higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

NATIONAL CERTIFICATE (VOCATIONAL)

SUSTAINABLE TOURISM IN SA AND REGIONAL TRAVEL
NQF LEVEL 3

(11011063)

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

This question paper consists of 13 pages and addendum.

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DEPARTMENT OF HIGHER EDUCATION AND TRAINING
REPUBLIC OF SOUTH AFRICA

NATIONAL CERTIFICATE (VOCATIONAL)
SUSTAINABLE TOURISM IN SA AND REGIONAL TRAVEL
NQF LEVEL 3
TIME: 3 HOURS
MARKS: 180

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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SECTION A

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 The ocean along the west coast of Namibia is the …

A Indian Ocean
B Pacific Ocean
C Atlantic Ocean
D Arctic Ocean

1.1.2 Quiver Tree Forest can be found in this country:

A Kenya
B Mozambique
C Zimbabwe
D Namibia

1.1.3 These salt pans are the largest in the world:

A Okavango
B Makgadikgadi
C Kasane
D Tsavo

1.1.4 This is a spiritual place of the San people and a world heritage site:

A Fish River Canyon
B Etosha National Park
C Tsodilo Hills
D Zanzibar Island

1.1.5 A group of SIX small islands off the southern coast of Mozambique:

A Seychelles Archipelago
B Bazaruto Archipelago
C Réunion
D Stone Town

1.1.6 This national park is famous for its annual migration of animals, especially wildebeest.

A Kruger National Park
B Serengeti National Park
C Hwange National Park
D Chobe National Park

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1.1.7 Maputo Elephant Park can be found in this country:

A Mozambique
B Angola
C Zambia
D Botswana

1.1.8 This national park is famous for its views of Mount Kilimanjaro:

A Tsavo
B Masai Mara
C Amboseli
D Kgalagadi

1.1.9 This river forms a border between Zambia and Zimbabwe:

A Nile River
B Zambezi River
C Orange River
D Vaal River

1.1.10 Which ONE of the following Indian Ocean islands is home to the lemur monkey?

A Seychelles
B Madagascar
C Zanzibar
D Mauritius

(10 × 1)

1.2 Differentiate between features or landscapes of the following destinations by providing a brief description of each.

1.2.1 Desert

1.2.2 Swamp

1.2.3 Big game

1.2.4 Coastline

1.2.5 Indian Ocean island

(5 × 1) (5)

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1.3 Give an example of a country where the following destination features/landscapes can be found:

1.3.1 Desert

1.3.2 Swamp

1.3.3 Big game

1.3.4 Coastline

1.3.5 Indian Ocean island

(5 × 1) (5)

1.4 By referring to the description in the table below, identify the name of the attraction and the country of location. Write only the answer next to the question number (1.4.1–1.4.10) in the ANSWER BOOK

DESCRIPTION	NAME OF THE ATTRACTION:	COUNTRY OF LOCATION:
This is the highest mountain in Africa.	1.4.1	1.4.2
This is the second largest canyon in the world and the biggest in Africa.	1.4.3	1.4.4
This is the oldest desert in the world.	1.4.5	1.4.6
This is the greatest inland delta system.	1.4.7	1.4.8
This is one of the world's largest waterfalls and it is situated in Africa.	1.4.9	1.4.10

(10 × 1) (10)
[30]

TOTAL SECTION A: 30

SECTION B

QUESTION 2

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

The prevalence of trafficking and financial crimes highlights the urgency of better controls and regional cooperation.



Organised crime in the SADC seems to be worsening. Porous borders, weak governance and development deficits make the region vulnerable to drug trafficking, arms smuggling, human and wildlife trafficking, and financial crimes.

[Adapted from: *issafrica.org/iss-today/southern-africas-security-hinges-on-actioning-its-organised-crime-strategy*]

2.1.1 Write out the abbreviation SADC in full. (1 × 2) (2)

2.1.2 Recommend FIVE safety tips for tourists walking or hiking while visiting South Africa. (5)

2.1.3 Explain FIVE ways in which high crime levels could negatively impact the South African tourism industry. (5)

2.2 Read the tourist review below and answer the questions that follow:

Road conditions, northern circuit, really really bad.

