



BOARD OF STUDIES
NEW SOUTH WALES

2010 HSC Tourism and Events Marking Guidelines

Section I

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

Section II

Question 16

Criteria	Marks
<ul style="list-style-type: none">• Demonstrates a comprehensive understanding of the needs and benefits of a diverse workplace• Correctly identifies a variety of activities which encourage and support a positive multicultural workplace	5
<ul style="list-style-type: none">• Demonstrates a sound understanding of the needs of a diverse workplace• Correctly identifies a variety of activities which encourage and support a positive multicultural workplace	4
<ul style="list-style-type: none">• Demonstrates a general understanding of workplace diversity• Correctly identifies some activities which encourage and support a positive multicultural workplace	3
<ul style="list-style-type: none">• Demonstrates a basic understanding of workplace diversity• Identifies some appropriate activities <p>OR</p> <ul style="list-style-type: none">• Lists cultural issues in the workplaces	2
<ul style="list-style-type: none">• Provides limited understanding of diversity• Identifies limited challenges or issues in the workplace	1

Question 17 (a)

Criteria	Marks
• Correctly clarifies the role of each sector	4
• Correctly clarifies the role of THREE sectors	3
• Correctly clarifies the role of TWO sectors	2
• Correctly clarifies the role of ONE sector OR • Shows limited understanding of at least TWO sectors	1

Question 17 (b)

Criteria	Marks
• Demonstrates a comprehensive understanding of the inter relationship using services, costs, benefits to all FOUR sectors	4
• Demonstrates a sound understanding with general links between all FOUR sectors	3
• Demonstrates a basic understanding with links between at least THREE sectors OR • Shows sound understanding of TWO sectors	2
• Shows limited understanding of the inter relationship/linking within the industry	1

Question 18

Criteria	Marks
• Correctly identifies an extensive range of amendments to achieve industry standards using specific examples	4
• Correctly identifies a variety of amendments to achieve industry standards	3
• Correctly identifies a general range of amendments to achieve industry standards	2
• Correctly identifies limited amendments to achieve appropriate industry standards OR • Lists a selection of basic amendments	1

Question 19

Criteria	Marks
<ul style="list-style-type: none">• Demonstrates a comprehensive understanding of the benefits of building rapport• Describes a range of effective methods appropriate within the tourism environment	5
<ul style="list-style-type: none">• Demonstrates a broad understanding of rapport• Describes a range of effective methods appropriate within the tourism environment	4
<ul style="list-style-type: none">• Demonstrates a general understanding of rapport• Lists some methods of communicating appropriately within the tourism environment	3
<ul style="list-style-type: none">• Demonstrates a basic understanding of rapport• Lists at least ONE method of communicating appropriately with clients	2
<ul style="list-style-type: none">• Lists at least TWO methods of communicating with clients	1

Question 20 (a)

Criteria	Marks
<ul style="list-style-type: none">• Correctly identifies TWO filing classification systems	1

Question 20 (b)

Criteria	Marks
<ul style="list-style-type: none">• Correctly explains reasons for using two filing systems with appropriate examples	4
<ul style="list-style-type: none">• Correctly explains reasons for using filing systems with an appropriate example	3
<ul style="list-style-type: none">• Provides reasons for two filing systems	2
<ul style="list-style-type: none">• Provides a reason for two filing systems	1

Question 21 (a) (i)

Criteria	Marks
• Correctly identifies client types for both islands	2
• Identifies a client type for each island	1

Question 21 (a) (ii)

Criteria	Marks
• Correctly identifies activities for both islands	2
• Identifies an activity for each island	1

Question 21 (a) (iii)

Criteria	Marks
• Correctly identifies the gateway/closest access for each island	2
• Identifies the gateway/closest access for one island	1

Question 21 (b)

Criteria	Marks
• Correctly indicates specific features of a range of health and safety risks associated with the destination	2
• Makes a general statement about health and safety risks associated with the destination	1

Section III

Question 22

Criteria	Marks
<ul style="list-style-type: none">• Demonstrates a comprehensive understanding of environmental impacts• Correctly identifies a range of strategies used to promote sustainable work practices• Exhibits an understanding of Ecotourism• Accurately communicates ideas and information in a well-structured, cohesive response including appropriate examples	13–15
<ul style="list-style-type: none">• Demonstrates a broad understanding of environmental impacts• Correctly identifies a range of strategies used to promote sustainable work practices• Exhibits an understanding of Ecotourism• Accurately communicates ideas and information in a well-structured response.	10 –12
<ul style="list-style-type: none">• Demonstrates a sound understanding of environmental impacts• Correctly identifies some strategies used to promote sustainable work practices• Communicates ideas and information including appropriate examples	7–9
<ul style="list-style-type: none">• Provides a basic understanding of Ecotourism or environmental impacts• Identifies basic strategies• Communicates basic ideas and information including limited examples	4 –6
<ul style="list-style-type: none">• Provides a limited understanding of Ecotourism or environmental impacts• Lists limited strategies and basic unrelated examples	1–3

