higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

NATIONAL CERTIFICATE (VOCATIONAL)

SUSTAINABLE TOURISM IN SOUTH AFRICA AND REGIONAL TRAVEL
NQF LEVEL 3

(11011063)

14 November 2022 (X-paper)
09:00–12:00

This question paper consists of 9 pages and addendum.

291Q1N2214

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TIME: 3 HOURS
MARKS: 180

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. Start each question on a new page.
5. Use only a blue or black pen.
6. Write neatly and legibly.

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QUESTION 1

1.1 Refer to **ADDENDUM A** (attached), the map of Africa, and answer the questions that follow:

1.1.1 Identify the countries numbered 1-10. (10)

1.1.2 Provide any TWO attractions that can be found in the countries numbered:

A. 2
B. 3
C. 4
D. 6
E. 8

(5 × 2) (10)

1.2 Choose a feature from the list to match each of the countries named below. Write only the answer next to the question number (1.2.1–1.2.5) in the ANSWER BOOK.

Indian Ocean Island; Coastal; Wetland; Big game; Desert; Swamp

1.2.1 Namibia

1.2.2 Botswana

1.2.3 Tanzania

1.2.4 Mozambique

1.2.5 Seychelles (5 × 2) (10)

[30]

QUESTION 2

2.1 Complete the following sentences by choosing a word or words from the list below. Write only the answer next to the question number (2.1.1– 2.1.10) in the ANSWER BOOK.

gross domestic product; infrastructure; excursion; museum; detour; natural resource; public goods; scarce resource; stakeholders; attraction

2.1.1 … is a short pleasure trip or journey, especially one taken for leisure.

2.1.2 Individuals or groups of people that have an interest in a business, or an organisation, or a project etc are known as …

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2.1.3 A/an … is a building, place, event or phenomenon which draws visitors.

2.1.4 … is a place where cultural and natural heritage can be preserved for future generations.

2.1.5 … includes water, soil, plant and animal life

2.1.6 Users often have to pay for using a …

2.1.7 Basic physical and organisational structure needed for the operation of a society is called an/a …

2.1.8 A/an… is a roundabout route taken to visit something along the way.

2.1.9 The total market value of all final goods and services produced within the boundaries of the country is known as …

2.1.10 Users may benefit from using … without paying for them or by paying only a small fee.

(10 × 1) (10)

2.2 Read the scenario below and answer all questions that follow:

You are a travel agent for Kulungile South African Tours. Your clients, Mr and Mrs Gröbels-Janke from Germany, will be visiting Bloemfontein during September 2022.

2.2.1 List SIX factors which can cause you to change the planned itinerary of Mr and Mrs Gröbels-Janke. (6)

2.2.2 Advise the clients on SIX ways to keep safe while walking around the streets of Bloemfontein. (6)

2.2.3 Name TWO events held annually in Bloemfontein during September and October. (2 × 2) (4)

2.3 What is the difference between a *primary* and *secondary destination*? (2 × 2) (4)

[30]

QUESTION 3

Read the case study below and answer the questions that follow:

GUGA S'THEBE



The Guga S'Thebe Cultural Centre is a public space where communities can come together and enjoy art, design, and performance. The centre has six active and tenanted studio spaces, a gathering space, an amphitheatre, arts and craft shops, and a multipurpose theatre. The craft shops include locally sewn products, pottery, beading, and mosaic works.

The multipurpose theatre was added to the centre in 2015 through shared partnerships with the City of Cape Town, the Western Cape Government and the Langa community participation, and social integration. The theatre represents innovative and sustainable design. The theatre is built out of old shipping containers, recycled wooden fruit crates and locally available building materials like straw and clay.

