higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

MARKING GUIDELINE

NATIONAL CERTIFICATE (VOCATIONAL)

SUSTAINABLE TOURISM IN SA AND REGIONAL TRAVEL
NQF LEVEL 3

19 November 2024

This marking guideline consists of 11 pages.

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SECTION A

QUESTION 1:

1.1 1.1.1 C✓
1.1.2 D✓
1.1.3 B✓
1.1.4 C✓
1.1.5 B✓
1.1.6 B✓
1.1.7 A✓
1.1.8 B✓
1.1.9 B✓
1.1.10 B✓

(10 × 1) (10)

1.2 1.2.1 Desert: Sand and sand dunes. No vegetation, rocky mountains, hot temperatures, little rain, etc.✓

1.2.2 Swamp: Extensive wetlands, flood plains✓

1.2.3 Big game: Extensive grassy plains, savannah, forested hills and mountains ✓

1.2.4 Coastline: Unspoilt beaches, offshore islands, marine life and archipelagos✓

1.2.5 Indian Ocean Island: Pristine beaches, coral reefs, clear ocean✓

(Any applicable answers 5 × 1) (5)

(5)

1.3.1 Desert: Namibia✓

1.3.2 Swamp: Botswana✓

1.3.3 Big game:
- Zimbabwe✓
- Tanzania
- Kenya (Any applicable answer)

1.3.4 Coastline:
- Mozambique✓
- Angola
- Tanzania
- Kenya
- South Africa (Any applicable answer)

1.3.5 Indian Ocean Island:
- Madagascar✓
- Mauritius
- Seychelles
- Zanzibar (Any applicable answer)

(5 × 1) (5)

1.4 1.4.1 Kilimanjaro✓
1.4.2 Tanzania/Kenya✓
1.4.3 Fish River Canyon✓
1.4.4 Namibia✓
1.4.5 Namib Desert✓
1.4.6 Namibia✓
1.4.7 Okavango Delta✓
1.4.8 Botswana✓
1.4.9 Victoria Falls✓
1.4.10 Zimbabwe/Zambia✓

(10 × 1) (10)
[30]

TOTAL SECTION A: 30

SECTION B

QUESTION 2:

2.1 2.1.1 Southern African Development Community✓✓ (2)

2.1.2
- Never walk alone at night.✓
- Obtain a map and plan your route.✓
- Keep phones, wallets out of sight.✓
- Do not carry large amounts of money.✓
- Only walk in well-lit areas.✓
- Stay in groups.✓
- Use only registered tour guides.✓
- Do not hitchhike.✓
- Do not use train services at night.✓

(Any applicable answers 5 × 1) (5)

2.1.3
- Tourists will cancel their bookings.✓
- Negative reputation✓
- Low tourist arrivals✓
- Many businesses will close down.✓
- Many businesses will go bankrupt.✓
- Many employees in the tourism industry will lose their jobs.✓

(Any applicable answers 5 × 1) (5)

2.1 2.2.1
- Distance to the attraction✓
- How much time they will need to get to the destination✓
- Opening and closing times✓
- Speed limits on the road✓
- Nature of the road✓
- Time of the day and year✓
- General state of the road✓
- Availability of and distance to parking✓
- The weather✓
- Cultural sensitivities✓
- Transport facilities✓
- Medical requirements, for example malaria prophylactics (preventative medicine)✓ (Any applicable answers 5 × 1) (5)

2.2.2 No✓ (1)

- Because they will have to drive very slowly due to the poor condition of the road✓✓
- The roads are extremely bad.
- The road is full of endless potholes.✓✓
- Roads are dangerous and very congested. ✓✓
- It is difficult to drive fast on the roads. Roads generate lots of dust.✓✓

(Any applicable ONE answer) (2)

2.2.3 Four-wheel-drive vehicle✓✓ (Any applicable answers) (1 × 2) (2)

2.2.4
- The bus might get a puncture.✓✓
- The driver might get lost.✓✓
- Passengers might fall ill.✓✓
- The bus might be involved in an accident.✓✓

(Any TWO applicable answers) (2 × 2) (4)

2.3 2.3.1 Tanzanian shilling ✓
2.3.2 Zambian kwacha✓
2.3.3 Mozambican metical✓
2.3.4 Kenyan shilling✓

(4 × 1) (4)
[30]

QUESTION 3

3.1 3.1.1 H✓
3.1.2 F✓
3.1.3 J✓
3.1.4 I✓
3.1.5 G✓
3.1.6 A✓
3.1.7 B✓
3.1.8 D✓
3.1.9 C✓
3.1.10 E✓

(10 × 1) (10)

3.2
- Safety and security✓
- Education and training✓
- Financing tourism and access to finance✓
- Environmental management✓
- Product development✓
- Cultural resource management✓
- Infrastructure✓
- Transportation✓
- Marketing and promotion✓
- Product quality and standards✓ (Any FIVE applicable answers) (5 × 1) (5)

