higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

NATIONAL CERTIFICATE (VOCATIONAL)

SCIENCE OF TOURISM
NQF LEVEL 2

(11011042)

12 November 2024 (Y-paper)
13:00–16:00

This question paper consists of 9 pages.

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DEPARTMENT OF HIGHER EDUCATION AND TRAINING
REPUBLIC OF SOUTH AFRICA

NATIONAL CERTIFICATE (VOCATIONAL)
SCIENCE OF TOURISM
NQF LEVEL 2
TIME: 3 HOURS
MARKS: 150

INSTRUCTIONS AND INFORMATION

1. Answer all the questions.
2. Read all the questions carefully.
3. Number the answers according to the numbering system used in this question paper.
4. Start each section on a new page.
5. Use only a black or blue pen.
6. Write neatly and legibly.

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QUESTION 1

1.1 Various options are given as possible answers to the following questions. Choose the answer and write only the letter (A–D) next to the question number (1.1.1–1.1.10) in the ANSWER BOOK.

1.1.1 A visitor from a country who stays at least one night in an accommodation establishment in another country:

A Domestic tourist
B Visitor
C Outbound tourist
D International tourist

1.1.2 This type of airline can be hired for special functions:

A no-frill airline
B commercial airline
C charter airline
D freight airline

1.1.3 Attractions that offer five-star accommodation and facilities:

A Local experience
B Entertainment
C Historical attraction
D Luxury experience

1.1.4 This canyon is the third largest in the world:

A Grand Canyon
B Blyde River Canyon
C Augrabies Canyon
D Sterkfontein Canyon

1.1.5 This department is responsible for the development and promotion of tourism at a national level:

A THETA
B DEAT
C SAQA
D TGCSA

1.1.6 The Big Five consist of the …

A buffalo, leopard, lion, cheetah, elephant.
B lion, leopard, rhino, elephant, buffalo.
C elephant, zebra, rhino, lion, buffalo.
D buffalo, zebra, lion, giraffe, leopard.

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1.1.7 The official department that deals with incoming goods and baggage:

A Customs
B Embassy
C Consulate
D Police

1.1.8 A specific group of people that a business aims to attract are known as …

A tourists.
B saturation.
C target market.
D department.

1.1.9 The acronym SADC stands for …

A South African Developing Centre.
B South African Developing Community.
C Southern African Developing Congress.
D Southern African Development Community.

1.1.10 An example of a private sector support service:

A Airports
B Regional tourism organisation
C Insurance brokers
D Department of Home Affairs

(10 × 1) **[10]**

1.2 Choose an item from COLUMN B that matches a description in COLUMN A. Write only the letter (A–H) next to the question number (1.2.1–1.2.5) in the ANSWER BOOK.

COLUMN A		COLUMN B	
1.2.1	Coordinates the smaller car rental companies	A	ICAO
		B	CAA
1.2.2	Improves and promotes marketing of conferences in South Africa	C	GHASA
1.2.3	Responsible for issuing international driving permits	D	SATSA
		E	ICRA
1.2.4	Represents members who provides quality and value-for-money accommodation	F	ASATA
		G	SAACI
1.2.5	Maintain standards of the tour operating industry	H	AA

(5 × 2) (10)

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1.3 List FIVE disadvantages of tourism for the environment. (5)

1.4 Provide FIVE reasons why people travel. (5)
[30]

QUESTION 2

2.1 Study the following advertisement and answer the questions that follow:



[Source: *https://www.buffelsdrift.com*]

2.1.1 Identify the career opportunity being advertised. (1)

2.1.2 What qualification is needed for this position? (2)

2.1.3 List THREE sources where advertisements for job opportunities can normally be found. (3 × 1) (3)

2.1.4 Identify the source where this advert was placed. (2)

2.1.5 Before applying for a job in the tourism industry, you need to know that you would be able to fit in.

Identify FOUR requirements you need to meet to be a successful candidate for this post. (4 × 1) (4)

2.2 There are different role-players in the tourism industry, both national and provincial.

2.2.1 Would you classify SA Tourism as a national role-player or a provincial role-player? (2)

2.2.2 List THREE functions of SA Tourism. (3)

2.3 One of your fellow students is interested in a career in tour guiding.

Explain to him the difference between a *site guide*, a *regional guide* and a *national guide*. (3 × 2) (6)

2.4 Give the full name of the following tourism associations:

2.4.1 THETA

2.4.2 ASATA

(2 × 1) (2)

2.5 Advise a fellow student of FIVE social advantages of tourism in your local province. (5 × 1) (5)

[30]

QUESTION 3

3.1 Classify the following attractions as either natural, human-made or socio-cultural.

3.1.1 Voortrekker Museum

3.1.2 Golden Gate Highlands National Park

3.1.3 Big Hole

3.1.4 Namaqualand

3.1.5 Lesedi Cultural Village

(5 × 2) (10)

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3.2 You work at Rainbow Tours and Travel, and made the following reservation for Mr Moloi:

SAA flights: Cape Town – Durban – Cape Town
Accommodation: three nights at the four-star Blue Waters Hotel
Day tours by Travel & Tour World to local attractions

3.2.1 List the THREE sectors of the tourism industry. (3)

3.2.2 Identify the THREE sectors from the scenario. (3)

3.3 Suggest the most suitable attraction from the list provided for the following tourists. Write only your answer next to the question number (3.3.1–3.3.5) in the ANSWER BOOK.