Tourists recently returned from a self-drive trip to the Serengeti National Park, and this is what they had to say: “The roads are extremely bad, full of endless potholes, it’s dangerous and very congested. The road to Serengeti is bumpy making it difficult to drive fast with lots of dust. The driving is very slow, about 30-35 km per hour.”

[Adapted from: *www.tripadvisor.com/ShowTopic-g293747-i9226-k7676620-Road_conditions*]

2.2.1 Based on the feedback above, advise tourists about FIVE things to keep in mind when travelling to a new destination such as the Serengeti National Park. (5)

2.2.2 Based on the review above, would you recommend tourists do a self-drive trip to the Serengeti National Park? Substantiate your answer. (1 + 2) (3)

2.2.3 Recommend an appropriate type of transportation for tourists who want to do a self-drive to the Serengeti. (1 × 2) (2)

2.2.4 Explain any TWO possible unforeseen circumstances that might occur while on a tour that could cause a change in plans or itinerary. (2 × 2) (4)

2.3 State the official currency used in the following countries:

2.3.1 Tanzania

2.3.2 Zambia

2.3.3 Mozambique

2.3.4 Kenya

(4 × 1) (4)
[30]

QUESTION 3

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

COLUMN A		COLUMN B	
3.1.1	Macufe festival	A	Cape Town
3.1.2	Rand Show	B	Durban
3.1.3	Nedbank Golf Challenge	C	Namaqualand
3.1.4	Oyster festival	D	Ficksburg
3.1.5	Whale festival	E	Oudtshoorn
3.1.6	Two Oceans marathon	F	Johannesburg
3.1.7	Vodacom July	G	Hermanus
3.1.8	Cherry festival	H	Bloemfontein
3.1.9	Spring flowers	I	Knysna
3.1.10	Ostrich festival	J	Sun City

(10 × 1) (10)

3.2 List FIVE needs that must be addressed to ensure full participation of different stakeholders in sustainable tourism enterprises. (5 × 1) (5)

3.3 Refer to the advertisement below and answer the questions that follow:

North Tour: Port Louis, Caudan Waterfront, Citadelle, Botanical Garden



Discover the beauty and culture of the Island's northern region with our 8-hour tour service. Our tour takes you to some of the most popular tourist attractions in the area, including Caudan Waterfront, Port Louis local market, Citadel Fort, and Sir Seewoosagur Ramgoolam Botanical Garden.

[Adapted from: *www.getyourguide.com/grand-baie-l2072/north-tour-port-louis-caudan-citadelle-botanical-garden-t514009/*]

3.3.1 Which Indian Ocean island is referred to in the advertisement above? (1 × 2) (2)

3.3.2 Recommend THREE types of water sport activities tourists can experience while visiting this island destination. (3)

3.3.3 Suggest TWO types of tourists that are likely to visit the island. (2)

3.3.4 Suggest FOUR sources of information that tourists could use to prepare themselves for their visit to the island. (4)

3.3.5 What type of information would the tourists find in each of the sources listed in QUESTION 3.3.4.? (4)

[30]

QUESTION 4

4.1 Read the tourist complaint below and answer the questions that follow:

MY TRIP TO MOROCCO A DISASTER!!!!

I just came back from the private 5-day trip in Morocco. The entire trip was a disaster. Hotel bookings were mismanaged, daily travelling start and end time miscalculated. Subsequently, we missed most of the key highlights of the tour. There was no detailed planning on stops, breaks, lunch, dinner and most of all, no sightseeing and no stops for photo taking. We did not go inside the "Grande Mosque" because non-Muslims are not allowed to visit inside. They did not take us to some of the attractions because they changed the travelling plan without letting us know in advance.

