



General Certificate of Secondary Education
2018

Leisure, Travel and Tourism

Unit 1

Understanding the Leisure,
Travel and Tourism Industry

[GLE11]

MONDAY 21 MAY, AFTERNOON

**MARK
SCHEME**

General Marking Instructions

Introduction

Mark schemes are intended to ensure that the GCSE examinations are marked consistently and fairly. The mark schemes provide markers with an indication of the nature and range of candidates' responses likely to be worthy of credit. They also set out the criteria which they should apply in allocating marks to candidates' responses. The mark schemes should be read in conjunction with these general marking instructions.

Assessment Objectives

Below are the assessment objectives for GCSE Leisure, Travel and Tourism.

Candidates must show they are able to:

- AO1** recall, select and communicate their knowledge and understanding of a range of contexts;
- AO2** apply skills, knowledge and understanding in a variety of contexts and in planning and carrying out investigations and tasks; and
- AO3** analyse and evaluate information, sources, and evidence, make reasoned judgements and present conclusions.

Quality of candidate's responses

In marking the examination papers, examiners should be looking for a quality of response reflecting the level of maturity which may reasonably be expected of a 16-year-old which is the age at which the majority of candidates sit their GCSE examinations.

Flexibility in marking

Mark schemes are not intended to be totally prescriptive. No mark scheme can cover all the responses which candidates may produce. In the event of unanticipated answers, examiners are expected to use their professional judgement to assess the validity of answers. If an answer is particularly problematic, then examiners should seek the guidance of the Supervising Examiner.

Positive marking

Examiners are encouraged to be positive in their marking, giving appropriate credit for what candidates know, understand and can do rather than penalising candidates for errors or omissions.

Examiners should make use of the whole of the available mark range for any particular question and be prepared to award full marks for a response which is as good as might reasonably be expected of a 16-year-old GCSE candidate.

Awarding zero marks

Marks should only be awarded for valid responses and no marks should be awarded for an answer which is completely incorrect or inappropriate.

Types of mark schemes

Mark schemes for tasks or questions which require candidates to respond in extended written form are marked on the basis of levels of response which take account of the quality of written communication.

Other questions which require only short answers are marked on a point for point basis with marks awarded for each valid piece of information provided.

Levels of response

Tasks and questions requiring candidates to respond in extended writing are marked in terms of levels of response. In deciding which level of response to award, examiners should look for the 'best fit' bearing in mind that weakness in one area may be compensated for by strength in another. In deciding which mark within a particular level to award to any response, examiners are expected to use their professional judgement. The following guidance is provided to assist examiners.

- **Threshold performance:** Response which just merits inclusion in the level and should be awarded a mark at or near the bottom of the range.
- **Intermediate performance:** Response which clearly merits inclusion in the level and should be awarded a mark at or near the middle of the range.
- **High performance:** Response which fully satisfies the level description and should be awarded a mark at or near the top of the range.

Marking calculations

In marking answers involving calculations, examiners should apply the 'own figure rule' so that candidates are not penalised more than once for a computational error.

Quality of written communication

Quality of written communication is taken into account in assessing candidates' responses to all tasks and questions that require them to respond in extended written form. These tasks and questions are marked on the basis of levels of response. The description for each level of response includes reference to the quality of written communication.

For conciseness, quality of written communication is distinguished within level of response as follows:

- Level 1: Quality of written communication is limited.
- Level 2: Quality of written communication is satisfactory.
- Level 3: Quality of written communication is of a high standard.

In interpreting these level descriptions, examiners should refer to the more detailed guidance provided below:

Level 1 (Limited): The candidate uses only a limited form and style of writing. The organisation of material may lack clarity and coherence. There is little use of specialist vocabulary. Presentation, spelling, punctuation and grammar may be such that intended meaning is not clear.

Level 2 (Satisfactory): The candidate uses an appropriate form and style of writing, supported with appropriate use of diagrams as required. Relevant material is organised with some clarity and coherence. There is some use of appropriate specialist vocabulary. Presentation, spelling, punctuation and grammar are sufficiently competent to make meaning clear.