[Source: *Adapted from https://www.capetown.gov.za/Our-recreational-facilities/Guga-Sthebe-Cultural-Cntre*]

3.1 List FOUR ways staff can use and understand heritage in the workplace e.g. Guga S'Thebe. (4 × 2) (8)

3.2 Identify TWO stakeholders from the passage. (2 × 2) (4)

3.3 Give FOUR examples of the needs of stakeholders. (4 × 2) (8)

3.4 Discuss TWO ways in which the community can benefit from this cultural centre. (2 × 2) (4)

3.5 With which food group do you associate each of the following food rules?

3.5.1 Food brought to a function must be eaten from the container in which it was brought. (2)

3.5.2 Only fish with scales may be eaten (2)

3.5.3 No alcohol may be used in the preparation of the food. (2)

[30]

QUESTION 4

4.1 State which religious groups you would associate with the following food regulations:

4.1.1 Halaal

4.1.2 Kosher (2 × 2) (4)

4.2 List FOUR guidelines you must follow when visiting a Hindu temple. (4)

4.3 Read the scenario below and answer the questions that follow:

Mr Song and his family have decided to do an overland tour through Southern Africa. Mr Song requested some basic information on each of the countries they are to visit. Complete the table below (4.3.1 – 4.3.12) which makes provision for the information he has requested.

	Capital City	International airport	Official Language	Currency
Botswana	4.3.1	4.3.2	4.3.3	4.3.4
Mozambique	4.3.5	4.3.6	4.3.7	4.3.8
Kenya	4.3.9	4.3.10	4.3.11	4.3.12

(12)

4.4 Your friends have asked you to plan their holiday to Upington since you are studying tourism.

List FIVE factors associated with time that you need to consider when planning their holiday. (5 × 2) (10)

[30]

QUESTION 5

5.1 Choose a description from COLUMN B that matches an item in COLUMN A. Write only the letter (A−J) next to the question number (5.1.1–5.1.10) in the ANSWER BOOK.

COLUMN A		COLUMN B	
5.1.1	Radio	A	preservation or restoration of the natural environment or wildlife
5.1.2	Conservation	B	respect for local culture and support for social development
5.1.3	Multiplier	C	the variety of ecological processes, genes, species and ecosystems occurring in a country or region
5.1.4	Capital	D	its purpose is to protect the rights and heritage and to help in the upliftment of local communities
5.1.5	Archaeological	E	biological community of interacting organisms and their physical environment
5.1.6	Social responsibility	F	A person who sets up a business, taking financial risks to do so
5.1.7	Biodiversity	G	most useful source of information on the current state of affairs and the weather
5.1.8	Non-governmental organisation	H	a study of human history and prehistory through the excavation of sites
5.1.9	Ecosystem	I	refers to all the manufactured resources, which are used to produce goods and services and to get them to the customers
5.1.10	Entrepreneur	J	an economic term meaning a factor by which an increment of income exceeds the resulting increment of saving.

(10 × 1) (10)

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5.2 Which tourist type do you associate with each of the following activities, events or attractions (5.2.1 – 5.2.5)

5.2.1 Otter hiking trail (2)

5.2.2 Visit a synagogue and a temple (2)

5.2.3 National Arts Festival (2)

5.2.4 Attending a medical conference. . (2)

5.2.5 Travel to a foreign country to watch an international cricket match (2)

5.3 Study the image below and answer the questions that follow:



[www.google.com]

5.3.1 Identify the environmental issue displayed in the picture. (2)

5.3.2 Explain FOUR negative impacts of the image in 5.3.1. (4)

5.3.3 Suggest FOUR ways to address the issue stated above in 5.3.1 (4)
[30]

QUESTION 6

6.1 List FOUR reliable sources that you will consult for tourist information. (4)

6.2 Illustrate the difference between tangible and non-tangible heritage by giving TWO examples of:

6.2.1 Tangible heritage. (4)

6.2.2 Non-tangible heritage. (4)

6.3 You are accompanying a group of tourists on a tour of the Kruger National Park. During the tour you are confronted by one of the group members on a rather controversial matter related to Covid management in South Africa.

Discuss how you should best respond to this tourist. (5 × 2) (10)

6.4 Ms Knowles and her friends will be visiting East London. As her travel consultant she requests that you plan a full day excursion for them.

