higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

MARKING GUIDELINE

NATIONAL CERTIFICATE (VOCATIONAL)

SCIENCE OF TOURISM
NQF LEVEL 4

16 November 2023

This marking guideline consists of 8 pages.

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QUESTION 1

1.1
1.1.1 Student visa.
1.1.2 Business visa.
1.1.3 Transit visa.
1.1.4 Business visa.
1.1.5 Tourist visa.
1.1.6 Re-entry visa.
1.1.7 Transit visa.
1.1.8 Student visa.
1.1.9 Tourist visa.
1.1.10 Re-entry visa.

(10 × 1) (10)

1.2
- Passport.
- Round-trip air-ticket.
- Itinerary with dates and flight numbers.
- Proof of sufficient funds for duration of stay.
- Confirmed hotel reservation.
- An official business letter if travelling for business purposes.
- Proof of employment.
- Letter from school, college or university to prove attendance for a student traveller.
- Bank and credit card statements for three months.
- A personal interview may be required.
- Certified parental consent by both parents for travellers younger than 18 years.

(Any 10 × 1) (10)

1.3 1.3.1
- Botswana.
- Namibia.
- Lesotho.
- Swaziland.
- Zambia.
- Malawi.

(6 × 1) (6)

1.3.2 A foreign passport is a passport issued by a foreign country to one of their own citizens. ✓✓

(1 × 2) (2)

1.3.3
- No travel agent is allowed to sign an application form on behalf of the client.
- Should they sign, the document will be classified as illegal and travellers cannot use it to enter or leave the country.
- Forging a signature is a criminal act and the signatory will be held accountable.
- By signing the document, the travel agent accepts terms, conditions and liability indicated on the document.

(Any relevant 3 × 1) (3)

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1.3.4
- Adding children to the passport.
- Change in marital status.
- Change in profession.
- Change of name.
- Change of religion. (5 × 1) (5)

1.3.5 It allows entry into numerous European countries. (1)

1.3.6
- Belgium
- Denmark
- Iceland (3 × 1) (3)

[40]

QUESTION 2

2.1 2.1.1 A sports event. (1 × 2) (2)

2.1.2 Cricket World Cup 2003
The World Summit on Sustainable Development 2002
Soccer World Cup 2010. (Any relevant 2 x 1)

Benefit:
- South Africa received bigger number of tourists from other countries
- Monies were spent in South African businesses.
- Direct and indirect jobs were created. (Any relevant 1 x 1) (3)

2.1.3 They have the right infrastructure and facilities to host the events. (Any relevant 1 × 2) (2)

2.1.4
- The building exterior.
- Meeting and function venues.
- Exhibition and special event venues.
- Public toilets.
- Public areas.
- Permanent dining facilities.
- Food and beverages.
- Services.
- Housekeeping. (Any relevant 5 × 1) (5)

2.1.5
- Level of professionalism.
- Speed of service.
- Quality of communication. (3 × 1) (3)

2.2
- Providing and maintaining systems of work, plant and machinery that are safe and without risks to health.
- Taking steps to eliminate any hazard or potential hazard to the safety or health of employees, before resorting to personal protective equipment.

- Making arrangements for ensuring the safety and absence of risks to health in connection with the production, processing, use handling, storage or transport of articles or substances.
- Establishing what hazards to the health and safety of persons are attached to any work that is performed.
- Providing the information, instructions, training and supervision as may be necessary to ensure the health and safety at work or his employees.
- Not permitting any employee to do any work or to produce, use, handle, store or transport any article unless the precautionary measures have been taken.
- Taking all necessary measures to ensure that the requirements of this Act are complied with by every person in their employment or on premises under their control.
- Enforcing the measures that may be necessary in the interest of health and safety.
- Ensuring that work is performed and that machinery is used under the general supervision of a person trained to understand its hazards and who has the authority to ensure that precautionary measures are implemented.
- Ensuring that all employees are informed of the scope of their authority.

