higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

MARKING GUIDELINE

NATIONAL CERTIFICATE (VOCATIONAL)

SCIENCE OF TOURISM
NQF LEVEL 4

XX FEBRUARY 2020

This marking guideline consists of 9 pages.

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QUESTION 1

1.1
1.1.1 Airline
1.1.2 Cruise
1.1.3 Rail
1.1.4 Rail
1.1.5 Accommodation
1.1.6 Airline
1.1.7 Accommodation
1.1.8 Rail
1.1.9 Cruise
1.1.10 Accommodation

(10 × 1) (10)

1.2 1.2.1 Book a flight ticket. (1)

1.2.2
- Passenger will be asked to produce proof of his booking such as e-ticket or reference number.
- Passenger will be required to provide proof of identity such as ID
- The ground crew will check if the booking details are correct and will allocate a seat to the passenger.
- Baggage will be checked in.
- Large luggage items will be labeled with tags indicating departure and arrival destinations.
- Baggage that is not weighed will be taken on board as hand luggage.
- Passengers will be handed boarding passes indicating their seat numbers and boarding gate numbers. (7)

1.2.3 One piece (1)

1.2.4 The maximum dimensions may not exceed 115 cm✓ (length + height + width) and may not weigh more than 7 kg.✓
It must be small enough✓ to fit into the overhead storage space inside the aircraft.✓ (4 × 1) (4)

1.2.5
- Handbag
- Purse
- Overcoat
- Wrap
- Blanket
- Umbrella
- Walking stick
- Camera/Binoculars
- Fully collapsible wheelchair
- Crutches if dependent on them
- Laptop/I-Pad/Tablet (any other technical device)
- Cell phone
- Reading material (Any applicable 10 × 1) (10)

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1.3 32 kg (1)

1.4
- A counterfeit passport might have the wrong ID number.
- It might have inaccurate fingerprints.
- It might have a wrong photo.
- It might have been manufactured incorrectly.
- The photo might be secured with tape or a watermark might be missing.
- The original ID number could have been scratched out and rewritten.

(Any applicable 6 × 1) (6)
[40]

QUESTION 2

2.1 2.1.1 Derek Hanekom (1)

2.1.2
- For proper screening of applicants to ensure that undesirable persons are not admitted to the country.
- To facilitate the entry of approved applicants at South African ports of entry.
- An immigration official will determine if the visitor may be allowed to enter South Africa, and
- for how long he or she can stay for that particular visit.

(Any applicable 2 × 2) (4)

2.1.3
- China
- India
- Nigeria (3)

2.1.4
- Department of Home Affairs
- Department of International Relations and Cooperation/Foreign Relations (2)

2.1.5
- Can reduce unemployment
- Foreign arrivals will be boosted by 40%
- The new measures form part of the goal to attract five million additional travellers.
- Four million international tourists and 1 million local tourists
- It will help limit the major drought to Cape Town (5 × 1) (5)

2.1.6 R400 billion (1)

2.1.7
- A valid acceptable passport or travel document good for a sufficient period to cover the intended stay.
- Sufficient funds to keep them during their stay in the country
- Yellow fever certificates are required if the journey starts or entails passing through the yellow fever belt of Africa or South America.
- A return or onward ticket. (4 × 1) (4)

2.2
- The speed limit on national roads is 120 km per hour, and in built-up areas it is 60 km per hour.
- In South Africa, we drive on the left-hand side of the road.
- All drivers must have valid driver's licences. Foreign drivers can apply for an international driver's licence and must present this together with the licence issued in their own countries of origin.
- Drivers must be aware of and adhere to the legal limit for driving after consuming alcohol.
- Talking on a cell phone while driving is illegal.
- Vehicles should not be overloaded with either passengers or goods.

(Any applicable 6 × 1) (6)

2.3 Driver fatigue is a condition that reduces concentration and the ability to react quickly after a driver have driven a long distance, after a long day at work, an outing or virtually any activity. (Any applicable 1 × 2) (2)

2.4 Car accidents or crashes (1)

2.5
- Get enough sleep the night before.
- At least six hours of sleep is recommended before a long trip.
- Wear good quality sunglasses.
- Avoid heavy foods.
- Do not consume alcohol.
- Have a passenger in the car with you. (Any applicable 5 × 1) (5)

2.6
- Fatigue reduces concentration and the ability to react quickly.
- Tiredness also affects the driver's ability to make a rational decision in a crisis situation.
- 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 and alert and able to respond to possible risky situations. (Any applicable 4 × 1) (4)

2.7
- Constant yawning
- Slow reactions
- Feeling stiff
- Eyes feel heavy
- Daydreaming
- The car wanders over to the centre line or onto the edge of the road.

