

# **4782-032/532 – Level 3 Business Travel – Theory Exam**

**March 2020**

## **Examiner Report**

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# Introduction

This document has been prepared by the Chief Examiner, it is designed to be used as a feedback tool for centres to use in order to enhance teaching and preparation for assessment. It is advised that this document be referred to when preparing to teach and then again when candidates are preparing to sit examinations for City & Guilds Technical qualifications.

This report provides general commentary on candidate performance and highlights common themes in relation to the technical aspects explored within the assessment, giving areas of strengths and weakness demonstrated by the cohort of candidates who sat the **March 2020** examination series. It will explain aspects which caused difficulty and potentially why the difficulties arose, whether it was caused by a lack of knowledge, incorrect examination technique or responses that failed to demonstrate the required depth of understanding.

The document provides commentary on the following assessment:  
**4782-032/532 Level 3 Business Travel – Theory Exam.**

# Theory Exam – March 2020

## Grade Boundaries and distribution

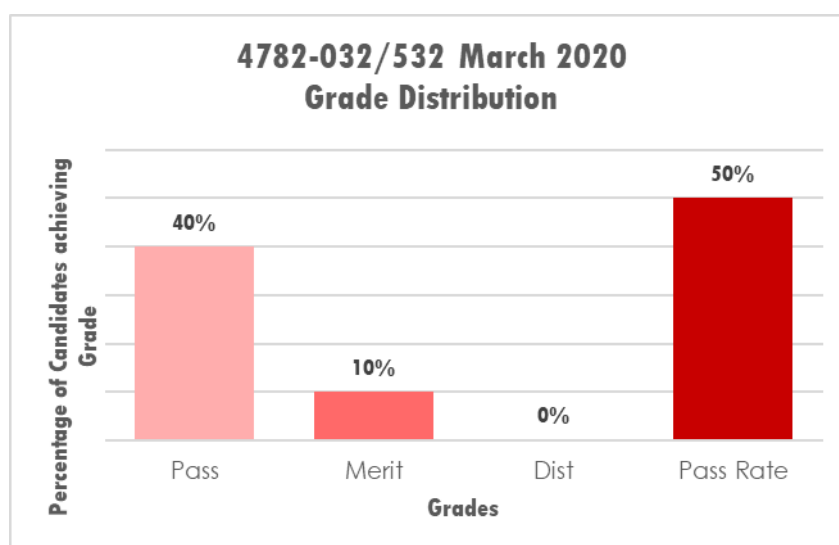
Assessment: **4782-032/532**

Series: **March 2020**

Below identifies the final grade boundaries for this assessment, as agreed by the awarding panel:

Total marks available	
Pass mark	24
Merit mark	32
Distinction mark	40

The graph below shows the approximate distribution of grades and pass rates for this assessment:



# Chief Examiner Commentary

## General Comments on Candidate Performance

**Assessment component: 4782-032/532**

### Series 1 (March)

The examination paper covered a range of questions from the qualification and allowed the candidates to demonstrate their knowledge and understanding of the Business Travel sector. This paper was an equal standard to both the March and June series 2019 in terms of range, suitability and level. Overall candidates' performance in the paper was comparable to the March 2019 series. Their responses have indicated that there still needs to be clearer differentiation made between Leisure and Business Travel.

The services available to business travellers at an international airport were answered well by most candidates. There was a number of partially correct responses given by candidates regarding the MICE market, but attention needs to be given to MICE and the benefits of engaging in this market in future teaching.

Throughout the paper, candidates' responses tended to have a leisure focus and this was seen in responses to the closing of a sale, offering of additional services and methods of guaranteeing reserved accommodation questions which were therefore not always answered fully. In addition, a leisure focus was also shown in response to the question about planning flight itineraries. Candidates' responses did not always relate back to the detail in the question scenario. It is important that candidates have the knowledge needed for this type of scenario so they can provide the correct information to their business travellers.

When asked about the services in an SLA, not all candidates were able to answer the question correctly. When planning and teaching delivery for unit 323 its importance must be highlighted.

All candidates made a good effort to answer the extended response question. However, higher marks were not achieved as candidates did not fully understand the differences in working practices between Leisure and Business. The strategic role of an account manager for a TMC was not evidenced as shown in Unit 323.

Candidates will benefit from reading and fully understanding what the question is asking for before attempting to answer. This was particularly relevant for the question relating to elapsed flying time, check-in and minimum connecting time, where nearly all of the candidates answered generically and not specific to what was being asked in the question scenario.

Centres are advised to ensure all of the unit content is included in the delivery of their programmes.

**Centres are reminded of the City & Guilds Technicals 'Exam Guides' available here:**

<https://www.cityandguilds.com/qualifications-and-apprenticeships/travel-tourism-and-aviation/travel-and-tourism/4782-travel-tourism-and-business-travel#tab=documents>