List FOUR of the factors you must consider when planning the excursion. (4 × 2) (8)

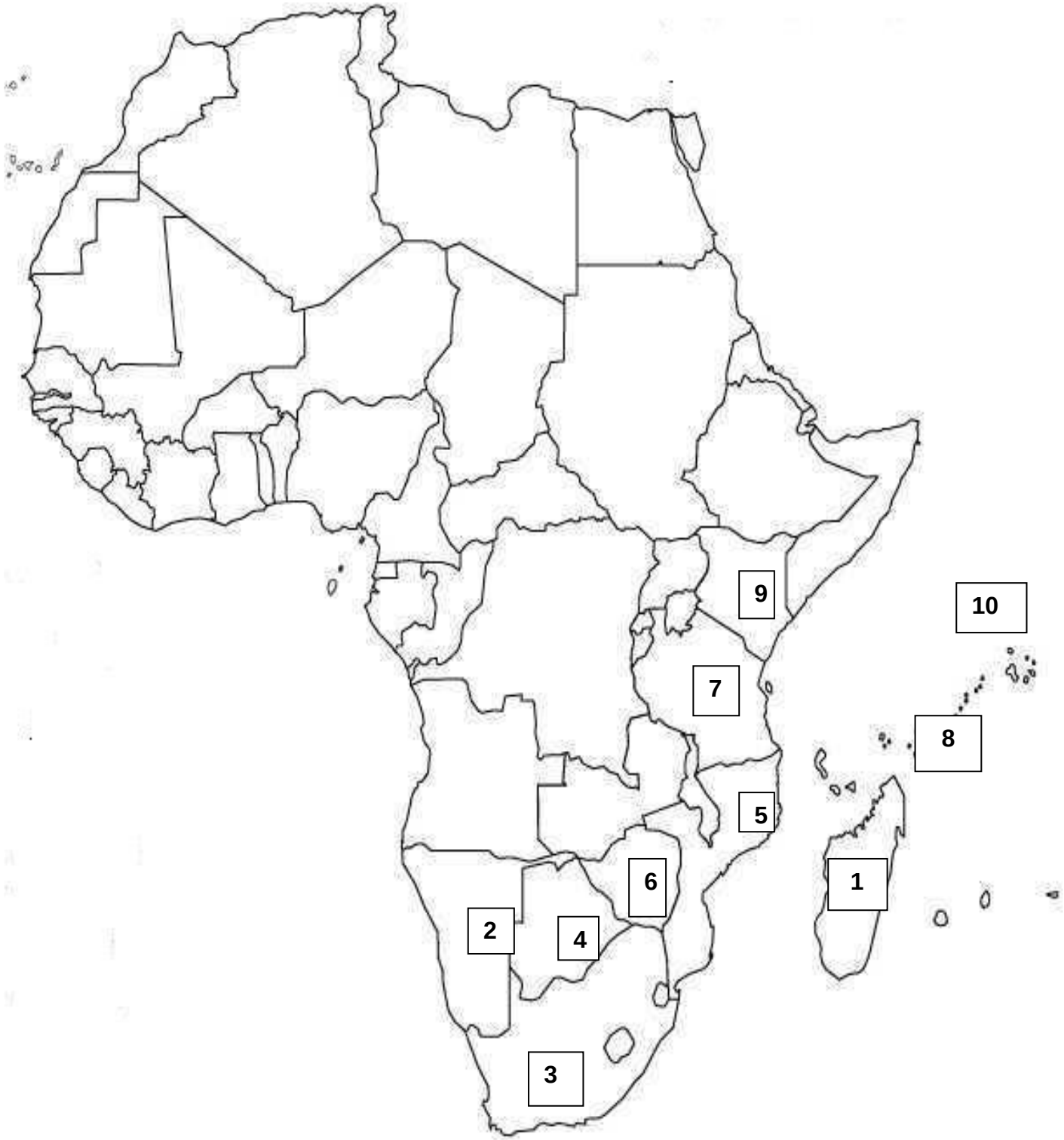
[30]

TOTAL: 180

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ADDENDUM A



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