Level 3 (High standard): The candidate successfully selects and uses an appropriate form and style of writing, supported with effective use of diagrams where appropriate. Relevant material is organised with a high degree of clarity and coherence. There is widespread use of appropriate specialist vocabulary. Presentation, spelling, punctuation and grammar are of a sufficiently high standard to make meaning clear.

- 1 (a) One component of the leisure industry is **Sport and Physical Recreation**. Identify **two** different types of **facilities** where sport and physical recreation might be undertaken.

Any of the following:

- Leisure centre
- Golf course
- Squash court
- Rugby pitch
- Fitness suite

Any other acceptable response.

(2 × [1])

[2]

- (b) Study **Fig. 1** which shows examples of leisure activities. Complete **Table 1** by matching each leisure activity to the correct type of leisure activity. [Each activity should be used only once.]

Fig. 1

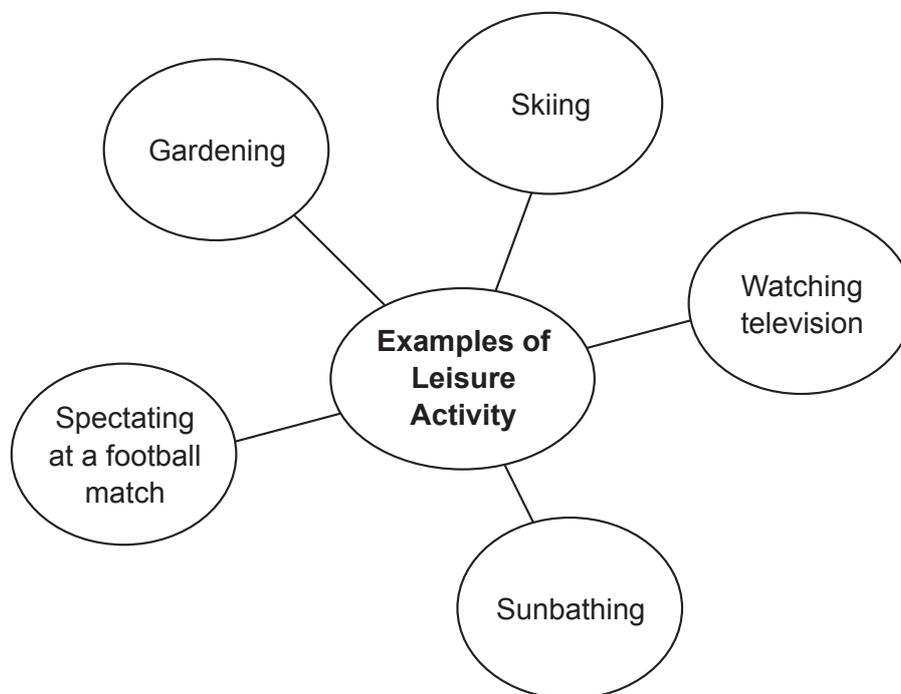


Table 1

| TYPE OF LEISURE ACTIVITY | EXAMPLE FROM Fig. 1 |
|--------------------------|--------------------------------|
| Passive Home Based | Watching television |
| Passive Outdoor | Sunbathing |
| Active Outdoor | Skiing |
| Active Home Based | Gardening |
| Passive Away from Home | Spectating at a football match |

(5 × [1])

[5]

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- (c) People use leisure and tourism facilities for both relaxation and for health and well-being. Identify **two** other reasons for using leisure and tourism facilities and give **one** example of each.

Award [1] for each reason. Any two from:

- Entertainment
- Recreation
- Socialising
- Learning or improving a skill

(2 × [1])

Award [1] for each correct example. Note: the example must be correct for the stated reason.

- Entertainment – going to the theatre or cinema or any other acceptable response;
- Recreation – bird watching or walking on a beach or any other acceptable response;
- Socialising and eating out – meeting friends for a coffee or eating at a restaurant or any other acceptable response;
- Learning or improving a skill – taking a golf lesson or any other acceptable response.

(2 × [1])

[4]

- (d) Define the term “**tourism**”.

