higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

MARKING GUIDELINE

NATIONAL CERTIFICATE (VOCATIONAL)

SCIENCE OF TOURISM
NQF LEVEL 4

7 November 2022

This marking guideline consists of 8 pages.

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QUESTION 1

1.1
1.1.1 United States of America
1.1.2 Airports Company South Africa
1.1.3 OR Tambo International Airport
1.1.4 International Civil Aviation Organisation
1.1.5 International Cricket Council
1.1.6 International Air Transport Association
1.1.7 World Summit on Sustainable Development
1.1.8 European Union
1.1.9 General Sales Agent
1.1.10 Value-added Tax

(10 × 1) (10)

1.2
- Restaurants
- VIP lounges
- Retail shops
- Toilet facilities
- Car-hire offices
- Information kiosks
- Banking facilities
- Pharmacies and medical facilities

(Any 8 × 1) (8)

1.3
- Fire
- Floods
- Earthquakes
- Hurricane
- Tornados

(Any 3 × 1) (3)

1.4
1.4.1 Business visa (1)

1.4.2
- Passport
- Round trip air ticket
- Itinerary with dates and flight numbers
- Proof of sufficient funds for duration of stay
- Confirmed hotel reservation
- Official business letter
- Proof of employment
- Personal interview (if required)
- Bank and credit statements for three months

(Any 9 × 1) (9)

1.4.3
- Department of Home Affairs
- Embassy

(2)

1.4.4
- This is a business emergency, so Dr Sooraj can apply for and receive a visa within one day.
- He will need to phone the consulate or embassy and inform them of the situation prior to going there.
- They will need proof of the emergency. (3)

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1.4.5
- Identification cards
- Travel certificates
- Military identification cards
- Mariner discharge books
- Special affidavits
- Refugee travel documents (Any 4 × 1) (4)

[40]

QUESTION 2

2.1 2.1.1 Sun International's Table Bay Hotel in Cape Town (1)

2.1.2 Beauty pageant (1)

2.1.3
- The luxurious five-star hotel is the epitome of grace, elegance and poise.
- The V&A Waterfront's breath-taking views of Table Mountain, the city, Table Bay and Robben Island ensure it is one of the most-visited destinations in Africa. (2)

2.1.4
- Due to the Covid-19 pandemic events are classified as super spreaders
- Only a limited number of people are allowed to attend.
- It is for this reason that the event was held in the hotel and not a big venue. The rest of the South Africans and other international interested parties can watch the live stream of the event on identified media channels. (4)

2.1.5
- Attendance
- Profit
- Exposure
- Enjoyment (4)

2.2 2.2.1
- This law aims to minimise risk and prevent disasters occurring at events.
- It requires that for every event, a hazard and risk analysis must be undertaken,
- to identify possible types of potential disasters both at the event and within proximity of the venue that could impact on the event.
- This should include identifying all potential roleplayers that would have to be called upon should any of the potential disasters occur and drawing up plans in case of emergencies. (Any 2 × 2) (4)

2.2.2
- The purpose of this act is to ensure that working environments, premises and venues to which the public has access are kept safe and healthy, and
- to prevent a working environment that could damage or harm surrounding properties and people. (2 × 2) (4)

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2.3
- Nature and type of event
- Time of year
- Time of day
- Number of people
- Special needs
- Safety and security
- Available budget of client
- Capacity of the venue
- Facilities available at the venue (Any 4 × 1) (4)

2.4 2.4.1 FNB Stadium/ Ellis Park Stadium/ ODI Stadium.
(Any applicable 1 × 1)
- It is big enough to accommodate all spectators and athletes.
- It is accessible by public transport. (Any applicable 2 × 1)

2.4.2 Soccer city. (Any applicable 1 × 1)
- The stadium is big enough to accommodate a large number of fans and parking facilities are available.
- It is easily accessible for fans using public transport.
(Any applicable 2 × 1)

2.4.3 Kyalami (Any applicable 1 × 1)
- It is popularly known for car racing
- tracks that can be used for diverse types of races.
(Any applicable 2 × 1)

2.4.4 Wanderers Cricket Ground (Any applicable 1 × 1)
- It is big enough and glamorous to host an event of this nature.
- It can accommodate a large crowd of people.
(Any applicable 2 × 1)
(4 × 3) (12)

2.5
- South African Association for the Conference Industry
- Tourism Business Council of South Africa
- South African Meetings Industry Federation
- Exhibition Association of South Africa (4)

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QUESTION 3

3.1 3.1.1 True
3.1.2 False
3.1.3 False
3.1.4 True
3.1.5 True
3.1.6 True
3.1.7 False
3.1.8 False

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3.1.9 True
3.1.10 True (10 × 1) (10)

3.2 3.2.1 A paramedic is someone who has been trained to help people who are hurt✓ or to do medical work, but who is not a doctor or a nurse.✓ (2)

3.2.2 Medical treatment and medication should be obtained from professionals in the medical field.✓✓ Assistance given by someone who is not a medical professional can have profound consequences.✓✓ It can aggravate the injury or cause permanent damage or even death.✓✓ (Any 2 × 2) (4)

3.2.3
- Doctors
- Paramedics
- Qualified first-aid officers
- Nurses (4)

3.2.4 Extreme caution should be taken to ensure that maximum safety regulations are adhered to.✓ Protective clothing will minimise the risk of getting injured or hurt while participating in dangerous adventurous activities.✓ (2 × 1) (2)

3.3 3.3.1
- Fatigue reduces concentration and the ability to react quickly.
- Tiredness also affects the driver's ability to make a rational decision in a crisis.
- A tired driver has a greater risk of being involved in an accident than a fresh, wide awake one.
- Resting and alternating drivers ensure that drivers are awake, alert, and able to respond to possible risky situations.

