higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

NATIONAL CERTIFICATE (VOCATIONAL)

SCIENCE OF TOURISM
NQF LEVEL 3

(11011043)

13 November 2024 (X-paper)
09:00–12:00

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 3
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. 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 Indicate whether the following statements are TRUE or FALSE by writing only 'True' or 'False' next to the question number (1.1.1–1.1.10) in the ANSWER BOOK.

1.1.1 The physical environment includes legislation and regulations.

1.1.2 Suppliers provide the things we need to run the business successfully.

1.1.3 The pound sterling is the official currency of United Kingdom.

1.1.4 Inflation is not affected by supply and demand.

1.1.5 The Rugby World Cup is an example of a mega event.

1.1.6 The Coca-Cola Dome is an event venue located in Durban.

1.1.7 International boundaries are usually shown with a thick red line on a map.

1.1.8 Unlimited rate is a rate charged per day without any kilometre charge.

1.1.9 Kosher food is eaten by people who belong to the Muslim faith.

1.1.10 European plan includes accommodation with meals.

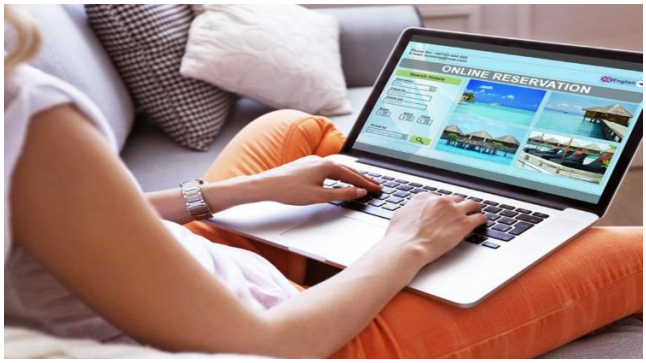
(10 × 1) (10)

1.2 1.2.1 Examine the pictures below of a type of technology used in the tourism industry and identify the technology shown.

(a)



(b)



(2)

1.2.2 Suggest TWO things that a travel agent would use the types of technology in QUESTION 1.2.1 for. (2 × 2) (4)

1.2.3 Give FOUR other types of technology used in tourism. (4)

1.2.4 In table format, state FIVE advantages and disadvantages of using technology in tourism. (10)

1.3 Complete the table below on the different festivals held in South Africa. Write only the answer next to the question number (1.3.1–1.3.10) in the ANSWER BOOK.

NAME OF THE FESTIVAL	TOWN/CITY WHERE IT IS HELD	DESCRIPTION OF THE FESTIVAL
1.3.1	1.3.2	Cape Minstrels parade the streets dressed in colourful clothes, singing and dancing
1.3.3	Grahamstown (Makhanda)	1.3.4
Marula Festival	1.3.5	1.3.6
1.3.7	1.3.8	The annual South African Cheese Festival in April
J&B Met	1.3.9	1.3.10

(10)
[40]

QUESTION 2

2.1 Various options are given as possible answers to the following questions. Choose the correct answer and write only the letter (A–D) next to the question number (2.1.1–2.1.10) in the ANSWER BOOK.

2.1.1 This technology makes it possible for businesses to have face-to-face communication with other businesses, their employees and clients from all over the world.

A Videoconferencing
B Telephone
C Internet
D Teleconferencing

2.1.2 Food that is prepared according to Jewish custom is called …

A breakfast.
B kosher food.
C halal food.
D seafood.

2.1.3 Indicate which ONE of the following aspects does NOT apply to a car rental package:

A The class of vehicle to be rented
B The rental period
C The type of insurance
D The gender of the driver



2.1.4 The monetary unit used by Japan:

A ¥
B €
C £
D $

2.1.5 Employees in the tourism industry should be aware of religious requirements. Hindus are forbidden to eat ...



A meat.
B fish.
C eggs.
D All of the above.