3.3 3.3.1 Mauritius✓✓ (2)

3.3.2
- Snorkelling✓
- Swimming✓
- Deep-sea fishing✓
- Scuba diving✓
- Water-skiing✓
- Paragliding✓
- Coral reef diving✓ (Any THREE applicable answers) (3 × 1) (3)

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3.3.3
- Leisure tourists✓
- Nature lovers✓
- ECO/Responsible tourist✓
- Honeymooners✓
- Cultural tourists✓ (Any TWO applicable answers) (2 × 1) (2)

3.3.4
- Radio✓
- Internet✓
- Newspapers✓
- Industry publications✓
- Magazines✓
- Talks with informed individuals✓

(Any FOUR applicable answers) (4 × 1) (4)

3.3.5
- Radio – breaking news, weather, traffic updates and currency exchange rates✓
- Newspapers – news, weather, traffic, maps, exchange rates✓
- Magazines – information about attractions, maps, business✓
- Internet – flights, car rentals and travel agencies✓
- Industry publications – all relevant information about travel, tourism and hospitality✓
- Talks with informed individuals – local people would give information about the local area, tour guides give information about places of interest, tour operators and travel agents give information on products and services.✓

(Any FOUR applicable answers) (4 × 1) (4)
[30]

QUESTION 4

4.1 4.1.1 No✓ (1)

- The client is not happy about the tour.✓
- The client missed most of the key highlights of the tour.✓
- There was no detailed planning on stops, lunch and dinner breaks, and no sightseeing.✓
- No stops for photo-taking✓
- They could not enter the Grande Mosque.✓
- They were always late to most of the attractions.✓
- Tourists were not informed beforehand of changes to the tour.✓

(Any TWO applicable answers) (1 × 2) (2)

4.1.2
- The distance to be travelled✓
- The age and needs of the client✓
- Time of the year✓
- Type of transport✓
- Meals ✓

- Accommodation✓
- Departure and return times✓
- Cost of visiting the attraction.✓

(Any FIVE applicable answers) (5 × 1) (5)

4.1.3
- The tour guide was supposed to inform the tourists about the change of plans and apologise for the inconvenience✓
- The tour guide could have informed the management of the attractions via email or phone that the group was no longer coming.✓
- He/she should have asked for a refund and paid a cancellation fee.✓
- Thereafter, the tour guide must make new arrangements.✓
- The tour guide was supposed to find new activities as close to the original plans as possible.✓
- After cancelling existing arrangements, the travel agent should try to make new arrangements.✓
- Even if a tour is cancelled because of reasons beyond the travel agent's control, it is vital that the agent comes up with alternative suggestions.✓
- Don't just leave the clients with nothing to do.✓
- To make these arrangements, knowledge of the area is very important. Knowing owners and managers of attractions is an advantage as they are usually more willing to help in a crisis.✓

(Any FOUR applicable answers) (4 × 1) (4)

4.2 4.2.1 Western Cape✓ (1)

4.2.2 Yes✓ (1)

- Robben Island and its prison buildings symbolise the triumph of the human spirit, of freedom and 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.✓✓

(Any applicable answers) (1 × 2) (2)

4.2.3
- The site will get funding from UNESCO.✓✓
- It will be monitored constantly.✓✓
- Best employees and researchers will be appointed to safeguard the site.✓✓
- Investment opportunities✓✓
- The site will get recognition.✓✓
- More tourists will visit the site.✓✓
- More income generated from tourists✓✓

(Any TWO applicable answers) (2 × 2) (4)

4.3 4.3.1 Tangible heritage is something that you can see, touch, smell and do. Examples: dancing, food, ceremonies.✓✓

(Any TWO applicable answers)

4.3.2 Non-tangible heritage cannot be touched. It includes things like Heritage Day, Women's Day, etc. This has more to do with experiencing something than with touching it.✓✓

(Any TWO applicable answers) (2 + 2) (4)

4.4 4.4.1 **Facilitation and implementation:**

- Establish a safe and stable political and economic environment in which tourism can flourish.✓✓
- Ensure the safety and security of residents and visitors.✓✓
- Facilitate and provide appropriate incentives for private sector investment in tourism.✓✓
- Establish and facilitate enabling and appropriate frameworks for the development of a tourism culture in South Africa and the supply of skilled manpower for the industry. ✓
- Facilitate an active labour market policy and an appropriate labour relations environment for the industry.
- Allocate appropriate financial resources for tourism development.✓✓
- Promote tourism as a national priority.✓✓
- Facilitate and conduct the effective marketing and promotion of the country.✓✓
- Encourage and facilitate foreign investment.✓✓

(Any applicable answers)

4.4.2 **Coordination:**

- Coordinate and liaise with international, regional and provincial governments with regard to all aspects of tourism development.✓✓
- Coordinate the tourism-related efforts of all government departments and related government institutions.✓✓
- Coordinate and liaise with NGOs, labour and community organisations, training institutions, universities and other bodies related to the development of the tourism sector.✓✓
- Promote responsibility to the environment through its sustainable use; involve local communities in the tourism industry; take responsibility for the safety and security of visitors, government, employees, employers, unions and local communities.✓✓