(Any 2 × 1) (2)

3.3.2
- Stop at a roadside rest area.
- If it is after dark, find a lighted area to park.
- Give yourself a little outside air, but make sure windows are closed enough to prevent entry from the outside.
- Lock all doors.
- Turn on parking lights and turn off other electrical equipment.
- After you have rested, get out of the vehicle and walk for a few minutes to be sure you are completely awake before you begin to drive again. (6)

3.3.3
- He keeps yawning.
- His reaction slows down.
- He feels stiff.
- His eyes feel heavy.
- He finds that he is daydreaming.
- He wanders over the centre line or onto the edge of the road.

(Any 6 × 1) (6)

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3.3.4
- Do not feed the animals.
- Do not tease the animals.
- No animals are allowed to be brought into or taken out of the park or reserve.
- No animals may be hunted, chased, caught or killed.
- Visitors should never leave their vehicles, unless at a picnic spot or in a camp area.
- Do not litter.
- Do not throw cigarette butts in the veld.
- Never leave a fire unattended.
- No firearms.
- No pets.
- Stick to speed limits on the road.
- Visitors should not remove fire wood from the veld.
- Do not remove plant material from the veld.
- Do not leave the roads to drive through veld. (Any 4 × 1) (4)

[40]

QUESTION 4

4.1
- To provide travel information on various products including destinations, airfares, visa requirements, etc.
- To make bookings on behalf of clients
- To issue travel documents such as tickets and hotel vouchers
- To advise clients on health and safety tips
- To advise potential tourists
- To draft itineraries
- To construct fares
- To maintain files on reservations, maintain and display travel brochures
- To assist with applications for travel documentation
- To negotiate with principals in the case of customer complaints (6)

4.2 4.2.1 Organise tour packages from other countries to a specific country. A company that arranges trips to South Africa for European visitors. (Any 1 × 2) (2)

4.2.2 Organise tour packages for South Africans to visit overseas countries. (1 × 2) (2)

4.3 4.3.1 Oversees the company and will be involved in setting goals,✓ long-term planning, hiring staff and dealing with customer problems that the tour guides and operators cannot handle✓

4.3.2 Sells package tours to travel agents✓ and other relevant retailers✓

4.3.3 Puts together tour packages,✓ does research to find new places to go to and new things to see✓

4.3.4 Assists travellers on guided tours✓ and provides information on attractions and destinations visited during the tour✓

4.3.5 Takes care of all payments✓ and bookkeeping to make sure that the company's financial health is good✓

(5 × 2) (10)

4.4

COLUMN B	COLUMN C
4.4.1 Group inclusive	Tour is prearranged. Tourist does not have to make his or her own arrangements. (Any 2 × 1)
4.4.2 Independent inclusive	The tourist does as he/she pleases. Goes where and when he/she pleases. (Any 2 × 1)
4.4.3 Escorted individual	Guides provide interesting and insightful information. Tourist can learn a lot about a place or attraction. (Any 2 × 1)
4.4.4 Foreign independent	The tourist does as he/she pleases. Goes where and when he/she pleases. (Any 2 × 1)
4.4.5 Inclusive tour charter	It is exclusive. Transport is not shared by other passengers or members of the general public outside of the specific tour. (Any 2 × 1)

(5 + 10) (15)

4.5
4.5.1 South African
4.5.2 European
4.5.3 American
4.5.4 European
4.5.5 South African

(5 × 1) (5)
[40]

QUESTION 5

5.1
5.1.1 H
5.1.2 G
5.1.3 F
5.1.4 A
5.1.5 C
5.1.6 B
5.1.7 E
5.1.8 D

(8 × 2) (16)

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5.2 5.2.1
- A tour itinerary is a legal contract between the tour operator and the client.
- Each party agrees to perform a certain action.
- The tour operator plan or facilitate the tour, and
- The client agrees to pay the agreed price for it. (4)

5.2.2
- They had to change their itinerary plans because the floods in the area were extreme.
- It was not planned by the clients nor the tour operator.
- What happened was outside their control. (3)

5.2.3
- War or threat of war
- Riots
- Civil strife
- Terrorist activity or threat of terrorist activity
- Industrial dispute
- Natural or nuclear disaster
- Fire (Any 4 × 1) (4)

5.2.4
- They can become angry.
- They can look for alternative service providers.
- They can tell others about the bad service.
- They may cancel a booking.
- They can refuse to pay. (5 × 1) (5)

5.2.5
- When a customer is booked on a tour, the tour operator must meet certain obligations.
- The specific obligation will vary from one tour operator to the next and will depend on the nature of the tour.
- The obligations are often called terms and conditions.
- Clients are required to sign a form to show that they accept the terms and conditions before their booking is confirmed. (4 × 1) (4)

5.3
- Building exterior
- Meeting and function venues
- Exhibition and special-event venues
- Public toilets
- Public areas
- Permanent dining facilities
- Food and beverage
- Services and service
- Housekeeping (Any 4 × 1) (4)

[40]

TOTAL: 200

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