higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

MARKING GUIDELINE

NATIONAL CERTIFICATE (VOCATIONAL)

SCIENCE OF TOURISM
NQF LEVEL 3

8 NOVEMBER 2022

This marking guideline consists of 9 pages.

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QUESTION 1

1.1
1.1.1 False
1.1.2 False
1.1.3 True
1.1.4 False
1.1.5 True
1.1.6 True
1.1.7 False
1.1.8 False
1.1.9 False
1.1.10 True

(10 × 1) (10)

1.2
1.2.1 The Dome, Northgate✓ – Gauteng✓
1.2.2 Cape Town✓ – Western Cape✓
1.2.3 Bienne Donne✓ – Western Cape✓
1.2.4 Durban✓ – KwaZulu-Natal✓
1.2.5 Nasrec✓ – Gauteng ✓

(5 × 2) (10)

1.3
1.3.1 Knysna Oyster Festival✓✓
1.3.2 Tourism Indaba✓✓
1.3.3 Nedbank Million Dollar Challenge✓✓
1.3.4 Dusi Canoe Marathon✓✓
1.3.5 Grahamstown National Arts Festival✓✓

(5 × 2) (10)

1.4
1.4.1 (a) Natural Attractions in Mpumalanga:
- Blyde River Canyon
- Kruger National Park
- Graskop Gorge lift
- Three Rondavels
- Panorama route
- Marloth Park
- Sudwala Caves

(Any 4 × 1) (4)

(b) Attractions related to South Africa's past:
- Robben Island
- District Six Museum
- Apartheid Museum
- Hector Peterson Memorial
- Lilliesleaf
- Battle fields

(Any 4 × 1) (4)

1.4.2 It forces the manager to employ an equal number of people of all race, gender and age groups.✓✓ (2)

[40]

QUESTION 2

2.1
2.1.1 D
2.1.2 B
2.1.3 C
2.1.4 A
2.1.5 C
2.1.6 B
2.1.7 C
2.1.8 B
2.1.9 D
2.1.10 B

(10 × 1) (10)

2.2 Geographical features:
Climate, topography, mountains, rivers, lakes, beaches, waterfalls.✓✓✓
(Any relevant answer) (3 × 1)
Infrastructure
Museums, shopping malls, accommodation establishments, transport, roads, water supply, electricity, bridges.✓✓✓
(Any relevant answer) (3 × 1) (6)

2.3
- Growing wealth/Less poverty/The people get richer.
- New businesses open.
- Infrastructure is upgraded.
- Foreign investors invest.
- The currency is strong. (Any 4 × 1) (4)

2.4
2.4.1 Physical environment
2.4.2 Socio-political or economic environment
2.4.3 Economic environment
2.4.4 Physical environment
2.4.5 Technological environment

(5 × 1) (5)

2.5
- elections
- legislation
- diseases
- riots
- strikes
- trends in political opinion
- crime (Any 5 × 1) (5)

2.6 2.6.1

ADVANTAGES	DISADVANTAGES
• Tourists can look at animals without leaving their homes.✓ • Tourists can get a good idea about what they can see when they visit the destination.✓ • People are made more aware of conservation.✓ • Because of the cameras, less poaching will take place. (Any applicable answer)	• Tourists do not need to travel to see animals; they can see it in the comfort of their own home.✓ • Tourists spend less money on travel.✓ • Tourists can't feel, taste or smell the environment; thus they are not getting a real experience.✓ (Any applicable answer)

(3 + 3) (6)

2.6.2
- GPS: Tourists travel easier; don't need a guide to get to various attractions.✓✓
- Internet: Can make your own bookings, don't need a travel agent.✓✓
- Boeing Airbus: Can carry more passengers to a destination.