Award [1] for a limited definition, e.g. going on holiday

Award [2] for a full definition.

- The activities of people travelling to and staying in places outside their usual environment for not more than a year for business or pleasure.

[2]

- (e) One type of tourism is **domestic tourism**. Identify and describe **one** other type of tourism.

Any of the following:

- Inbound
- Outbound

Award [1] for correctly identifying one other valid type of tourism.

Award [1] for a basic description,
e.g. Outbound is when people leave the country.
e.g. Inbound is when people arrive in a country.

Award [2] for a detailed description,
e.g. Outbound – People leaving the country that they live in to travel to another country for tourism.
e.g. Inbound – People coming to a country from their own country or another country that is not their home for tourism.

[3]

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(f) Identify **four** types of leisure, travel and tourism destinations.

Any **four** of the following:

- Coastal areas
- Countryside areas
- Tourist towns or cities
- Sporting venues
- Theme parks
- Places of historic or cultural interest
- Built attractions

(4 × [1])

[4]

(g) Explain what is meant by a **socio-economic group** and describe how it can influence an individual's choices about the type of leisure, travel and tourism activity that they undertake.

Award [1] for a basic explanation of what is meant by socio-economic groups.

- A socio-economic group is a number of people who have a similar job.

Award [2] for a sound explanation of what is meant by socio-economic groups. The explanation should include the following points.

- A socio-economic group is a number of people who have a similar status based on their economic and social position in relation to others.
- This is usually based on factors such as income, education or occupation.

Or any other suitable explanation.

Description of how it influences people's choices.

[2]

The socio-economic group that a person belongs to will influence how much money they earn. This will be a major influence on their choice of leisure, travel and tourism activity.

Award [0] for a response not worthy of credit.

Level 1 ([1])

A basic description that may relate to leisure or travel and tourism only, e.g. may not be able to afford expensive holidays, e.g. may not be able to afford to join clubs.

Level 2 ([2]–[3])

A limited description that makes reference to both leisure and travel and tourism,

e.g. may not have a well-paid job, this will affect their ability to spend money on leisure activities such as golf or on holidays.

Level 3 ([4])

A detailed description that makes reference to both leisure and travel and tourism,

e.g. people in higher socio-economic groups tend to have better paid jobs than those in lower socio-economic groups. This means they will have more money available to spend on leisure, travel and tourism. The person in the higher socio-economic group is more likely to be able to afford expensive leisure activities such as golf. They will also be more likely to take longer or more exotic holidays.

[4]

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2 Study **Fig. 2** on the **insert** provided which shows information about accommodation used during overnight trips in Northern Ireland. (2016). Answer the following question.

(a) Identify **three** other types of travel and tourism accommodation **not** identified in **Fig. 2**.

Any **three** of the following:

- Hostel
- Guest accommodation, e.g. B&B, guest house, farmhouse and inns
- Holiday chalets, villas, apartments, and cottages
- Holiday park
- Conference centre
- Campus accommodation

(3 × [1]) [3]

(b) Room only and bed and breakfast are two popular types of board provided in tourism accommodation. Identify and describe **two** other types of **board**, that are available in tourism accommodation.

Award [1] for correctly identifying each type of board; acceptable responses are:

- all inclusive
- full board
- half board
- self catering

(2 × [1]) [2]

Award [1] for a basic description of each type of board,
 e.g. all inclusive means all your food and drinks;
 e.g. full board means breakfast, lunch and dinner;
 e.g. half board means breakfast and dinner only;
 e.g. self catering means no meals provided.

Award [2] for a sound description of each type of board,
 e.g. All inclusive – enables guests to pay for a package that entitles them to all meals and a variety of drinks on payment of upfront fee prior to arrival. Overnight accommodation included;
 e.g. Full board – enables guests to eat three set meals per day. drinks not included. Overnight accommodation included;
 e.g. Half board – enables guests to receive breakfasts and evening meals only. Lunch or drinks are not provided. Overnight accommodation included;
 e.g. Self-catering – overnight accommodation, no meals included, but facilities are available for cooking and dining.

