higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

MARKING GUIDELINE

NATIONAL CERTIFICATE (VOCATIONAL)

SCIENCE OF TOURISM
NQF LEVEL 4

12 November 2024

This marking guideline consists of 7 pages.

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QUESTION 1

1.1 1.1.1
- Responsible for development of code of conduct and ethics for tour guides.
- Maintains a central data base for registered tour guides in the country. (Any relevant 1 × 2)

1.1.2 It represents all the sectors of the tourism industry in developing and promoting inbound tourism. (Any relevant 1 × 2)

1.1.3 Represents tourism businesses at national and government level. (Any relevant 1 × 2)

1.1.4 It promotes professional services in the travel industry for its members and their clients. (Any relevant 1 × 2)

1.1.5
- Helps to create jobs.
- Builds capacity.
- Enhance trust in the tourism industry. (Any relevant 1 × 2) (10)

1.2
- Handbag/Purse
- Overcoat/Blanket/Wrap
- Umbrella/Walking stick
- Camera
- Fully collapsible wheelchair
- Crutches
- Laptop
- Cell phone
- Reading material
- Binoculars (10)

1.3 Window seat✓ − situated next to the window.✓
Aisle seat✓ − situated next to the aisle.✓
Centre seat✓ – situated between window and isle seats.✓ (3 + 3) (6)

1.4 1.4.1 Clients who take part in adventure activities need to sign an indemnity form that states that they take responsibility for themselves✓ and that the company will not be held liable for injury or death.✓ (2 × 1) (2)

1.4.2 (a) No raw meat should be brought into the reserve✓
Animals should not be fed ✓ (Any 1 × 2)

(b) No noise✓ or hooting✓ allowed in the nature reserve (Any 1 × 2)

(c) Littering is prohibited (1 × 2)

(d) The speed limit is 40 km/h on gravel and 50 km/h on tar roads (1 × 2)

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(e) Visitors are not allowed to take firearms into the reserve✓
Visitors are not allowed to chase,✓ hunt✓ or shoot animals✓
(Any 1 × 2) (10)

1.4.3
- Hiking
- Swimming
- Mountain biking (Any 2 × 1) (2)

[40]

QUESTION 2

2.1 2.1.1
- A contract between a service provider and a tourist comes into place when a client books a tour and makes a payment.
- The payment indicates acceptance of the planned itinerary.

(2 × 2) (4)

2.1.2
- War or the threat of war
- Riots
- Civil strife
- Terrorist activity or the threat of terrorist activity
- Industrial dispute
- Natural or nuclear disaster
- Adverse weather conditions
- Fire (8)

2.1.3
- They will become angry
- They may look for alternative service providers
- They may tell others about the bad service
- They may cancel a booking
- They may refuse to pay
- They could expect a refund (Any relevant 5 × 2) (10)

2.1.4
- The service provider must provide a booking form which must be signed by both parties
- All necessary documents must be prepared, e.g., invoices, vouchers, itineraries
- The service provider must inform clients about changes in fees
- The service provider is not liable for any damage or injury to the client
- All arrangements and services are carried out as specified in the itinerary
- The service provider must assist in case of a lost or stolen ticket.

(Any 3 × 2) (6)

2.2 2.2.1 Changes in weather – extreme weather such as storms and wind can cause planes to depart and arrive later than planned,✓✓ or even reroute to different airports. When this happens, passengers need to be informed and air traffic control needs to reroute all affected airplanes.✓✓ When a plane has to land in severe conditions, emergency services such as ambulances and fire engines are put on alert and will be present at the landing.✓✓ (Any relevant 2 x 2)

2.2.2 External threats – political violence and terrorism have sparked an increase in the security at airplanes and airports.✓✓ When such threats occur, the airports respond by increasing security✓✓ and even cancelling certain flights.✓✓ (Any relevant 2 × 2)

2.2.1 Technical problems – technical errors may occur or be spotted just before or after take-off. If the problem is spotted before take-off, the flight will be delayed,✓✓ if it is after take-off, safety requirements state that the plane must be turned back.✓✓ (Any relevant 2 × 2)

(3 × 4) (12)
[40]

QUESTION 3

3.1 3.1.1 Prohibited
3.1.2 Not prohibited
3.1.3 Not prohibited
3.1.4 Prohibited
3.1.5 Prohibited
3.1.6 Not prohibited
3.1.7 Not prohibited
3.1.8 Prohibited
3.1.9 Prohibited
3.1.10 Not prohibited

(10 × 1) (10)

3.2 Reasons for choosing the green route

- The goods in the passenger's possession are duty free.
- The passenger has no prohibited or restricted goods.
- The passenger has no trade goods.
- The passenger only has personal goods.

