higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

NATIONAL CERTIFICATE (VOCATIONAL)

SCIENCE OF TOURISM
NQF LEVEL 4

(11011044)

7 November 2022 (X-paper)
09:00–12:00

This question paper consists of 9 pages.

129Q1N2207

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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. Write neatly and legibly.

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QUESTION 1

1.1 You are supervising an intern in the travel office where you work. She is not yet familiar with the codes used in the travel industry.

Decode each of the following codes for her:

1.1.1 USA

1.1.2 ACSA

1.1.3 ORTIA

1.1.4 ICAO

1.1.5 ICC

1.1.6 IATA

1.1.7 WSSD

1.1.8 EU

1.1.9 GSA

1.1.10 VAT

(10 × 1) (10)

1.2 Name EIGHT services other than arrival and departure facilities available at airport terminals. (8)

1.3 Give THREE examples of incidents that can be classified as *Acts of God*. (3)

1.4 Read the below article and answer the questions that follow.

ONE YEAR ON:
STILL RACING TO RESPOND TO COVID-19 AROUND THE WORLD

Doctors Without Borders/Médecins Sans Frontières (MSF) teams are still racing to respond to COVID-19 and the severe disruptions this pandemic has had on other essential health services.

This is an unprecedented global emergency. MSF teams are responding and adapting to the spread of the novel coronavirus in more than 70 countries where we have existing medical projects. Last year we also launched emergency responses in many others including temporary operations in Europe and the United States. Today, most COVID-19 activities have been integrated into our regular programs. However, we maintain some focused projects depending on local needs.

[Source: *Doctors Without Borders*, 6 August 2021]

1.4.1 Dr Sooraj from Durban is involved with the distribution of vaccines on behalf of Doctors Without Borders. He has to travel to Yemen to set up a vaccination camp.

Which type of visa do you think Dr Sooraj should apply for? (1)

1.4.2 List NINE documents that will be required from Dr Sooraj when applying for a visa. (9)

1.4.3 Name TWO places where he can apply for the type of visa named in QUESTION 1.4.1. (2)

1.4.4 Dr Sooraj has to leave within 72 hours to help curb the spread of the virus in Yemen. He has not yet applied for a visa.

How could Dr Sooraj speed up the visa application process? (3×1) (3)

1.4.5 There are a number of documents that may be used in place of a passport, although they do not have the same legal effects as a passport.

List FOUR special documents that may be used in the place of a passport. (4)

[40]

QUESTION 2

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

For the first time in its 62-year history, the Miss South Africa pageant finale will be hosted in Cape Town at Sun International's Table Bay Hotel at the V&A Waterfront.

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

A fitting venue and destination in which to crown the fairest lady in the land. Miss South Africa 2020 will be crowned at The Table Bay Hotel in an entertainment-packed event on Saturday 24 October from 5:00 pm. The event will be screened live on M-Net and Mzansi Magic and will be streamed live to an international audience.

Table Bay Hotel general manager Joanne Selby said: "The Table Bay Hotel was never an option to host the pageant throughout Sun International's long history with it as we have always had guests staying with us. We have been closed since the beginning of the lockdown, but are getting ready to open along with international borders. The timing is fortuitous as it is just prior to a spectacular official opening we are planning for 30 October. We will host the Top 10 Miss South Africa finalists and a few guests in the week leading up to the pageant."

[Source: *https://www.suninternational.com*]

2.1.1 At which venue was this event held? (1)

2.1.2 Which type of event is it? (1)

2.1.3 Why is the venue befitting to host such an event? (2 × 1) (2)

2.1.4 Briefly explain why the event was held at a hotel instead of a big venue and why only limited guests were allowed at the hotel. (2 × 2) (4)

2.1.5 With which FOUR criteria can the success of an event be measured? (4)

2.2 South Africa had systems in place to prevent a number of potential dangers to people attending and hosting an event as well as to the property prior to the Covid-19 pandemic.

Briefly explain the purpose of each of the following pieces of legislation in terms of events organisation:

2.2.1 Disaster Management Act No 57 of 2002 (2 × 2) (4)

2.2.2 Occupational Health and Safety Act (2 × 2) (4)

2.3 Give FOUR points that event organisers must consider when choosing a venue. (4)

2.4 Suggest a venue in South Africa that can be used for each of the following events and substantiate the answer:

2.4.1 Athletics (1 + 2)

2.4.2 FIFA World Cup Soccer Match (1 + 2)

2.4.3 Motor Racing Competition (1 + 2)

2.4.4 Cricket (1 + 2)
(4 × 3) (12)

2.5 List FOUR professional bodies that regulate events in South Africa. (4)
[40]

QUESTION 3

3.1 Indicate whether the following statements are TRUE or FALSE by writing only 'True' or 'False' next to the question number (3.1.1–3.1.10) in the ANSWER BOOK.