Section IV

Question 23 (a)

Criteria	Marks
<ul style="list-style-type: none"> • Correctly recognises and names a variety of event stakeholders suitable to this type of event (community based) • Provides appropriate examples 	5
<ul style="list-style-type: none"> • Correctly recognises and names some event stakeholders suitable to this type of event • Provides appropriate examples 	4
<ul style="list-style-type: none"> • Correctly lists/mentions a limited number of event stakeholders for this type of event 	3
<ul style="list-style-type: none"> • Lists a selection of stakeholders of events in general 	2
<ul style="list-style-type: none"> • Lists limited examples of event stakeholders in general 	1

Question 23 (b)

Criteria	Marks
<ul style="list-style-type: none"> • Demonstrates a comprehensive knowledge of the benefits of being a key stakeholder and the benefits to the event of their involvement • Relates specific information to the event using appropriate stakeholders • Provides appropriate examples for a community-based event 	9–10
<ul style="list-style-type: none"> • Demonstrates broad knowledge of the benefits of being a key stakeholder and the benefits to the event of their involvement • Relates specific information to the event using appropriate stakeholders 	7–8
<ul style="list-style-type: none"> • Demonstrates sound knowledge of the benefits of being an event stakeholder and the benefits to the event of their involvement • Relates specific information to the event 	5–6
<ul style="list-style-type: none"> • Demonstrates basic knowledge of the benefits of being an event stakeholder • Relates information to the event 	3–4
<ul style="list-style-type: none"> • Demonstrates limited knowledge of the benefits of being an event stakeholder • Relates information to any event 	1–2

Question 24 (a)

Criteria	Marks
<ul style="list-style-type: none"> Provides a comprehensive range of appropriate product features contained in a cruise brochure Sound understanding of the specific features of a cruise brochure 	5
<ul style="list-style-type: none"> Provides a broad range of appropriate product features contained in a cruise brochure General understanding of the specific features of a cruise brochure 	4
<ul style="list-style-type: none"> Provides a basic range of information found in a cruise brochure Limited understanding of the specific features of a cruise brochure 	3
<ul style="list-style-type: none"> Provides basic information found in any brochure 	2
<ul style="list-style-type: none"> Lists some general information found in any brochure 	1

Question 24 (b)

Criteria	Marks
<ul style="list-style-type: none"> Accurately examines a variety of selling techniques appropriate to cruise clients Demonstrates a thorough understanding of using the brochure as a selling tool Draws out product benefits for prospective clients Communicates using acceptable industry terminology 	9–10
<ul style="list-style-type: none"> Examines a variety of selling techniques appropriate to cruise clients Demonstrates a thorough understanding of using the brochure as a selling tool Draws out product benefits for prospective clients 	7–8
<ul style="list-style-type: none"> Examines a variety of selling techniques appropriate to clients Demonstrates a general understanding of using the brochure to sell 	5–6
<ul style="list-style-type: none"> Lists a variety of selling techniques appropriate to clients Shows limited understanding of using the brochure to sell 	3–4
<ul style="list-style-type: none"> Lists some selling techniques OR <ul style="list-style-type: none"> Applies product knowledge to clients OR <ul style="list-style-type: none"> Mentions products and services 	1–2

Tourism and Events

2010 HSC Examination Mapping Grid

Question	Marks	Unit of competency / Element of competency
Section I		
1	1	SITTSL001A – Operate an online information system
2	1	SITXENV001A – Participate in environmentally sustainable work practices
3	1	SITTSL001A – Operate an online information system
4	1	SITXCOM001A – Work with colleagues and customers
5	1	SITXOHS001A – Follow Health, safety and security procedures
6	1	SITTSL004A – Source and provide Australian destination information and advice
7	1	SITXCOM001A- Work with colleagues and customers
8	1	SITXADM001A – Perform office duties
9	1	SITXCOM002A – Work in a socially diverse environment
10	1	SITTIND001A – Develop and update tourism industry knowledge
11	1	SITXENV001A – Participate in environmentally sustainable work practices
12	1	SITXCOM002A – Work in a socially diverse environment
13	1	SITTSL004A – Source and provide Australian destination information and advice
14	1	SITXADM001A – Perform office duties
15	1	SITXOHS001A – Follow Health, safety and security procedures
Section II		
16	5	SITXCOM002A – Work in a socially diverse environment
17	8	SITTIND001A – Develop and update tourism industry knowledge
18	4	SITXADM001A – Perform office duties
19	5	SITXCOM001A- Work with colleagues and customers
20	5	SITXADM001A – Perform office duties
21	8	SITTSL004A – Source and provide Australian destination information and advice
Section III		
22	15	SITXENNV001A – Participate in environmentally sustainable work practices
Section IV		
23	15	SITXEVT001A – Develop and update event industry knowledge
24(a)	15	SITTSL002A- Access and Interpret product information
24(b)	15	SITTSL005A – Sell Tourism products and services