higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

NATIONAL CERTIFICATE (VOCATIONAL)

SCIENCE OF TOURISM
NQF LEVEL 4

(11011044)

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DEPARTMENT OF HIGHER EDUCATION AND TRAINING
REPUBLIC OF SOUTH AFRICA

NATIONAL CERTIFICATE (VOCATIONAL)
SCIENCE OF TOURISM
NQF LEVEL 4
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. Use only a black or blue pen.
5. Write neatly and legibly.

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QUESTION 1

1.1 You were recently appointed as an international travel consultant at Tour the World Travel Agency in Gauteng.

State which visa will be required for each of the following clients:

1.1.1 TVET engineering students are going to do practical work in China for a period of one year.

1.1.2 Zoliswa is nominated by her company to attend Dubai Cyber World Expo 2022.

1.1.3 The Mthimkhulu family will take a connecting flight from Bali Airport in Indonesia to Kuala Lumpur in Malaysia.

1.1.4 Debbie Fields the founder and spokesperson of Mrs Fields Bakeries will be promoting her cookbooks at the French Chef Show in France.

1.1.5 The Mhlongo family is going on a two-week vacation in Europe.

1.1.6 After spending a month in Malaysia, the Mthimkhulu family will be returning to their home in Upington, South Africa.

1.1.7 Mr José Mourinho is taking a connecting flight in Ethiopia from Madeira Airport in Portugal to OR Tambo International in South Africa to attend a FIFA conference.

1.1.8 South Africa's 2021 top matriculant from Mpumalanga Province, received a scholarship to study medicine in Massachusetts, USA.

1.1.9 A group of backpackers from Modimolle will be travelling to the Bahamas for a month.

1.1.10 Mr Mourinho is returning to his home country of Portugal.

(10 × 1) (10)

1.2 No tourist can visit a foreign country without the necessary travel documents.

List TEN requirements that should accompany visa applications in South Africa. (10)

1.3 Answer the following questions about visas and passports.

1.3.1 Name SIX African countries whose passport holders are exempted from producing visas when visiting South Africa. (6)

1.3.2 Define a *foreign passport.* (1 × 2) (2)

1.3.3 Describe the legal implications of signing forms on behalf of a customer. (3 × 1) (3)

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1.3.4 An endorsement is an additional entry that is made into the passport. In which cases does a passport holder need an endorsement in their passport? (5 × 1) (5)

1.3.5 Advise the traveller on the advantages of a Schengen visa. (1)

1.3.6 Choose THREE countries that accept Schengen visas from the list below. (3)

Brazil; Belarus; Belgium; Dominica; Denmark; Ireland; Iceland

[40]

QUESTION 2

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

Beijing 2022 Winter Olympics

Having won the bid for the 2022 Olympic Winter Games on 31 July 2015, Beijing became the first city in the world to have hosted both the summer and winter editions of the Olympic Games.

With a vision of "Joyful Rendezvous upon Pure Ice and Snow," Beijing 2022 built on the legacies of the landmark Beijing 2008 Olympic Games and encouraged 300 million people across China to embrace winter sports.

The 109 events in seven Olympic winter sports were held in the three competition zones of central Beijing, Yanqing and Zhangjiakou.

Beijing hosted four snow events (snowboarding big air and freestyle skiing big air, men's and women's), plus all the ice events (curling, ice hockey and skating), making use of the legacy venues of Beijing 2008.

Yanqing, a suburban district of Beijing (80 km to the northwest) and home to the famous Badaling and Juyongguan stretches of the Great Wall, hosted the Alpine skiing and sliding (bobsleigh, skeleton and luge) events.

Zhangjiakou, further to the northwest in the neighbouring Hebei province, hosted all the other snow events (snowboarding, freestyle skiing, cross country skiing, ski jumping, Nordic combined and biathlon) in its Chongli district, a popular skiing destination.

[https://olympics.com › olympic-games › beijing-2022]

2.1.1 What type of event is mentioned in the case study above? (1 × 2) (2)

2.1.2 What TWO big international events took place in South Africa over the past few years and what benefit did they bring to the tourism industry? (2 + 1) (3)

2.1.3 Explain why Beijing is a favourite city to host the dual Olympic games. (1 × 2) (2)

2.1.4 In 2004, the Tourism Grading Council decided to extend their grading system to include event venues.

Identify the FIVE minimum requirements for grading and assessing the venue's overall quality. (5)

2.1.5 List THREE general aspects the International Grading system would expect from the Beijing event co-ordinator. (3)

2.2 According to Occupational Health and Safety Act 1993, the employers must fulfil general duties to their employees.

Explain FIVE general duties of employers to their employees. (5 × 2) (10)

2.3 Identify FIVE regulations and legislation appropriate to health and safety except the one mentioned in QUESTION 2.2. (5)

2.4 Suggest the type of event that can be hosted at the following venues/facilities:

2.4.1 International Convention Centre, Durban.

2.4.2 Mbombela Stadium, Mbombela (Nelspruit).

2.4.3 Vergelegen Wine Estate, Cape Town.

2.4.4 Market Theatre, Johannesburg.

2.4.5 Kyalami Grand Prix Circuit, Midrand.

2.4.6 Sun City, Rustenburg.

2.4.7 Newlands Cricket Ground, Cape Town.

2.4.8 Standard Bank Arena, Johannesburg.

2.4.9 Nelson Mandela Bay Stadium, Gqeberha.

2.4.10 Nasrec, Johannesburg.

(10 × 1) (10)
[40]

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QUESTION 3

3.1 Select the correct word from the list given below. Complete the sentences by writing only the correct answer next to question number (3.1.1 – 3.1.10) in the ANSWER BOOK.