2.1.6 Insurance that is taken out by the renter of a vehicle to ensure that the vehicle is covered in the event of the vehicle being stolen:

A PAI
B TLW
C WDW
D CDW

2.1.7 A cultural festival held in the Eastern Cape that draws large numbers of domestic tourists:

A Marula Festival
B Aardklop Arts Festival
C National Arts Festival
D Woodstock Music Festival

2.1.8 An example of a political situation that can affect tourism:

A Diseases
B Earthquakes
C Tsunamis
D Civil wars



2.1.9 The Cape Town Cycle Tour, one of the world's largest timed cycle races, is an example of a ... event.

A religious
B global
C trade
D summit

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2.1.10 At the Travel and Tourism Indaba, visitors will expect to see the following:

A The National Tourism Careers Expo
B National Maize Producers Organisation
C Tourism authorities from European countries
D Provincial tourism products from South Africa

(10 × 1) (10)

2.2 Read the article below and answer the questions.

Rise in tourists visiting South Africa

27 July 2023

South Africa's tourism sector continues to exhibit strong recovery with the first half of 2023 recording more than 4 million tourist arrivals, according to the latest data from Statistics South Africa. This is a significant increase from the 2,3 million tourist arrivals between January and June 2022.

The total number of tourist arrivals to South Africa between January and June 2023 showed a sizable 78.2% surge in the first half of 2023 when compared to the same period in 2022.

There has also been a substantial increase across all regions in the same period. Although the current growth demonstrates signs of recovery, we are still operating at 80% of our pre-pandemic capacity. In 2019 South Africa welcomed more than 5 million tourists between January and June.

Through various tourism marketing strategies, South Africa continues to invite travellers worldwide to explore our diverse landscapes, rich cultural heritage, and unique wildlife and wide open spaces. These exceptional numbers illustrate South Africa's undeniable allure and the enduring impact it has on travellers.

Issued by: Department of Tourism: Enquiries: Zara Nicholson
Media Liaison Officer

[Source*: Department of Tourism*]

2.2.1 From the extract, identify the number of tourist arrivals to South Africa between January and June 2023. (1)

2.2.2 What strategy is used by the National Department of Tourism to grow tourism in South Africa? (2)

2.2.3 How will an increase in tourist arrivals contribute positively to the economy of South Africa? (5 × 2) (10)

2.2.4 Explain the effects of economic growth in a country. (2)

2.2.5 The current growth in tourist arrivals demonstrates recovery from the Covid-19 pandemic. (10)

☆ How did the Covid-19 pandemic affect tourism growth in South Africa? Give FIVE examples. (5 × 2)

2.2.6 Listed below are current affairs and political situations that have occurred on a global scale.

A Zimbabwe 2023 Presidential Elections
B Women's FIFA World Cup in Sydney, Australia
C Suicide bomb attacks in Pakistan
D Rugby World Cup in France
E Tropical Cyclone Freddy in Mozambique

☆

Arrange the above according to the following categories:
Political situation, Unforeseen occurrence and Mega sporting event.
Write only the letter and the correct answer.
Example: F – political situation (5)
[40]

QUESTION 3

3.1 Choose a term from COLUMN B that matches a description in COLUMN A. Write only the letter (A–L) next to the question number (3.1.1–3.1.10) in the ANSWER BOOK.

COLUMN A		COLUMN B
3.1.1	tbcsa Tourism Business Council of South Africa ONE VOICE FOR TOURISM	A A non-profit association that represents the interests of South African travel agents
3.1.2	TOURISM GRADING COUNCIL	B A non-profit organisation that promotes sustainable tourism development. It encourages and publicises fair and responsible business practice by SA tourism establishments
3.1.3	SAVRALA	C Non-profit member-driven association that promotes SMME growth. It is dedicated to providing more information to entrepreneurs wishing to start up in the tourism industry
3.1.4 ☆	ASATA ASSOCIATION OF SA TRAVEL AGENTS	D Responsible for independent grading of tourism establishments

COLUMN A		COLUMN B	
3.1.5 ☆		E	Official umbrella organisation and the voice of the business sector involved in the tourism industry
3.1.6		F	Trade association representing Southern Africa's combined vehicle rental, leasing and fleet management
3.1.7		G	Information centre
		H	Cape Minstrels Festival in Cape Town
3.1.8		I	Crime prevention
		J	Table Mountain Cableway
		K	Light Room ☆
3.1.9		L	Lighthouse
3.1.10			

(10 × 1) (10)

3.2 Choose the correct term from those in brackets and write it next to the question number (3.2.1–3.2.5) in the ANSWER BOOK.