Reasons for choosing the red route

- The passenger's goods exceed the duty free allowance.
- The passenger has goods to be used for trade purposes.
- The passenger's goods are prohibited or restricted.
- The passenger is in doubt whether his/ goods are duty free.

(Any relevant 4 + 4) (8)

3.3
3.3.1 Inform airline
3.3.2 Do not inform airline
3.3.3 Do not inform airline
3.3.4 Inform airline
3.3.5 Inform airline
3.3.6 Do not inform airline
3.3.7 Inform airline
3.3.8 Do not inform airline
3.3.9 Inform airline
3.3.10 Do not inform airline

(10 × 1) (10)

3.4 Inbound Tour Operators compile/organise tour packages from other countries into a specific country.
Outbound Tour Operators compile/organise tour packages for South Africans to visit other countries. (2 × 2) (4)

3.5
3.5.1 Horizontal
3.5.2 Wholesaler (2 × 1) (2)

3.6
3.6.1 E
3.6.2 D
3.6.3 A
3.6.4 C
3.6.5 F
3.6.6 B

(6 × 1) (6)
[40]

QUESTION 4

4.1
- Emotional stress
- Illness
- Boredom
- Sun glare
- Overeating
- Alcohol (6)

4.2
- Plan in advance so that you know where you are going to take a break.
- Take a break at least every two hours.
- Plan to stay somewhere overnight if you are going on a long journey.
- Share the driving and ensure that you rest when you are not driving.
- Try not to drive when you would normally be asleep. (Any 4 × 1) (4)

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4.3
- Protecting the consumers' health.
- Ensuring that products are safe for consumption.
- Protecting consumers against very high prices.
- Protecting consumers against bad service.
- Providing a platform for complaints.
- Ensuring customer safety.
- Protecting customers' privacy. (7 × 1) (7)

4.4
- To ensure proper screening of applicants to prevent that undesirable persons are admitted into the country
- To facilitate the entry of approved applicants at South Africa ports of entry and check the duration of stay in the country (Any 2 × 2) (4)

4.5
4.5.1 False
4.5.2 False
4.5.3 True
4.5.4 False
4.5.5 True
4.5.6 False
4.5.7 False
4.5.8 True
4.5.9 True
4.5.10 True

(10 × 1) (10)

4.6
- A counterfeit passport might have a wrong ID number
- Inaccurate fingerprints
- Wrong photo
- Photo might be secured with a tape
- A missing water mark
- Scratching out of original ID and rewriting it (6 × 1) (6)

4.7
- A transit visa is issued to travellers who enter a country to take a connecting flight to another country.✓✓
- It allows a traveller to stay at the airport for the required time.✓ (2 + 1) (3)

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QUESTION 5

5.1 5.1.1 Sports event/Rugby world cup (2)

5.1.2
- The country's economy will grow which will result in
- the improvement of the public transport system and
- better telecommunication infrastructure.
- Jobs will be created and that may lead to
- a reduction in the unemployment rate.
- a reduction in poverty level in the country.
- When more people are employed, the crime rate also goes down.
- Money spent in tourism businesses will also be used to support the others sectors of the economy (multiplier effect) (Any 6 × 1) (6)

5.1.3
- Attendance
- Profit
- Exposure
- Enjoyment (4)

5.1.4
- Is the food fresh and served at the correct temperature?
- Does the sound system work?
- Is the lighting correct?
- Is there enough parking?
- Is the printing correct and without language and typing errors?
- Does the programme start on time? (Any 5 × 1) (5)

5.2
5.2.1 Business people
5.2.2 To discuss problems and announce new findings
5.2.3 Family and friends
5.2.4 Celebrate
5.2.5 General public
5.2.6 Compete at various sports
5.2.7 General public and industry
5.2.8 Display tourism businesses and discuss new legislation
5.2.9 General public and industry
5.2.10 Display new products
5.2.11 General public
5.2.12 Marks an important historical anniversary
5.2.13 General public and industry
5.2.14 Exhibits food and beverages, entertain (Any relevant 7 + 7) (14)

5.3 5.3.1 Wildfire
Natural (2 × 2) (4)

5.3.2
- Floods
- Hurricanes
- Earthquakes
- Landslides
- Volcano eruption
- Tsunami (Any 5 × 1) (5)

[40]

TOTAL: 200

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