higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

NATIONAL CERTIFICATE (VOCATIONAL)

SCIENCE OF TOURISM
NQF LEVEL 4

(11011044)

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This question paper consists of 11 pages.

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DEPARTMENT OF HIGHER EDUCATION AND TRAINING
REPUBLIC OF SOUTH AFRICA

NATIONAL CERTIFICATE (VOCATIONAL)
SCIENCE OF TOURISM
NQF LEVEL 4
TIME: 3 HOURS
MARKS: 200

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. Use only a black or blue pen.
5. Write neatly and legibly.

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QUESTION 1

1.1 The tourism industry is largely regulated and controlled by legislation. There are also a number of specialist associations that act as controlling bodies.

Describe the impact that the following associations have on the wholesale travel industry.

1.1.1	South African association of registered tour guides	(1 × 2)	
1.1.2	South African tourism services association	(1 × 2)	
1.1.3	Tourism business council of South Africa	(1 × 2)	
1.1.4	Association of Southern African Travel Agents	(1 × 2)	
1.1.5	Business trust	(2 × 1)	(10)

1.2 Mrs Phasha is visiting her grandchildren in Dubai. It is her first experience on an aircraft.

Advise her on TEN items she will be allowed to take on board. (10)

1.3 Once Mrs Phasha gets into the aircraft, she will be shown to the seat number indicated on her boarding pass.

Name and explain the THREE different types of seats that may reflect on her boarding pass. (3 + 3) (6)

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1.4 Read the below extract and answer the questions that follow:



Suikerbos Nature Reserve is situated 145 km from Johannesburg and 25 km southeast of Potchefstroom in the geological and historical world famous Vredefort Dome, which was declared a world heritage site. The area is mountainous, interesting and picturesque and the resort is situated in peaceful surroundings away from public roads and residential areas. One can hike, swim in a small pool, mountain bike or just relax in this unspoilt hilly landscape.

The resort is situated in a small game camp with impala, guinea fowl, hares, monkeys and a large variety of birds and no less than 32 species of indigenous trees marked with nameplates. It is a crime free area but nonetheless, secured with a game fence of 4 km.

[Source: *www.suikerbos.co.za*]

1.4.1 Briefly explain why clients who partake in adventure activities must sign an indemnity form. (2)

1.4.2 Suikerbos nature reserve has a set of safety rules that are clearly visible for their clients.

Advise Mr Nkosi on the safety rules he needs to follow in each of the scenarios below.

(a) Mr Nkosi brought 2 kg of raw meat wrapped in plastic to share with the monkeys as they might be hungry. (1 × 2)

(b) He then used his car's hooter to call the monkeys to come for meat. (1 × 2)

(c) After unwrapping the meat, he threw the plastic in the bush. (1 × 2)

(d) Seeing that the monkeys were not responding to the hooter, he drove at 60 km per hour chasing them. (1 × 2)

(e) He then took out his firearm and shot one of them. (1 × 2) (10)

1.4.3 Name TWO adventure activities that Mr Nkosi can enjoy at Suikerbos nature reserve. (2)

[40]

QUESTION 2

Read the extract below and answer the questions that follow:

THE UNITED KINGDOM HAS ISSUED A TRAVEL ALERT FOR ITS RESIDENTS FOLLOWING A WAVE OF VIOLENT PROTESTS IN THE CITY OF CAPE TOWN

The South African National Taxi Association in Cape Town has embarked on a strike leaving commuters struggling and causing chaos across roads.



[Picture: Ayanda Ndamane/African News Agency (ANA)]

The United Kingdom (UK) has issued a travel alert to its residents who plan to visit Cape Town. The travel alert warns tourists about the current taxi violence and protest strike action and the potential compromised safety of visitors. Considering that the UK is one of the biggest tourism markets, this travel alert is of particular concern.