(2 × [2]) [4]

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- (c) **Fig. 2** shows that 17% of nights were spent in a campsite, caravan or trailer park. Analyse **two** benefits of undertaking holidays in a campsite, caravan park or trailer park rather than a hotel.

Any **two** from the following:

- Cost of the holiday may be less than staying in a hotel, e.g. there is no need to book a room for adults and another for children;
- Family is in familiar surroundings;
- Additional equipment such as bikes etc. may be brought along too;
- Can create a flexible programme of activity, e.g. meal times are not fixed.

Any other acceptable response.

Award [0] for an answer not worthy of credit.

Award [1] for a simple statement referring to a benefit, e.g. less expensive.

Award [2] for a limited analysis of an appropriate benefit, e.g. a holiday based on camping or caravanning will be cheaper because hotel rates are higher than the cost of camping pitches.

Award [3] for a sound analysis of an appropriate benefit, e.g. a holiday based on a campsite, caravan or trailer park will be less expensive than a holiday based on a hotel. The entire family will need only one pitch for their tent or caravan or trailer. Depending on availability they would need to book a large and expensive family room or more than one room depending on family size. This will be expensive.

(2 × [3])

[6]

- (d) Study **Fig. 3** on the **insert** provided which shows information about the reasons for overnight trips taken by Northern Ireland residents within Northern Ireland. [2016]
Answer the following question.

Identify **three** other travel and tourism reasons for overnight trips **not** identified in **Fig. 3**.

Award [1] mark for each of the following:

- Sightseeing
- Visiting an attraction
- Going to a sports or cultural event as a spectator or participant

(3 × [1])

[3]

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- (e) Many visitors decide to hire a car as a means of travel. Identify and describe **two disadvantages** to the customer of hiring a car.

Award [1] for identifying each disadvantage.

Any **two** from the following:

- Expense
- Increased anxiety
- Possibility of getting lost
- Tiring
- Dealing with congestion
- Possible additional cost in event of an accident
- Difficulty in locating car parking

Any other acceptable response.

(2 × [1])

Award [1] for each correct description, e.g.

- Expense – car hire can be expensive as there are usually additional costs for insurance and additional driver facilities, e.g. child seat, cost of fuel.
- Increased anxiety – driving a new car that is owned by someone else can create stress – coping with an unfamiliar vehicle can also produce anxiety.
- Possibility of getting lost – driving on unfamiliar roads with poor navigation systems may make this a possibility.
- Tiring – having to drive is more tiring than being a passenger in a coach.
- Dealing with congestion – similar to anxiety.
- Possible additional cost in event of an accident – If a full insurance package is not taken then the tourist will be liable for all costs in the event of a collision.
- Difficulty in locating car parking – having a car is convenient but can become inconvenient as it is often difficult to locate free or inexpensive car parking in cities.

Any other acceptable response.

(2 × [1])

[4]

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- 3 (a) Identify **two** responsibilities of regional tourist boards, such as Tourism NI.

Award [1] for any two reasons.

Any of the following:

- The development of tourism in Northern Ireland.
- The promotion and marketing of Northern Ireland as a tourist destination to tourists.
- Provide information on Northern Ireland as a tourist destination to visitors.

Any other acceptable response. [2]

- (b) ABTA provides travellers with **financial protection**. Describe **two** ways that this protection is provided to customers.

Customers who buy a land or sea based package holiday from an ABTA member will have their money and holiday protected by ABTA's scheme of financial protection:

- if the travel company goes out of business and the holiday cannot take place, the customer is entitled to a refund (this includes hotel costs);
- if the customer is abroad their transport home will be covered (in event of the travel company's financial collapse);
- if the ABTA travel agent goes out of business and has not passed the money paid by the customer to the ABTA tour operator, then ABTA will make payment to the tour operator on the customer's behalf allowing them to go on holiday.

Award [1] for a basic description,
e.g. the customer can receive a refund.

Award [2] for a sound description,
e.g. if the customer is not able to go on holiday because the travel company has gone out of business then ABTA will refund the cost of the holiday.
(2 × [2]) [4]

- (c) Identify **three** different types of visitor attractions and give an example of each.