(Any 2 × 2) (4)
[40]

QUESTION 3

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

(10 × 1) (10)

3.2
3.2.1 Durban/Pietermaritzburg
3.2.2 Deposit
3.2.3 Economic
3.2.4 Prices
3.2.5 Middlemen

(5 × 1) (5)

3.3 3.3.1
- Cars can be hijacked if the doors aren't locked.
- Cameras, handbags, and other valuable items can be stolen from the inside of the car. (Any applicable answer) (2)

3.3.2
- Tourists must not stop in isolated areas.
- Tourists should stay away from high-risk areas.
- Tourists must not leave valuable items on the car seats or in clear view.
- Always travel with the car doors locked.
- Keep all windows closed or, at most, not open more than would allow a hand to fit through.
- Leave enough room between your car and the one in front of you to avoid being boxed in.
- Remain in your car if it is hit from behind by another vehicle.
- Attract the attention of other motorists or pedestrians if you think you are in danger. You can use the hooter or flash your lights.
- Be aware of anybody who approaches your car or is loitering near traffic lights.
- Constantly monitor what vehicles are travelling behind, ahead and next to you.
- If you suspect that you are being followed, you should ideally drive to the nearest police station.
- If approached by a suspicious-looking person, drive off quickly.
- At unusual or unexpected roadblocks, keep windows closed and doors locked.
- On long journeys, only stop overnight at safe places.
- Report any suspicious-looking strangers and vehicles to the police. (Any 10 × 1) (10)

3.3.3 Be over 18, have a valid driver's licence and a proof of identification.✓✓✓ (3)

3.3.4
- Collision damage waiver✓ – this insurance is taken out in case the driver is involved in an accident. The client is liable for the excess amount.✓
- Theft loss waiver✓ – This is insurance in case a vehicle is stolen.
- Super collision damage waiver✓ – the purchase of SCDW will cover the full excess amount, provided the client has not breached the conditions applicable.✓
- Super theft loss waiver✓ – this will cover 100% of the excess amount payable.✓
- Personal accident insurance✓ – this insurance covers death, injury or permanent disability to a maximum amount stipulated in the rental agreement.✓ (5 × 2) (10)

[40]

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QUESTION 4

4.1 4.1.1 The Employment Equity Act – the staff must consist of people from all the population groups. Many industries use affirmative action, where certain groups have previously been excluded. This is to ensure that employees are representative of the total population of the country.✓✓

4.1.2 The Skills Development Act – It attempts to teach employees without formal education the skills they need to do a job. In this way, they will be able to earn a proper wage.
In order to deliver excellent service in the tourism industry; it is important that all employees are suitably qualified.✓✓

4.1.3 The Labour Relations Act – this act regulates the relationship between employer and employee. The aim is to promote economic development, social justice, labour peace and democracy in the workplace. The act guarantees freedom of association to employees, meaning they have the right to join or form a trade union.✓✓

4.1.4 The Occupational Health and Safety Act – creating and maintaining a safe and healthy environment for people to work in. This act gives workers some rights in health and safety at work. The regulations give guidelines on things like toilets, first aid, changing rooms, etc.✓✓

(4 × 2) (8)

4.2 4.2.1 Advantages:

- It takes you on the shortest route to your destination.
- It saves you time.
- It is easy to use.
- It is small and mostly portable.
- No more maps required. (Any 3 × 1)

Disadvantages:

- It is expensive.
- Technology can fail. (It can break.)
- It gets outdated and needs to be updated regularly.
- It can get stolen.
- You may not have the exact street address to use on the GPS.

(Any 3 × 1) (6)

4.3 4.3.1 Inflation refers to the increase in the price of goods and services.✓
It is the rate at which the value of a currency is falling and, consequently, the general level of prices for goods and services is rising.✓ (2)

4.3.2 (a) Inflation affects the price of goods and services.✓ When the rate of inflation increases, the price of goods and services increases.✓ An example of this is that when the price of petrol increases, the price of everything increases.

(Any applicable answer)

(b) If inflation is high, the rand value is low. If inflation goes down,✓ the value of the rand increases.✓ The lower the rate of inflation, the more you can buy for your money.

(Any applicable answer)

(c) Customer income – Consumer income is not going as far as it once did.✓ Customers are paying more for car rentals, airline fares, hotels and everyday essentials.✓

(d) Productivity – the interest rate rises and puts pressure on prices.✓ When prices increase frequently, this harms productivity growth.✓ Firms cannot produce a greater quantity of output.