[Adapted from: *www.tripadvisor.com/ShowUserReviews-g293734-d6378935-r629666891-Great_Travel_Morocco-Marrakech_Marrakech*]

4.1.1 Based on the scenario, do you think that the tour was well planned? Give TWO reasons to substantiate your answer. (1 + 2) (3)

4.1.2 Propose FIVE important aspects that the tour guide must keep in mind when compiling an itinerary. (5)

4.1.3 Explain any FOUR steps that the travel agent should take to arrange alternative bookings and implement cancellations for tourists due to unforeseen circumstances. (4)

4.2 Read the extract below about Robben Island and answer the questions that follow:



Robben Island was used at various times between the 17th and 20th centuries as a prison, a hospital for socially unacceptable groups and a military base. Its buildings, particularly those of the late 20th century such as the maximum-security prison for political prisoners, witness the triumph of democracy and freedom over oppression and racism. Robben Island and its prison buildings symbolise the triumph of the human spirit, of freedom and of democracy over oppression. The remains on the island as a landscape reflect the history of the island since the 17th century and all the attributes that convey its value.

[Photo: *wikipedia.org*] [Adapted from: *https://whc.unesco.org/en/list/916/#:~:text=Criterion%20(vi)%3ARobben%20Island*]

4.2.1 In which province is the above-mentioned UNESCO site located? (1)

4.2.2 Do you think the site deserves to be accredited as an UNESCO site? Substantiate your answer. (1 + 2) (3)

4.2.3 What are the benefits of this site being declared a UNESCO site? Give TWO benefits. (2 × 2) (4)

4.3 Provide an explanation and an example for each of the following types of heritage:

4.3.1 Tangible heritage

4.3.2 Non-tangible heritage

(2 + 2) (4)

4.4 Analyse national government's responsibility towards sustainable tourism by explaining the THREE roles listed below:

4.4.1 Facilitation and implementation

4.4.2 Coordination

4.4.3 Planning and policymaking

(3 × 2) (6)
[30]

QUESTION 5

5.1 State whether the following attractions are either PRIVATE or PUBLIC goods by writing only 'Private' or 'Public' next to the question number (5.1.1–5.1.5) in the ANSWER BOOK.

5.1.1 Mall of Africa

5.1.2 Durban beachfront

5.1.3 Addo National Park

5.1.4 Nelson Mandela Bay sports stadium

5.1.5 Sun City

(5 × 1) (5)

5.2 Explain how each of the following economic resources is integral to sustainable tourism:

5.2.1 Natural resources

5.2.2 Labour

5.2.3 Capital

5.2.4 Entrepreneurial resources

(4 × 2) (8)

5.3 Read the following statement and answer the questions that follow:

"Tourism products are free goods, meaning that everyone has free access to the natural environment."

5.3.1 What do you think will happen to the environment when everyone has free access to it? Highlight TWO consequences. (2 × 2) (4)

5.3.2 Propose THREE guidelines for tourists on how to become more environmentally responsible. (3 × 2) (6)

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5.4 List any FOUR examples of waste material that is produced by tourism businesses. (4)

5.5 Provide THREE solutions for tourism businesses that can help reduce waste that causes damage to the natural environment. (3)

[30]

QUESTION 6

6.1 Identify the national languages spoken in the following countries:

6.1.1 Namibia

6.1.2 Botswana

6.1.3 Seychelles

6.1.4 Mozambique

(4 × 1) (4)

6.2 Refer to the picture below and answer the questions that follow:



[Source: *www.learnreligions.com/making-up-missed-prayers-2004511*]

6.2.1 What is the name of the religious group depicted in the picture above? (1)

6.2.2 Mention SIX rules that tourists should observe when visiting a mosque. (6)

6.3 Advise tourists on FOUR food regulations for each of the following religious groups:

6.3.1 Muslims (4)

6.3.2 Jews (4)

6.4 Refer to ADDENDUM A (attached) to answer the following questions. Write only the answer next to the question number (6.4.1–6.4.2) in the ANSWER BOOK.