Award [1] for each correct type of visitor attraction.

- Natural
 - Built
 - Heritage
- (3 × [1])

Award [1] for each correctly identified example. Note: example must be correct for the stated type of visitor attraction.

- Natural – Giants Causeway or any other acceptable response.
 - Built – Titanic Centre or any other acceptable response.
 - Heritage – Carrickfergus Castle or any other acceptable response.
- (3 × [1]) [6]

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- (d) Inbound tour operators are a feature of Northern Ireland's tourism product. Explain why a school group from France visiting Northern Ireland might choose to use the services of an inbound tour operator rather than use online booking sites.
Give **two** reasons in your answer.

Award [0] for a response not worthy of credit.

Possible responses include:

- Tour operators can provide an all-inclusive trip.
 - The group will wish to have all of their accommodation, transport and activities included in a package.
 - The package will establish a travel plan that will make best use of the group's time and resources.
 - The tour operator will be able to provide guides who will have a high level of knowledge and understanding about the area and will know where best to go during what times of the day to see specific attractions.
 - They can avoid the crowds and can often share knowledge that might not be generally well known about different sites.
 - The cost of the trip can be calculated more accurately beforehand.
 - If the group have a tight schedule, it would be useful to have a plan that will be able to provide a tour that will cover all the important features of the tour to meet the needs of everyone in the group.
- Tour operators can provide adequate holiday insurance to meet all the needs of the group.
 - Individuals in the group may have their own travel insurance but this may not be sufficient for the planned activities.
 - Comprehensive insurance to meet the specific needs of the trip can be included in the package by the tour operator.
- Tour operators can provide payment plans for the group.
 - The group can book the trip with a tour operator and be able to make staged payments.
 - This will provide a guarantee that the trip has been reserved but payment in full may not be required until a number of weeks beforehand.
- Tour operators can provide specialist expertise packages.
 - When undertaking a visit to a potentially hazardous environment, a tour operator can ensure the safety of the group by ensuring that the provider of activities is sufficiently qualified and experienced.
 - A prepared risk assessment for the visit would have been undertaken by the operator and he will be able to make arrangements to cater for members of the party with particular needs or disabilities.
 - The operator may be able to provide the group with guides that are bilingual as local people will not be able to speak French.
 - By being unable to communicate with others and other visitors the group may miss safety or other necessary information about their trip.
 - A bilingual guide offers clarity on many features of the trip that might otherwise be missed.

Any other acceptable response.

Award [1] for a basic explanation,
e.g. the inbound tour operator can book accommodation and transport.

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Award [2] for a sound explanation,
e.g. the inbound tour operator can book all their accommodation and transport as one package. This is easier than the group making several separate bookings.

Award [3] for a detailed explanation,
e.g. the inbound tour operator will have local contacts and so can book an all inclusive package covering accommodation, meals, transfers, transport and activities. This saves the group time making several, complicated bookings.
(2 × [3]) [6]

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4 (a) Explain **two** disadvantages of travelling on a **budget** airline.

Award [0] for a response not worthy of credit.

Award [1] for a basic statement referring to a disadvantage.

Any of the following:

- Oversubscribed flights.
- Seat space is usually less on budget flights.
- Complimentary meals are not provided.
- Location of airport is often some distance from the desired destination.
- Aircraft can be an older model.

Any other acceptable response.

Award [2] for a limited explanation of a disadvantage,

e.g. budget airlines provide relatively cheap flights and need to run with full payloads in order to be economically viable;

e.g. as there is a need to maximise the numbers who take these flights, the aircraft usually carries the maximum number of seats that can be accommodated;

e.g. meals are not provided as part of the fare on these flights;

e.g. flights are often described as arriving at a major city but the airport can be a secondary location;

e.g. while all aircraft are well maintained, older aircraft can be less reliable and may experience mechanical failure while in operation.

Any other acceptable response.