Lake Victoria; Jamia Mosque; Nelspruit (Mbombela); Qunu; Gold Reef City; Juma Mosque; Lake Sibaya; Matjiesfontein

3.3.1 Tourists from Germany who want to learn more about Mr Nelson Mandela.

3.3.2 A group of elderly people who want to visit the village in the Central Karoo, which is a national monument and showcases its Victorian splendour.

3.3.3 A group of tourists who enjoy nature, who wish to visit South Africa's largest natural freshwater lake.

3.3.4 A group of Muslim travellers visiting Durban, want to see the largest mosque in the Southern Hemisphere.

3.3.5 A couple who wants to catch a glimpse of the gold rush era.

(5 × 2) (10)

3.4 List FOUR sources you can use to find information on attractions. (4)
[30]

QUESTION 4

4.1 Define the term *heritage*. (2)

4.2 Give the full name of the organisation that declares World Heritage Sites. (1)

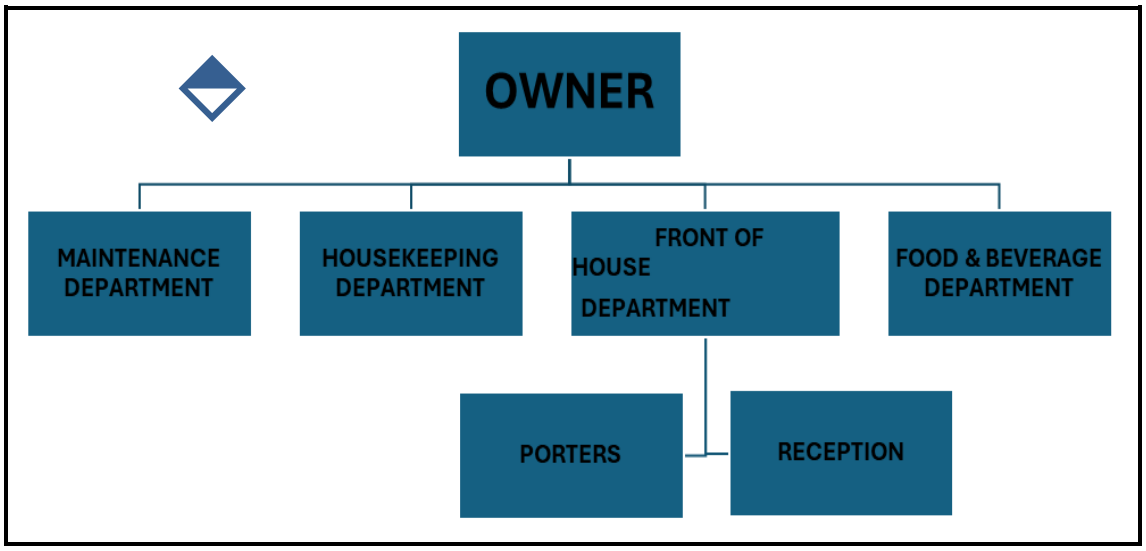
4.3 Name FOUR World Heritage sites in South Africa. (4)

4.4 Define the concept of *sustainable tourism*. (2)

4.5 Discuss THREE key factors of responsible tourism according to the White Paper on Tourism. (3 × 2) (6)

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4.6 Study the organogram of Blue Waters Hotel and answer the questions that follow:



4.6.1 Identify THREE functional areas of Blue Waters Hotel. (3)

4.6.2 Advise the owner of the hotel of FIVE aspects that could negatively affect his hotel. (5)

4.6.3 Explain the importance of communication amongst the different departments of the Blue Waters Hotel. (3 × 1) (3)

4.6.4 Suggest to the owner FOUR documents they could use for internal communication. (4 × 1) (4)

[30]

QUESTION 5

5.1 Discuss the FIVE stages of the life cycle of a product. (5 × 2) (10)

5.2 Classify the following support services as private or public support services:

5.2.1 OR Tambo International Airport

5.2.2 TVET Colleges

5.2.3 RAM Couriers

(3 × 2) (6)

5.3 Choose a description from COLUMN B that matches an item in COLUMN A. Write only the letter (A–G) next to the question number (5.3.1–5.3.5) in the ANSWER BOOK.

COLUMN A		COLUMN B	
5.3.1	Adventure tourism	A	Travelling to sites such as concentration camps
5.3.2	Dark tourism	B	Travelling for less than 24 hours to places of interest
5.3.3	Sport tourism	C	Exploring the world through the internet
5.3.4	Explorer	D	Travelling in small groups to do white-water rafting
5.3.5	Excursionist	E	Travelling to watch the EPL soccer final
		F	Travelling for medical reasons
		G	Travelling to unusual places, such as Antarctica

(5 × 1) (5)

5.4 Suggest FIVE ways to enhance the experience of tourists. (5 × 1) (5)

5.5 Name FOUR social disadvantages of tourism. (4)

[30]

TOTAL: 150

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