(4 × 2) (8)

4.4 4.4.1 ASATA – Association of South African Travel Agents

4.4.2 DEAT – Department of Environment Affairs and Tourism

4.4.3 FEDHASA – Federated Hospitality Association of South Africa

4.4.4 TGCSA – Tourism Grading Council of South Africa

4.4.5 THETA – Tourism Hospitality and Sport Education and Training Authority

(5 × 1) (5)

4.5 4.5.1 Walking trail
4.5.2 Museum
4.5.3 Golf course
4.5.4 Winery
4.5.5 Airport

(5 × 1) (5)

4.6 4.6.1
- Suppliers could have been busy delivering at the resort when this happened, so they will be stuck.
- They will not be able to deliver to the resort.

(Any applicable answer)

4.6.2
- Customers may be stuck at the resort.
- They could have accidents on the bad roads.
- They will not be able to reach the resort. (Any 2 × 1)

4.6.3
- Service will deteriorate, as the supplies will be exhausted.
- Staff not living at the resort will not be able to come to work.

(Any applicable answer)
(3 × 2) (6)
[40]

QUESTION 5

5.1 5.1.1 A partnership may be set up between 2 or more people up to a maximum of 20.✓✓

5.1.2 A close corporation is founded by means of a founding statement and cannot exceed 10 members. Their interest in the CC must always add up to 100%.✓✓

(2 × 2) (4)

5.2
- Cheap and easy to set up
- No formal registration
- No formal auditing requirements
- The owner may qualify for primary tax rebates.
- Conversion to CC or company is relatively easy. (Any 1 × 1) (1)

5.3 5.3.1 Mission
- The mission of an organisation is the overall goal the business wishes to achieve.
- These goals guide all the activities in the business.
- To reach a goal, there must be set objectives.
- These objectives need to meet certain criteria, for example, they must be achievable.
- A mission statement is long term.

(Any relevant answer) (Any 3 × 1) (3)

5.3.2 Resources
- Resources are required to run any business.
- It includes equipment, physical facilities as well as staff.
- In a hotel, it could include beds, linen, tables and chairs, etc.
- A company is only as good as its resources.
- You get financial and non-financial resources in an organisation.

(Any relevant answer) (Any 3 × 1) (3)

5.4 5.4.1 Start-up costs: Is the money which is needed to start the business. It should cover all initial costs, e.g. stock, rent, wages, etc.✓✓

5.4.2 Legal requirements: All the lawful requirements for the business. This could be licenses, minimum wages, etc.✓✓

(Any 2 × 2) (4)

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5.5 An agenda is a list of the items to be discussed at a meeting and an indication of who will be discussing it.✓✓ (2)

5.6 5.6.1
- Nature of the event
- Available facilities at the venue
- Number of people expected
- Parking facilities
- Time of year
- Availability
- Accessibility (Any 6 × 1) (6)

5.6.2
- Halaal food – must be food which has been blessed by a Muslim spiritual leader. Meat can be bought at a butchery selling halaal meats.
- Gluten or wheat intolerant – no food with wheat, sauce containing gluten, normal bread, no baked goods made from white flour.
- Nut intolerant – no products with any form of nuts in it.
- Dairy intolerant – no dairy products such as milk, yogurt, cheese or cream. (Any applicable answer) (3 + 3) (6)

5.6.3
- It is a person who does not eat any meat.
- Some eat fish and eggs.
- Mostly they just eat fruit, vegetables and nuts.

(Any applicable answer) (Any 2 × 1) (2)

5.6.4
- Kosher food is any food or beverage that Jewish dietary laws allow a person to eat. Any food categorised as meat may never be served or eaten at the same meal as dairy products.
- Kosher governs what you eat and the way you prepare your meals prior to consumption.
- Use your kitchen and dishes every day. All utensils and equipment used to process and clean the meat and dairy must be kept separate. (Any THREE facts) (3)

5.6.5 A checklist is a form which specifies all the different tasks which need to be done.✓ On completion of a task, it is ticked off, which makes it easy to see what still needs to be done.✓

(One mark for definition and one mark for use) (1 + 1) (2)

5.6.6
- Newspapers and other publications
- Support agencies
- Personal contacts
- Government departments
- The internet (Any appropriate answer) (Any 4 × 1) (4)

[40]

TOTAL: 200

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