2 hours; 80 km; right; left; permit; ID document; 60 km; valid driver's license; food; alcohol; animals, passengers; 100 km; cell phone; bags; international driver's license; 120 km

3.1.1 The speed limit in built-up areas is … .

3.1.2 The speed limit on national roads is … .

3.1.3 In South Africa we drive on the … side of the road.

3.1.4 All who drive on South African roads must have a ... .

3.1.5 Foreign drivers can apply for an … .

3.1.6 Long distance drivers must take a break every … .

3.1.7 … consumption is not allowed when driving.

3.1.8 Vehicles should not be overloaded with … .

3.1.9 Talking on a … while driving is illegal.

3.1.10 In the USA they drive on the … side of the road.

(10 × 1) (10)

3.2 How would you explain legal restrictions to tourists with regard to the following:

3.2.1 Prostitution.

3.2.2 Selling of drugs or narcotics.

3.2.3 Possible consequences of driving while drunk.

3.2.4 Indemnity form.

(4 × 2) (8)

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3.3 Study the picture below and answer the questions that follow.



3.3.1 What kind of disaster is depicted in the picture above? (1)

3.3.2 Classify the disaster in QUESTION 3.3.1 as either an “Act of God” or “Human-made”. Motivate your answer. (1 + 1) (2)

3.3.3 List FIVE incidents that can be classified as an “Act of God” excluding the disaster identified in QUESTION 3.3.1. (5)

3.3.4 Explain the impact the disaster identified in QUESTION 3.3.1 will have on the tourist. (2 × 1) (2)

3.3.5 Sometimes, service providers may have to change an itinerary because of events beyond their control.

Give EIGHT reasons why service providers change itineraries. (8)

3.3.6 Explain to a service provider how customers would react when their expectations are not met. (4 × 1) (4)

[40]

QUESTION 4

4.1 You work at the Kruger National Park as a tour guide. A group of American singers are visiting the park. Safety regulations are displayed at the park's entrance.

Explain to the tourists why they are not allowed to do the following:

4.1.1 Get out of their vehicles when they see their favourite animals. (2 × 1) (2)

4.1.2 Feed the animals. (2 × 1) (2)

4.1.3 Throw cigarette butts in the veld after they have smoked. (2 × 1) (2)

4.1.4 Hunt the animals. (2 × 1) (2)

4.1.5 Leave the roads and drive through the veld when they see the animals hiding behind the bushes. (2 × 1) (2)

4.2 You are traveling internationally by air. Explain the check-in procedures that you will follow by organising the below procedures in the correct order. Write only the correct procedure next to the letter (A-P).

A – Baggage is checked in.
B – Check if the booking details are correct.
C – Provide proof of your identity.
D – You are allocated a seat.
E – Produce proof of your booking.
F – Large luggage items are labelled.
G – Proceed to the security checkpoint.
H – Passenger and hand luggage go through the scanner.
I – The boarding pass is handed over.
J – Unweighted baggage is taken on board as hand luggage.
K – You pass through customs.
L – Boarding gates are opened, and you are called to board.
M – Passport and visas are stamped.
N – You show airline staff your boarding pass.
O – Proceed to the waiting area.
P – Once in the aircraft, you are shown your seat. (16)

4.3 Before you sell a travel package to a customer, you need to do thorough research to get the correct information to compile the right tour package for the customer.

Explain how the following sources of information can assist you in compiling a tour package:

4.3.1 Internet and directories (3 × 1) (3)

4.3.2 Exhibitions (3 × 1) (3)

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4.4 Copy the table below in your ANSWER BOOK and list FOUR advantages and FOUR disadvantages of group travel. (4 + 4) (8)

Advantages of group travel	Disadvantages of group travel

[40]

QUESTION 5

5.1 Discuss the following roles of staff in a typical wholesale travel organisation:

5.1.1 Manager.

5.1.2 Administrative assistant.

5.1.3 Tour planners.

5.1.4 Tour guides.

5.1.5 Marketing and sales representatives.

5.1.6 Finance department.

(6 × 2) (12)

5.2 Any emergency situation that puts the lives of airline crew and passengers in danger necessitates action. Advise SAA pilots on what to do should they come across the following situations:

5.2.1 Flight SA851 is experiencing technical errors. (4 × 1) (4)

5.2.2 Flight SA866 from London to OR Tambo cannot land due to a severe storm. (4 × 1) (4)

5.2.3 A passenger on Flight SA884 from Dubai, is experiencing symptoms of a possible heart attack. (2 × 1) (2)

5.3 There are various associations that influence the wholesale travel industry.

Write the full name of the following associations:

5.3.1 ASATA.

5.3.2 TBCSA.

5.3.3 SATSA.

5.3.4 SAARTG.

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5.3.5 WHO.

(5 × 2) (10)

5.4 Distinguish between goods that may be brought into the country with a permit and those that are totally prohibited from the list given below.

Use the table provided as an example.

Goods allowed with permits	Goods totally prohibited

- Certain plant products.
- Explosives.
- Toxic substances.
- Animals and birds.
- Automatic military weapons.
- Certain medicines.
- Narcotics.
- Endangered fauna and flora.

(8)
[40]

TOTAL: 200

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