(Any applicable 2 × 1) (2)

[40]

QUESTION 3

3.1 3.1.1
- 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 venue
- Facilities available at the venue (Any applicable 8 × 1) (8)

3.1.2
- Catering
- Parking
- Security
- Seating
- Exhibition space
- Stage
- Media facilities
- Sound and lighting
- Props (Any applicable 5 × 1) (5)

3.1.3 Inkosi Albert Luthuli International Convention Centre/Durban International Convention Centre (1)

3.1.4
- Attendance
- Profit
- Exposure
- Enjoyment (4)

3.1.5
- Rugby World Cup
- Cricket World Cup
- Soccer World Cup (Any applicable 2 × 1) (2)

3.2 3.2.1 True
3.2.2 True
3.2.3 False
3.2.4 True
3.2.5 True
3.2.6 False
3.2.7 False
3.2.8 True
3.2.9 True
3.2.10 True (10 × 1) (10)

3.3.1 Soccer Match/Sport event (Any applicable 1 × 1)

3.3.2 • Large number of spectators
3.3.3 • Safety of participants
• Safe venue (Any applicable 2 × 1)

3.3.4 • Accommodation/transport for delegates
• Safe venue
• Good technical equipment (sound/lighting/air conditioning)
• Safe parking (Any applicable 1 × 1)

3.3.5 Wedding (1 × 1)

3.3.6 • Big enough venue
3.3.7 • Safe venue
• Safe parking
• Good sound/technical equipment
• Good food
• Good photographer (Any applicable 2 × 1)

3.3.8 South African Tourism/SAT (1 × 1)

3.3.9 • Big enough venue
3.3.10 • Safe and secure parking
• Good marketing
• Good technical equipment
• Large number of visitors/service providers (Any applicable 2 × 1) (10)
[40]

QUESTION 4

4.1 4.1.1 Official approval or permission for something.

4.1.2 Travelling through an airport to get a connecting flight to another country.

4.1.3 Man-made objects connected with the past.

4.1.4 Internationally accepted cheques for a sum of money in a particular currency that can be exchanged elsewhere for local currency or goods

4.1.5 A disaster that cannot be prevented by humans. (5 × 2) (10)

4.2 • South African Association of Registered Tour Guides✓- SAARTG✓
• South African Tourism Services Association✓- SATSA✓
• Department of Tourism and Environmental Affairs✓ - DEAT✓
• Association for South African Travel Agencies✓ - ASATA✓
• Tourism Business Council of South Africa✓ - TBCSA✓ (5 × 2) (10)

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4.3

COLUMN A ADVANTAGES	COLUMN B DISADVANTAGES
All arrangements are made for the traveler.	The activities planned can be tiring or not to each person's taste.
Activities, meals, accommodation and transport are all pre-planned.	People in the group may not get on with each other.
Travelers are often safer in a group.	Plans cannot be changed.
Special arrangements are often made for groups.	It can be more expensive as the group stays in hotels and eats at restaurants.
Group discounts apply.	There is little freedom because the itinerary must be followed.

(Any applicable 5 × 2) (10)

4.4 4.4.1
- Internet has become an invaluable tool for use in the tourism industry.
- Most principals have their own websites and there are a large number of general tourist websites that offer information on wholesalers. (Any applicable 2 × 1)

4.4.2
- In the tourism industry, word of mouth provides a valuable source of information and reference.
- Satisfied clients will recommend the services of a good wholesaler to others. (Any applicable 2 × 1)

4.4.3
- Most wholesalers advertise their package tours in brochures that are available from travel agencies,
- flight centres, tourism exhibitions and airports.

(Any applicable 2 × 1)

4.4.4
- Tour operators also take part in annual tourism exhibitions.
- They set up stalls and decorate them with beautiful pictures or posters of the destinations they offer. (Any applicable 2 × 1)

(4 × 2) (8)

4.5 It will assist a tourist to select a service that suits his/her needs and budget.

(Any applicable 1 × 2) (2)

[40]

QUESTION 5

5.1.1
- Yes✓
- all visitors from foreign countries must be in possession of a valid passport from their country of origin before entering South Africa.
- They also require visas to enter South Africa for proper screening of applicants
- To ensure that undesirable persons are not admitted to the country. (1 + 3) (4)

5.1.2 Tourist visa (1)

5.1.3 The 4-year-old✓ and the 10-year-old✓ because they are not yet 16 years old.✓ (3)

5.2 5.2.1
- Visitors to foreign countries who stay for a period of time
- Tourist on vacation (Any applicable 1 × 1)

5.2.2 Allows the tourist to enter the country concerned
5.2.3 People who visit a foreign country for business purposes
5.2.4 Allows people to enter the country for business
5.2.5 Students who go overseas for limited time to work part time
5.2.6 Allows students to enter specified countries where he/she is working
5.2.7 Travellers who enter a country merely to take a connecting flight to another country
5.2.8 Allows them to stay at the airport for the required time
5.2.9 Travellers who return to his/her country of origin
5.2.10 Travellers who return to his/her country of origin
(10 × 1) (10)

5.3.
- A stolen or lost passport can be changed and used as forged documents.
- Someone else may try and travel on your passport.
- Someone may use your identity illegally. (Any applicable 2 × 1) (2)

5.4
- Identification cards
- Travel certificates
- Military identification cards
- Seaman discharge books
- Special affidavits
- Refugee travel documents (Any 5 × 1) (5)

5.5 5.5.1 passengers
5.5.2 consuming alcohol
5.5.3 public driver's permit
5.5.4 120 km per hour
5.5.5 cell phone
5.5.6 valid driver's licence
5.5.7 Foreign drivers
5.5.8 60 km per hour
5.5.9 code 08
5.5.10 code 10 (10 × 1) (10)

5.6
- Some areas that tourists visit have restricted access.
- This means that visitors are not allowed to enter parks and reserves.
- Restricted access areas are generally areas where sensitive or endangered plant and animal species are located.
- Very old buildings, some religious sites and areas with precious artifacts and antiques are often restricted.
- If a visitor enters a restricted area without the consent of a tour guide, he or she will be liable for any consequences that may follow from his or her actions.
- There are signs to indicate that no one is allowed entry to specified areas or sites. (Any applicable 5 × 1) (5)

[40]

TOTAL: 200

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