliefs	
4.2a)	1	Job Opportunity or the business would be a source of employment for the neighbouring communities.			
4.2b)	2	Materials listed are not appropriate/not required for the project: building materials only	Appropriate materials listed: Building, transportation (boat/fuel/vehicle); communication		
4.2c)	2	Types identified but general	Three types identified with country specifics/examples eg Educational, Adventure and Cultural Tourism are three types of tourism small business that has boost tourism in the Pacific and its target markets are mostly University students that come all over the world for any purpose mentioned above. Most has already operated and it just requires be conserving and sustaining for its		

4.3a)	3	Factors identified: including GDP impacts salary, political instability resulting in low occupancy rate, minimum qualification required is for graduates only, strict selection process, skill drain (hotel workers leaving for higher salary/better working conditions overseas; working conditions etc	Factors identified and an attempt to explain the effects on employment opportunities	Factors identified and the effects on employment opportunities are well explained	
4.3b	2	Characteristics are identified but not related to a successful person in particular	Descriptions of characteristics resulting in a successful business are clearly given in relation to named successful person from either Samoa or Vanuatu		
4.3c)	4	Negative effects only identified.	Negative effects identified but recommendations are not appropriate/relevant. No reference to country	Some negative effects identified, with relevant recommendations but may not relate to country contexts	Negative effects on local communities in either Vanuatu or Samoa are identified and analysed, specific relevant/ necessary recommendations are included.