Award [3] for a sound explanation of a disadvantage,

e.g. budget airlines provide relatively cheap flights and need to run with full payloads in order to be economically viable. The cheap flight is attractive to many travellers and this often means flights are fully booked and can sometimes be overbooked/oversubscribed;

e.g. as there is a need to maximise the numbers who take these flights, the aircraft usually carries the maximum number of seats that can be accommodated. This means that legroom is often cramped and this is uncomfortable for larger passengers or those who are travelling with children;

e.g. meals are not provided as part of the fare on these flights. However, snacks are available at an additional surcharge that is often expensive;

e.g. flights are often described as arriving at a major city but the airport can be a secondary location that is some distance from the intended destination. This may incur further costs for the traveller;

e.g. while all aircraft are well maintained, older aircraft can be less reliable and may experience mechanical failure while in operation. This can lead to delays or in some cases, cancellation.

Any other acceptable response.

(2 × [3])

[6]

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- (b) Most budget airlines offer passengers the opportunity to check in for flights online. Explain **two** benefits of this to the passenger.

Award [0] for a response not worthy of credit.

Note: benefits must relate to the passenger.

Award [1] for a basic statement referring to a benefit,
 e.g. check in quickly and easily at home or at the office;
 e.g. passenger saves time having to queue at the check in desk;
 e.g. reduces the stress at the airport;
 e.g. passengers who may have hand luggage only can go straight to security.
 Any other acceptable response.

Award [2] for a limited explanation of a benefit;
 e.g. check in quickly and easily at home or at the office using a personal computer, a smart phone or tablet;
 e.g. passenger saves time having to queue at the airport, having checked in online they can go straight to bag drop;
 e.g. reduces the stress at the airport, for example removes or reduces the uncertainty of having all the required documentation and possible concern about finding the correct check in desk;
 e.g. passengers who may have hand luggage only can go straight to security saving time queuing at check in.
 Any other acceptable response.

Award [3] for a sound explanation of a benefit,
 e.g. check in quickly and easily at home or at the office using a personal computer, a smart phone or tablet. The boarding pass can be printed or loaded on to a smart phone or tablet;
 e.g. passenger saves time having to queue at check in, for example, having checked in there is less need to arrive too early at the airport. Alternatively, the time can be used to shop or relax while waiting for the flight to be called;
 e.g. reduces the stress at the airport. Travellers may be concerned about having all the required documentation and finding the location of the correct check in desk [particularly at larger airports];
 e.g. passengers who may have hand luggage only can go straight to security and then on to the correct departure gate. This saves time queuing for check in.

Any other acceptable response.

(2 × [3])

[6]

- (c) Identify **three** electronic methods that airlines use to communicate with its passengers about flights and special offers.

Award [0] for a response not worthy of credit; responses must be electronic methods of communication.

Award [1] for each correct identification of method used by the airline.
 Maximum of 3 methods.

Any of the following:

- E-mail
- SMS text
- Facebook

Any other acceptable response.

(3 × [1])

[3]

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- (d) Analyse **two** reasons why leisure and tourism organisations must monitor customer feedback and online reviews that are left on social media sites.

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Level 1 ([1]–[2])

Candidate gives one or two reasons with basic analysis;
 e.g. Feedback left on Social Media is seen by large numbers of customers and potential customers.
 e.g. It is important for the organisation to respond swiftly to address any negative remarks.
 e.g. Negative feedback can affect the impression that current and potential customers may have of the organisation.

The candidate uses only a limited form and style of writing. The organisation of material may lack clarity and coherence. There is little use of specialist vocabulary. Presentation, spelling, punctuation and grammar may be such that intended meaning is not clear.

Level 2 ([3]–[4])

Candidate gives two reasons with limited analysis; alternatively one reason may be analysed in detail;
 e.g. Leaving negative feedback unanswered may encourage others to leave similar remarks. This can be very damaging to business.
 e.g. Failure to respond to negative feedback may indicate an unwillingness to maintain a reasonable level of service to customers.
 e.g. Failure to respond will reinforce the negative nature of the complaint.

The candidate makes a reasonable selection and use of an appropriate form and style of writing. Relevant material is organised with some clarity and coherence. There is some use of appropriate specialist vocabulary. Presentation, spelling, punctuation and grammar are sufficiently competent to make meaning clear.