(Any relevant 5 × 2) (10)

2.3
- Disaster Management Act
- National Building Regulations Act
- Emergency Management Services
- Fire safety
- Liquor Act

(5 × 1) (5)

2.4
2.4.1 Exhibitions/Concerts/Music Festival/Conferences
2.4.2 Football/Soccer/ rugby/Athletics
2.4.3 Wine tasting/Weddings/Birthdays
2.4.4 Performing and visual arts.
2.4.5 Car racing.
2.4.6 Beauty pageants/parties/ weddings.
2.4.7 Cricket.
2.4.8 Wedding/expo/conference/indoor sports.
2.4.9 Soccer/rugby/Athletics
2.4.10 Music concerts/exhibitions/conferences.

(Any relevant 10 × 1) (10)
[40]

QUESTION 3

3.1
3.1.1 60 km
3.1.2 120 km
3.1.3 left
3.1.4 valid driver's licence
3.1.5 international driver's licence
3.1.6 2 hours
3.1.7 Alcohol

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3.1.8 passengers
3.1.9 cell phone
3.1.10 right (10 × 1) (10)

3.2 3.2.1 Prostitution – South African criminal law states that prostitution is illegal.✓ Visitors that are caught taking part in such activities shall be prosecuted and tried in a court of law.✓

3.2.2 Selling of drugs or narcotics – no one is allowed to sell or provide drugs to any member of the public.✓ Anyone caught using or selling illegal substances will be arrested and brought to court.✓

3.2.3 Possible consequences of driving drunk – drivers must be aware of and adhere to the legal limit for driving after alcohol consumption.✓ Anyone caught driving while drunk or intoxicated will be arrested and brought to court.✓

3.2.4 Indemnity form – Clients partaking in adventure activities have to sign an indemnity form✓ states that the organising company of dangerous activities cannot be held liable for injury, damages and or death of the tourist✓.

(Any relevant 4 × 2) (8)

3.3 3.3.1 Floods. (1)

3.3.2 It is an "Act of God" because it was not caused by human beings. These kinds of disasters are classified as natural. (1 + 1) (2)

3.3.3
- Fires.
- Tsunamis.
- Hurricanes.
- Earthquakes.
- Tornados. (Any relevant 5 × 1) (5)

3.3.4 Tourists who are already at their holiday destination when disaster strikes may find themselves stuck and not able to go back home. Those who made bookings, who were still to come are forced to cancel their bookings. (Any relevant 2 x 1) (2)

3.3.5
- War or the threat of war.
- Riots.
- Civil strife.
- Terrorist activity or the threat of terrorist activity.
- Industrial dispute.
- Natural disaster
- Nuclear disaster.
- Adverse weather conditions.
- Fire. (Any relevant 8 × 1) (8)

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3.3.6
- They can become angry.
- They can look for alternative service providers.
- They can tell others about the bad service.
- They can refuse to pay. (Any relevant 4 x 1) (4)

[40]

QUESTION 4

4.1 4.1.1 To protect them from being attacked by dangerous wild animals✓ and also to protect the animals from human interference.✓

4.1.2 Certain types of food may be harmful to the animals.✓ Animals will always expect food from visitors and become violent when not fed.✓

4.1.3 Cigarette butts may cause fire, which can destroy the park✓ and put the livelihoods of the animals at risk.✓

4.1.4 It is against the law to hunt animals without special permission.✓ It will also destroy the park as there won't be any animals conserved.✓

4.1.5 It could be harmful to both the visitors and animals. Animals attack when they feel that their lives are in danger.✓ Some animals and vegetation might be trampled on while visitors are driving through the veld.✓

(Any relevant 5 x 2) (10)

4.2 A – Produce proof of your booking.
B – Provide proof of your identity.
C – Check if the booking details are correct.
D – You are allocated a seat.
E – Baggage is checked in.
F – Large luggage items are labelled.
G/H –The boarding pass is handed over/Unweighted baggage is taken on board as hand luggage
G/H – The boarding pass is handed over/Unweighted baggage is taken on board as hand luggage
I – Proceed to the security checkpoint.
J – Passenger and hand luggage go through the scanner.
K – You pass through customs.
L – Passport and visas are stamped.
M – Proceed to the waiting area.
N – Boarding gates are opened, and you are called to board.
O – You show airline staff your boarding pass.
P – Once in the aircraft, you are shown your seat.