(Any applicable answers)

4.4.3 **Planning and policymaking:**

- Formulate, monitor and update a national tourism policy and strategy in collaboration with relevant stakeholders.✓✓
- Develop integrated national tourism plans in collaboration with relevant stakeholders.✓✓ (Any applicable answers)

(3 × 2) (6)

[30]

QUESTION 5

5.1
5.1.1 Private✓
5.1.2 Public✓
5.1.3 Public✓
5.1.4 Public✓
5.1.5 Private✓

(5 × 1) (5)

5.2
5.2.1 **Natural resources:**
Refer to all 'gifts of nature' which can be used in the production process. For example, land, natural forest, water, vegetation, etcetera.✓✓

5.2.2 **Labour**:
Refers to all physical and mental abilities which can be used to produce goods and services.✓✓

5.2.3 **Capital**:
Refers to all manufactured resources which are used to produce goods and services and to get them to the consumers. This includes machinery, tools, equipment, building and storage space.✓✓

5.2.4 **Entrepreneurial resources:**
Refer to people who have the ability and drive to take the initiative and combine the factors of production, such as capital, labour, and natural resources.✓✓

(4 × 2) (8)

5.3
5.3.1
- People will overuse the environment because it is free.✓✓
- People will pick wildflowers.✓✓
- Breaking of branches of trees for personal use✓✓
- The environment will be abused.✓✓

(Any TWO applicable answers) (2 × 2) (4)

5.3.2
- Tourism establishments need to protect the environment✓✓
- Use gases that are friendly to the environment.✓✓
- Have sound waste management and water treatment.✓✓
- Reduce the use of energy.✓✓
- Wise use of natural resources✓✓
- Minimise use of water and energy✓✓
- Maintain indigenous trees.✓✓

(Any THREE applicable answers) (3 × 2) (6)

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5.4
- Office paper✓
- Empty ink cartridges✓
- Old newspapers and magazines✓
- Empty bottles✓
- Glass bottles✓
- Cans✓
- Plastics and batteries✓ (Any FOUR applicable answers) (4 × 1) (4)

5.5
- Office paper can be reused for scrap, and printing memos.✓
- Double-side your printing and photocopies, and reduce the size of copies.✓
- Reuse large envelopes by putting address labels on.✓
- Printer ink cartridges can be refilled, and refilled cartridges are cheaper than new ones.✓
- With marketing information, use a website and email to communicate.✓
- Produce multi-purpose publications and avoid printing too many. Organise joint marketing campaigns.✓
- Purchase recycled, chlorine-free paper, or paper from forests certified by the Forestry Stewardship Council.✓
- Educate staff and motivate tourists to reduce waste.✓
- Set up a recycling system.✓ (Any THREE applicable answers) (3 × 1) (3)

[30]

QUESTION 6

6.1
6.1.1 Herero/Oshiwambo/English/Afrikaans/German✓
6.1.2 Setswana/English/Tswana✓
6.1.3 Creole/English/French✓
6.1.4 Portuguese✓
(4 × 1) (2)

6.2 6.2.1 Muslims/Islamic✓ (1)

6.2.2
- Women should not wear trousers, sleeveless dresses or expose their knees.✓
- Muslim men should cover their heads and women should wear headscarves.✓
- Men and women should take off their shoes and enter in their socks, or clean bare feet.✓
- Men sit on their knees facing Mecca.✓
- Men and women sit separately, out of view of one another.✓
- Before entering the mosque, they must wash their hands, feet and face.✓ (Any SIX applicable answers) (6 × 1) (6)

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6.3 6.3.1 Muslims:

- No meat containing blood should be eaten.✓
- Only meat from animals that are ritually slaughtered may be eaten.✓
- No pork or products containing pork may be eaten.✓
- No alcohol may be consumed or used when preparing food.✓
- Food may only be eaten using left hand.✓

(Any FOUR applicable answers) (4 × 1) (4)

6.3.2 Jews:

- Only kosher food may be eaten.✓
- No pork or rabbit or ostrich meat✓
- Poultry may be eaten if ritually slaughtered.✓
- No shellfish, only fish with scales✓
- Food served at a function may never be opened in advance and is eaten directly from the container in which it is delivered.✓

(Any FOUR applicable answers) (4 × 1) (4)

6.4 6.4.1 1 – South Africa✓
2 – Namibia✓
3 – Botswana✓
4 – Zimbabwe✓
5 – Madagascar✓
6 – Angola✓
7 – Zambia✓ (7)

6.4.2 7 – Lusaka✓
8 – Maputo✓
9 – Dodoma✓
10 – Port Louis✓ (4)
[30]

TOTAL SECTION B: 150
GRAND TOTAL: 180

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