3.2.1 (UNESCO/SAHRA) is responsible for declaring World Heritage Sites in a country. ☆

3.2.2 The Mapungubwe Cultural Landscape is located in (Limpopo/North West).

3.2.3 The Vredefort Dome was formed by the impact of a (meteorite/mining) explosion.

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3.2.4 The (iSimangaliso Wetland Park/Richtersveld Cultural Landscape) meets the criterion of being a living heritage of the Nama people.

3.2.5 Robben Island was declared a World Heritage Site because it was Nelson Mandela's (retirement home/political prison).

(5 × 1) (5)

3.3

Budget® Car and Truck Rental

Sarah Lion is looking to hire a vehicle from Budget car hire. She decided to hire a Toyota Corolla.





Rental details Pick up:
6 October 2023
08:30
OR International Airport

Insurance types: SCDW, STLW, PAI

Exclusions: Fuel, insurance excess per day (R2 640), windscreen damage, water or tyre damage.

Drop off:
8 October 2023
08:30
OR International Airport

[Source: *https://www.bing.com/images/search-Budget Car Rental*]

3.3.1 Identify the documents that Sarah must produce when she collects the vehicle. (2)

3.3.2 Explain the insurance types listed in the above extract.

A SCDW
B STLW
C PAI

(3 × 2) (6)

3.3.3 Explain what is meant by the term *insurance excess*. (2)

3.3.4 Explain the following to Sarah:

(a) The legally acceptable level of alcohol in a person's blood when driving (2)

(b) The THREE different speed restrictions on South African roads (3)

3.4





Besides the warnings in the graphics above, state FIVE other safety guidelines for tourists to follow to avoid becoming victims of hijackings. (5 × 2) (10)

[40]

QUESTION 4

Read the scenario below and answer the questions.

4.1 Mr Reuben runs a tourism business as a sole trader in the small town of Graskop, Mpumalanga. Mr Reuben's business offers guided tours to tourists visiting the area.

4.1.1 Explain what type of business a sole trader is. (2)

4.1.2 What are the advantages of starting a business as a sole trader? (5 × 2) (10)

4.1.3 Write in table format the difference between a partnership and a sole trader. (10)

4.2 Compliance with labour laws: All businesses, including tourism businesses, must comply with legislation.

Explain to Mr Reuben the purpose of the following acts:

(a) Basic Conditions of Employment Act
(b) Employment Equity Act
(c) Labour Relations Act
(d) Skills Development Act (4 × 2) (8)

4.3 Name FIVE natural attractions in Mpumalanga that form part of the physical environment. (5)

[40]

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QUESTION 5

5.1 Explain the following concepts:

5.1.1 Local currency

5.1.2 Foreign currency

3.1.3 Exchange rate

(3 × 2) (6)

5.2 Mr Ronnel Jones from Mahikeng is going on holiday to the USA.

Name the foreign currency that Mr Jones will buy for his holiday. (1)

5.3 State FOUR places where travellers can obtain foreign currency. (4)

5.4 Statistics South Africa published the latest CPI data on Wednesday 18 October 2023, showing a significant jump in headline inflation to 5.4% in September from 4.6% in August.

[Source: *https://businesstech.co.za/news/finance*.]

5.4.1 Explain what the term *inflation* means and give an example. (2)

5.4.2 How does inflation impact the travel behaviour and preferences of tourists? (4)

5.4.3 How can tourism businesses control the negative effects of inflation? (3 × 2) (6)

5.4.4 Interest rates have recently been increased. Explain the influence of this on the tourism industry. (2 × 2) (4)

5.4.5 List THREE other economic factors (not interest rates) that can affect tourism. (3)

5.5 South Africa is the host of hundreds of events every year.

Identify the town and the province in which the following major events take place annually:

5.5.1 The Old Mutual Two Oceans Marathon

5.5.2 Knysna Oyster Festival

5.5.3 East Rand Motor Show

5.5.4 Standard Bank Joy of Jazz

5.5.5 The Grahamstown National Arts Festival

(5 × 2) (10)

[40]

TOTAL: 200

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