3.1.1 Driving a car under the influence of alcohol can be deadly.

3.1.2 Emotional stress and boredom are not causes of fatigue.

3.1.3 It is not necessary to get enough sleep the night before a trip.

3.1.4 Safety precautions are put in place to protect animals and the environment from human interference.

3.1.5 Visitors to national parks are not allowed to feed the animals.

3.1.6 Tour operators must be registered with the South African Tour Operators Association.

3.1.7 Tour operators do not require special licenses to operate dangerous activities such as bungee jumping.

3.1.8 The level of risk for quad biking is low.

3.1.9 In the case of an accident or severe injury paramedic assistance should be obtained as soon as possible.

3.1.10 Neck injuries should be treated with the utmost care.

(10 × 1) (10)

3.2



3.2.1 Define the term *paramedic*. (1 × 2) (2)

3.2.2 Explain why it is important that first aid be administered by a qualified officer. (2 × 2) (4)

3.2.3 Name FOUR medical professionals who may be allowed to administer first aid to an injured tourist. (4)

3.2.4 Why is protective clothing compulsory when participating in dangerous adventurous activities? (2 × 1) (2)

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3.3



The Dlamini family is travelling from Mahikeng to Mbombela to visit the Kruger National Park.

3.3.1 Explain to Mr Dlamini why it is important to take regular rest periods. (2 × 1) (2)

3.3.2 List SIX precautionary measures for the Dlamini's to follow when stopping along the way. (6)

3.3.3 Mr Dlamini wants to know what warning signs will indicate to him that it is time to stop driving and rest. List SIX warning signs. (6)

3.3.4 Advise the Dlamini family on the FOUR rules they must not violate when they are in the Kruger National Park. (4)

[40]

QUESTION 4

4.1 List SIX main functions of a general sales agent. (6)

4.2 Define the following terms:

4.2.1 Inbound tour operator
4.2.2 Outbound tour operator (2 × 2) (4)

4.3 Briefly explain the roles of each of the following staff members in a wholesale travel organisation:

4.3.1 Manager

4.3.2 Sales representative

4.3.3 Tour planner

4.3.4 Tour guide

4.3.5 Finance clerk

(5 × 2) (10)

4.4 Choose the type of tour in COLUMN B that matches the description in COLUMN A and write the benefit thereof in COLUMN C. Draw two columns in the ANSWER BOOK as follows: COLUMN B for the type of tour and COLUMN C for the benefit.

COLUMN A	COLUMN B	COLUMN C
4.4.1 Arranged for a specific group with members who stay together for the full duration of the tour	Foreign independent (1)	(2 × 1)
4.4.2 Designed for one person and planned around the special needs of the specific traveller	Escorted individual (1)	(2 × 1)
4.4.3 Any tour accompanied by a guide or escort	Inclusive tour charter (1)	(2 × 1)
4.4.4 Tour to a foreign country outside the borders of one's own country, planned specifically for an individual traveller	Group inclusive (1)	(2 × 1)
4.4.5 Transport arranged on a special aircraft	Independent inclusive (1)	(2 × 1)

(5 + 10) (15)

4.5 Classify each of the following rail companies as either 'South African', 'American' or 'European':

4.5.1 Blue Train

4.5.2 London Underground

4.5.3 AMTRAK

4.5.4 EuroCity

4.5.5 Shongololo Express

(5 × 1) (5)

[40]

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QUESTION 5

5.1 Choose a tour operator/principal in COLUMN B that matches a type of product the GSA offer to tourists in COLUMN A. Write only the letter (A–H) next to the question number (5.1.1–5.1.8) in the ANSWER BOOK.

COLUMN A		COLUMN B	
5.1.1	Rail ticket	A	Tempest Car Hire
5.1.2	Airline seat	B	Standard Bank
5.1.3	Nature viewing	C	Royal Caribbean International
5.1.4	Car hire	D	Sheraton Hotel
5.1.5	Sea travel	E	Thompson Tours
5.1.6	Foreign exchange	F	Kruger National Park
5.1.7	Package tours	G	British Airways
5.1.8	Hotel room	H	Rovos Rail

(8 × 2) (16)

5.2 Your manager has assigned you to deal with clients who booked their holidays to the Southern Cape, however one day before they arrive, heavy rainfall flooded the roads and most of the tourism establishments.

5.2.1 Explain why a tour itinerary is considered to be a legal binding contract. (4 × 1) (4)

5.2.2 What would justify your client's breach of contract by not honouring their booking to the Southern Cape? (3 × 1) (3)

5.2.3 List FOUR other factors that may lead to cancellation or change of itinerary. (4)

5.2.4 Explain the way in which customers whose expectations were not met would react. (5 × 1) (5)

5.2.5 Briefly explain the contractual obligations when booking a customer on a tour. (4 × 1) (4)

5.3 List FOUR grading criteria used to grade venues by the Tourism Grading Council. (4)

[40]

TOTAL: 200

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