[Source: *www.iol.co.za*]

2.1 2.1.1 Explain to UK citizens why a tour itinerary is considered to be a legal binding contract. (2 × 2) (4)

2.1.2 Identify EIGHT factors that may lead to the cancellation of or a change to an itinerary. (8)

2.1.3 Failure to deliver at least a minimum service sold may lead to disappointment to the customer.

Explain customers' reactions should their expectations not be met. (5 × 2) (10)

2.1.4 Once the client has paid for a tour, the service provider has certain obligations to fulfil.

Briefly describe the obligations that the service provider has towards a client who has paid for the tour. (3 × 2) (6)

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2.2 Changes in airport procedures are sometimes required. Briefly discuss what should be done in the following unexpected situations:

2.2.1 Changes in the weather (2 × 2)

2.2.2 External threats (2 × 2)

2.2.3 Technical problems (2 × 2) (12)

[40]

QUESTION 3

3.1 Different countries have different regulations regarding goods that should be declared.

Advise the client on goods that are 'Prohibited' or 'Not Prohibited' in South Africa by writing only 'Prohibited' or 'Not prohibited' next to question number (3.1.1–3.1.10) in the ANSWER BOOK.

3.1.1 Cigarettes weighing more than 2 kg per 1 000 cigarettes

3.1.2 Tinned or hermetically packed pork weighing more than 10 kg

3.1.3 Endangered fauna and flora

3.1.4 Fully automatic military and unnumbered weapons

3.1.5 Fireworks and explosives

3.1.6 Certain plant products

3.1.7 Animals and birds

3.1.8 Poisons and other toxic substances

3.1.9 Narcotics and habit-forming drugs of any kind in any form

3.1.10 Certain medicines (10 × 1) (10)

3.2 Passengers who are arriving on international flights need to choose a path to follow at customs after collecting their baggage.

Recommend FOUR reasons for choosing the green route and FOUR reasons for choosing the red route. (4 + 4) (8)

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3.3 Upon confirming a reservation, the airlines should be notified whether the passenger will require assistance or not.

Indicate whether the airline should be informed about the following situations by writing only 'Inform airline 'or 'Do not inform airline' next to the question number (3.3.1–3.3.10) in the ANSWER BOOK.

3.3.1 Passenger requires special medication with prescription

3.3.2 16-year-old juvenile is travelling alone to visit his father in another country

3.3.3 Passenger is 14 weeks pregnant

3.3.4 Passenger is travelling with a service animal

3.3.5 8-year-old child is travelling without a caretaker/caregiver

3.3.6 Passenger has no special dietary requirements meals in the flight

3.3.7 Passenger requires to use baby car seat on board

3.3.8 Passenger is carrying luggage with maximum weight allowance

3.3.9 Passenger requires a wheelchair

3.3.10 Passenger will carry their infant on their lap (10 × 1) (10)

3.4 Compare the Inbound and Outbound Tour Operator by describing their roles and function. (2 × 2) (4)

3.5 Choose the correct word or words from those given in brackets. Write only the word or words next to the question number (3.5.1–3.5.2) in the ANSWER BOOK.

3.5.1 When two similar businesses link up to offer clients a better deal, it is an example of (Vertical /Horizontal) integration. (1)

3.5.2 A (wholesaler/retailer) puts together a tour package, which is then sold by a travel agent. (1)

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3.6 Match the following roles in a typical wholesale travel organisation from COLUMN A with the staff member in COLUMN B. Write only the letter (A−F) next to the question number (3.6.1–3.6.6) in the ANSWER BOOK.

COLUMN A		COLUMN B	
3.6.1	Takes care of all payments and bookkeeping to ensure that the company's financial health is good	A	manager
		B	sales representative
		C	tour planner
3.6.2	Assists travellers on guided tours and provide information on attractions and destinations visited during the tour	D	tour guide
		E	financial officer
3.6.3	They are in charge of the company and will be involved in setting goals, long-term planning, hiring staff and dealing with customer problems	F	administrative assistant
3.6.4	They plan tour packages together, do research to find new places to go and new things to see		
3.6.5	Responsible for general administrative tasks such as taking phone calls, photocopying and filing		
3.6.6	Responsible for selling package tours to travel agents and other relevant retailers		

(6 × 1) (6)
[40]

QUESTION 4

4.1 Long-distance drivers are most likely to suffer from fatigue which may result in road accidents.

List SIX factors that contribute to fatigue. (6)

4.2 Advise long-distance drivers on FOUR tips that can help them prevent fatigue. (4)

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4.3 According to the customer protection framework, every customer needs to be protected.

