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# TOUR OPERATIONS

## Remote Assessment September 2020

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### Candidate Instructions

- The word limit for each of the 4 questions is 750 words, giving a total assignment word limit of 3000 words.
- Write your total word count after each response.
- Responses must be your own work, based on your personal study and/or research.
- You must acknowledge all material and sources used in the preparation of your responses (books, articles, reports, lecture notes, and any other kind of material) in a list at the end of each response. A formal referencing system such as Harvard is advised but is not an essential requirement to gain all the marks available under communication and originality.
- Plagiarism is a serious offence. Do not copy in part or whole the work of other students and/or persons.
- You must include the following Candidate Declaration at the end of your submission:  
“I declare that this work is entirely my own with the sources of information I have used clearly identified and acknowledged”.

### Instructions for typewritten responses

- At the top of each page include your full name, Student ID Number, Centre Name and the title of the ICM Unit for which you are submitting.
- Submit your response in Arial font, black, minimum size 12, single-spaced with normal margins.
- Clearly indicate the question number for all of your responses.
- Number each page of your work.

### Instructions for handwritten responses

- At the top of each page include your full name, Student ID Number, Centre Name and the title of the ICM Unit for which you are submitting.
- Submit your work in blue or black ink, in legible handwriting on lined paper.
- Clearly indicate the question number for all of your responses.
- Number each page of your work.

### Advice

- Read each question several times before you answer it.
- Plan your answers before you start writing the full responses.
- Up to 5 marks are available per question for communication and originality.
- Check all your answers for content and plagiarism before submitting your work.
- Prepare your responses using the resources provided by [ICM](#), the [ICM Remote Assessment guidance](#) and any material provided by your ICM Approved Teaching Centre.



## ANSWER ALL QUESTIONS

1. As a tour operator, you are required by your company to give a verbal presentation to a group of graduate trainees entitled 'The Package Holiday'. Prepare the speech you would give as part of the presentation in which you describe the components of a package holiday. In your response you must provide a detailed account, using examples to support your description.

**(Word limit 750)**

**[25 marks]**

2. Explain the features and ways in which a package holiday produced by a tour operator is different from the product sold by most wholesalers. In your response you must demonstrate an understanding of the underpinning concepts and ideas, using examples to support your explanation.

**(Word limit 750)**

**[25 marks]**

3. As a tour operator, you have been asked by the company for which you work to contribute to their new brochures. Describe the information that the Package Travel Regulations 1992 and ABTA require tour operators to include in their brochures. In your response you must provide a detailed account, using examples to support your description.

**(Word limit 750)**

**[25 marks]**

4. Explain how different legislation protects the travelling public. In your response you must demonstrate an understanding of the underpinning concepts and ideas, using examples to support your explanation of each of the following.
- The Package Travel, Package Holidays and Package Tours Regulations 1992
  - CAA - Civil Aviation Authority and their role in the handling of ATOL
  - ABTA and the ABTA Code of Conduct
  - Trades Description Act 1968 and 1972

**(Word limit 750)**

**[25 marks]**

**END OF QUESTIONS**