Level 3 ([5]–[6])

Candidate analyses two benefits in detail;
 e.g. Responses offer the organisation the opportunity to showcase its strengths particularly in relation to customer service and may win back customers or make new ones.
 e.g. Can improve the image of the company if handled correctly, i.e. responses show the organisation takes feedback seriously.
 e.g. May allow the organisation to identify the depth of a problem and can give it the opportunity to make useful changes in how it operates for the better.
 Any other acceptable response.

The candidate successfully selects and uses the most appropriate form and style of writing. Relevant material is organised with a high degree of clarity and coherence. There is widespread and accurate use of appropriate specialist vocabulary. Presentation, spelling, punctuation and grammar are of a sufficiently high standard to make meaning clear.

([3] × 2)

[6]

21

5 **Figure 4** below shows the Roe Valley Leisure Centre in Limavady.

- (a) The Roe Valley leisure centre is a public-sector organisation. Describe **two** features of how a public-sector leisure and tourism organisation operates.

Any **two** of the following:

- Public organisations are generally funded by local or central government.
- Level of funding is determined by a number of other competing demands on public authority funds.
- They are usually established to meet the broad needs of a wide range of customers.
- Typically provide leisure services for young and old alike.
- Often provide facilities that might not be provided by the private sector, e.g. swimming pools, sports fields,
- These organisations are not initially motivated by profit margins but are increasingly expected to meet the financial needs of their government sponsors by seeking to break even.

Any other acceptable response.

Award [1] for a basic description,
e.g. they are funded by a council.

Award [2] for a sound description,
e.g. public-sector leisure and tourism organisations are funded by local government, for example, the council.

(2 × [2])

[4]

- (b) In 2005 the leisure centre established a partnership with a private company for the provision of a lifestyle fitness suite on its premises. Analyse **three** benefits of this partnership to the leisure centre.

Award [0] for an answer not worthy of credit.

Three benefits to be identified. Possible answers include:

- Costs are shared
- Shared expertise
- Increased income
- Utilisation of dormant resources

Any other acceptable response.

Level 1 ([1]–[3])

A basic response which may simply state benefits or analyses one benefit in detail,
e.g. the cost of the fitness suite could be shared.

The candidate uses only a limited form and style of writing. The organisation of material may lack clarity and coherence. There is little use of specialist vocabulary. Presentation, spelling, punctuation and grammar may be such that intended meaning is not clear.

Level 2 ([4]–[6])

Limited analysis of 2 or 3 benefits. Alternatively an unbalanced answer with detailed analysis of one benefit and reference to one or two other benefits may be at this level,
e.g. the cost of any new development is shared with the private partner, this reduces the cost to the leisure centre;

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e.g. capital projects require expertise that is not always immediately available within the public sector;
 e.g. the development of the new facility will provide a new income for the centre;
 e.g. land or structures that are not providing income can be utilised in the new development.

The candidate makes a reasonable selection and use of an appropriate form and style of writing. Relevant material is organised with some clarity and coherence. There is some use of appropriate specialist vocabulary. Presentation, spelling, punctuation and grammar are sufficiently competent to make meaning clear.

Level 3 ([7]–[9])

Detailed analysis of three benefits,
 e.g. the cost of any new development is shared with the private partner. The private sector may make the majority contribution to the financial cost of the development;
 e.g. capital projects require expertise that is not always immediately available within the public sector. The centre will be able to determine and to identify its requirements of cardio and resistance equipment that will be suitable for the suite;
 e.g. the development of the new facility will provide a new income for the centre. This means that the profitability of the centre will be enhanced;
 e.g. land or structures that are not providing income at present can be utilised in the new development. The variety and quantity of the centre's resources will be enhanced.

The candidate successfully selects and uses the most appropriate form and style of writing. Relevant material is organised with a high degree of clarity and coherence. There is widespread and accurate use of appropriate specialist vocabulary. Presentation, spelling, punctuation and grammar are of a sufficiently high standard to make meaning clear. [9]

Total

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13

100