Specify which measures are in place to protect consumers' rights (7 × 1) (7)

4.4 Briefly explain why international tourists require a visa to enter South Africa. (2 × 2) (4)

4.5 Indicate whether the following statements are TRUE or FALSE by writing only 'True' or 'False' next to the question number (4.5.1–4.5.10) in the ANSWER BOOK.

4.5.1 A code 08 license is required to drive a heavy vehicle.

4.5.2 The speed limit in built-up areas is 12 km per hour.

4.5.3 Drivers who are transporting passengers for commercial purposes must also be in possession of a public driver’s permit.

4.5.4 In South Africa, we drive on the right-hand side of the road.

4.5.5 Vehicles should not be overloaded with either passengers or goods.

4.5.6 Foreign drivers can drive with a license issued in their own country.

4.5.7 Texting on a cell phone while driving is legal in South Africa.

4.5.8 Any person driving on South African roads must be in possession of a valid driver's license.

4.5.9 Drinking and driving is a criminal offense in South Africa.

4.5.10 Full service agencies offer both corporate and leisure services. (10 × 1) (10)

4.6 Legal passports are only issued by the Department of Home Affairs. The application must be signed by a commissioner of oaths and a full set of fingerprints will be taken.

Name SIX signs that may help one determine whether a passport is fake. (6)

4.7 Define a *transit visa* and give its main purpose. (2 + 1) (3)

[40]

QUESTION 5

5.1 Read the extract below and answer the questions that follow.

Rugby World Cup 2023 will leave a legacy of harmony, growth and sustainable responsibility



Rugby World Cup 2023 closes with South Africa lifting the Webb Ellis Cup for the fourth time and a spectacular final presentation at Stade de France.
World Rugby Chairman, Sir Bill Beaumont, hails France as the greatest of hosts, inspiring the world to fall in love with the oval ball.
Tournament smashes engagement and rugby village attendance.

[Source: *www.rugbyworldcup.com*]

5.1.1 Identify the type of event that was held in France from 8 September 2023. (2)

5.1.2 Briefly explain how France will benefit by hosting this type of event. (6 × 1) (6)

5.1.3 List FOUR criteria that event organisers can use to measure the success of the event. (4)

5.1.4 The client will usually be satisfied with the organisers of the event if they feel that their quality requirements were met.

Name FIVE quality requirements that the organisers of the event referred to in QUESTION 5.1.1 should consider to ensure its success. (5)

5.2 The event industry is large and consists of different types of events.

Recommend the target market and goal for each of the events given below by writing the target market and the goal next the question number (5.2.1–5.2.14) in the ANSWER BOOK.

TYPE OF EVENT	TARGET MARKET	GOAL
Meetings and conferences	5.2.1	5.2.2
Social life cycle events	5.2.3	5.2.4
Sports events	5.2.5	5.2.6
Tourism events	5.2.7	5.2.8
Retail events	5.2.9	5.2.10
Hallmark events	5.2.11	5.2.12
Hospitality events	5.2.13	5.2.14

(14)

5.3

'LIKE A BLOWTORCH': MEDITERRANEAN ON FIRE AS BLAZES SPREAD ACROSS NINE COUNTRIES



Wildfires were burning in at least nine countries across the Mediterranean on Tuesday as blazes spread in Croatia, Italy and Portugal, with thousands of firefighters in Europe and north Africa working to contain flames stoked by high temperatures, dry conditions and strong winds.

In Croatia**,** winds were so strong that the firefighting aircraft could not take off, local media reported. Firefighters battled wildfires that were spreading just south of the Adriatic city of Dubrovnik, a tourism destination, late on Tuesday.

[Source: *www.theguardian.com*]

5.3.1 Identify the incident depicted in the picture above and indicate whether it is man-made or natural. (2 + 2) (4)

5.3.2 Apart from the incident mentioned in QUESTION 5.3.1, name FIVE other incidents that are 'Acts of God'. (5)

[40]

TOTAL: 200

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