(16 × 1) (16)

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4.3 4.3.1
- Internet has become an invaluable source of information in the tourism industry.
- Most principals have their own website where they market their products.
- Hard copy directories also provide a wealth of information with contact details of wholesale tourist industry suppliers. (3 x 1) (3)

4.3.2
- Tour operators also take part in annual tourism exhibitions.
- They display beautiful pictures and posters of the destinations they offer.
- Brochures and business cards are distributed to visitors. (3 x 1) (3)

4.4

Advantages of group travel	Disadvantages of group travel
• All arrangements are made for the traveller.	• The activities planned can be tiring or not to each person's taste.
• Activities, meals, accommodation are all pre-planned.	• People in the group may not get along with each other.
• Travellers are often safer in a group.	• Plans cannot be changed.
• Special arrangements are often made for groups.	• It can be more expensive as the group stays in hotels and eats at restaurants.
• Group discounts apply.	• There is little freedom because the itinerary must be followed.

(Any 4 + 4) (8)
[40]

QUESTION 5

5.1 5.1.1 A manager is in charge of the company and will be involved in setting goals, long-term planning, hiring staff and dealing with customer problems that tour guides and operators cannot handle.

5.1.2 An administrative assistant is responsible for general administrative tasks such as taking phone calls, photocopying and filing.

5.1.3 Tour planners put the tour packages together, do research to find new places to go to and new things to see.

5.1.4 Tour guides assist the travellers on guided tours and provide information on attractions and destinations visited during the tour. They answer client questions and deal with any problems and crisis situations that may occur during the tour.

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5.1.5 Marketing and sales representatives are responsible for selling package tours to travel agents and other relevant retailers. They attend exhibitions and do presentations to potential new clients.

5.1.6 The finance department will take care of all payments and bookkeeping to make sure the company's financial health is good.
(6 × 2) (12)

5.2 5.2.1 Flight SA851 is experiencing technical errors –
- technical errors on board will need airport assistance.
- The pilot should immediately request to be directed to the nearest airport for an emergency landing.
- Technical errors could lead to fatal crashes hence they should be treated as emergencies.
- If there is a possibility of a fire, emergency services should be notified and be ready at the landing. (4 × 1) (4)

5.2.2 Flight SA866 from London to OR Tambo cannot land due to severe storm –
- adverse weather conditions require special care especially for the aircraft.
- If a pilot becomes aware of bad weather that will make the landing difficult or impossible,
- the air traffic control centre must be informed.
- If the situation is very bad, the pilot will be advised to seek landing place elsewhere. (4 × 1) (4)

5.2.3 Medical Emergency –
- Inform the Airport staff.
- The airport will arrange for an ambulance to be ready for the passenger at landing. (2 × 1) (2)

5.3 5.3.1 ASATA – Association for South African Travel Agencies.
5.3.2 TBCSA – Tourism Business Council of South Africa.
5.3.3 SATSA – South African Tourism Services Association.
5.3.4 SAARTG – South African Association of Registered Tour Guides.
5.3.5 WHO – World Health Organization.
(5 × 2) (10)

5.4

Goods allowed with permit	Goods totally prohibited
• Certain plant products	• Explosives
• Animals and birds	• Toxic substances
• Certain medicines	• Automatic military weapons
• Endangered fauna and flora	• Narcotics

(4 + 4) (8)
[40]

TOTAL: 200

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