6.4.1 Identify the name of the countries/islands numbered 1–7. (7 × 1) (7)

6.4.2 Identify the name of the capital cities of the countries numbered 7–10. (4 × 1) (4)

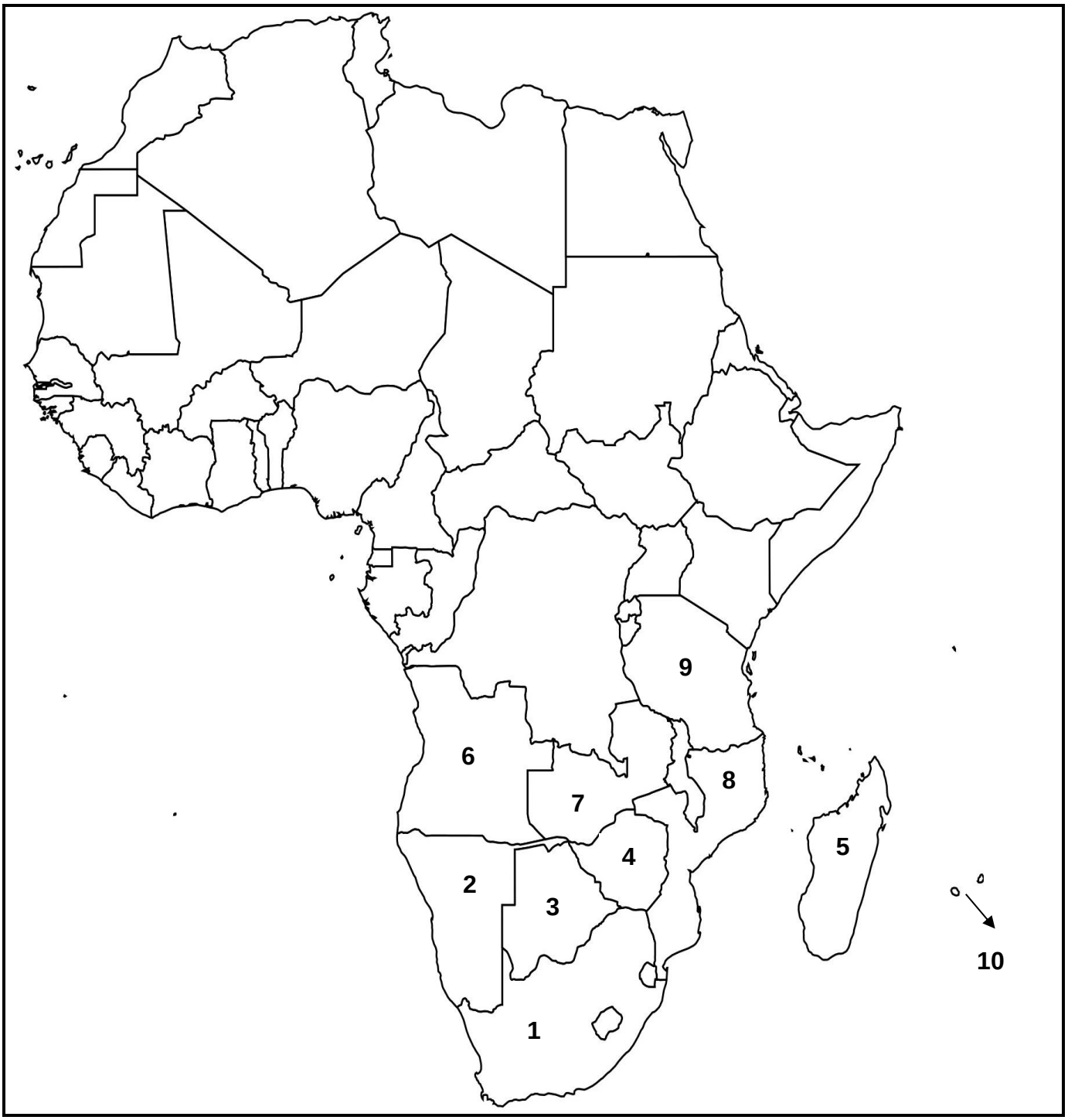
[30]

TOTAL SECTION B: 150
GRAND TOTAL: 180

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ADDENDUM A



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