higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

NATIONAL CERTIFICATE (VOCATIONAL)

SCIENCE OF TOURISM
NQF LEVEL 4

(11011044)

12 November 2018 (Y-Paper)
13:00–16:00

This question paper consists of 18 pages.

NCV

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. Start each question on a NEW page.
5. Write neatly and legibly.

NCV

Copyright reserved

QUESTION 1

1.1 Read the article below and answer the questions.

FLYBRARY

There is a novel concept at Cape Town International Airport for people who love to read. The Flybrary looks like a book store but you do not actually buy any books. It works on a pay-it-forward system. The idea is that you can take a book from the library, but you must replace it with one you have finished. While ACSA filled the shelves with new and used books, it is up to passengers to keep it going. According to ACSA, the Flybrary is the very first of its kind in South Africa.

[Source: *Escape Magazine*, January 2015]

1.1.1 What is the Flybrary? (1 × 2) (2)

1.1.2 What is the purpose of the Flybrary? (1 × 2) (2)

1.1.3 How can passengers also contribute to sustain the Flybrary project? (1 × 2) (2)

1.1.4 List FIVE other services that could be provided at an international airport. (5)

1.2 Read the article below and answer the questions.

LEGS AND ALL

Many people have been on a flight where they had to fight for elbow room, but now there is a new war and it is all about the legs. A plastic device that was invented a decade ago has only now become one of the most controversial gadgets aboard an aeroplane.

The knee defender consists of only two plastic clips, but it has been the cause of chaos in the sky. The clips are locked onto the seat in front of you, preventing that person from reclining their seat and encroaching into your leg room. The device has caused heated arguments and several aeroplanes have been forced to make emergency landings. Even though many airlines have banned the device, sales have skyrocketed. Will you preserve your personal space with a knee defender?

[Source: *Escape Magazine*, January 2015]

1.2.1 Do you think this device is good for passengers? (1)

1.2.2 Motivate your answer to QUESTION 1.2.1. (1 × 2) (2)

1.2.3 Passengers are allowed to carry hand luggage onto an aeroplane.

List SIX items that could be taken onto an aeroplane as hand luggage. (6)

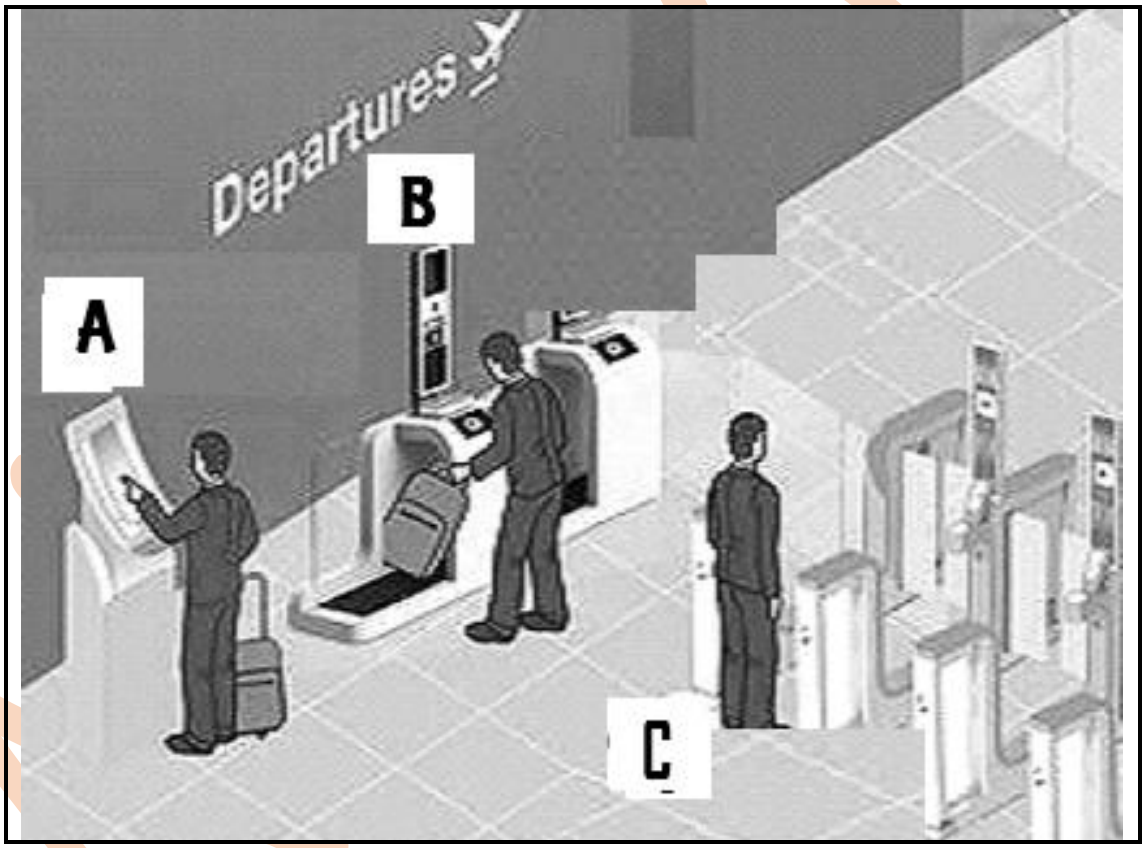
Copyright reserved

1.3 Read the scenario below and answer the questions.

Mr. Nkosi is travelling from Johannesburg to Cape Town using British Airways on 22 November 2018 at 13:00. He will board at gate C7 and his seat number is E4.

1.3.1 Study the picture below and explain each process that Mr. Nkosi will go through from the moment he checks in using self-check-in counters, until he goes to the waiting area for his aeroplane.

Explain each process by writing the answer next to the letter (A–C) in the ANSWER BOOK. (3 × 2) (6)



[Source: *visionbox.com*]

1.3.2 Mr Nkosi's family decided to drop him off at the airport.

Would his family be able to accompany him to the aeroplane? Justify your answer. (2 + 2) (4)

1.3.3 Mr Nkosi needs to know which items he will be allowed to take with him on the flight.

Copy the table below and complete it in the ANSWER BOOK by ticking the correct column to indicate whether the following goods need a permit or are prohibited on flights.

GOODS	PERMIT REQUIRED	PROHIBITED
Weapons		
Poison		
Certain plant products		
R10 000 in SA bank notes		
Unnumbered weapons		
Habit-forming drugs		
Animals and birds		
Fireworks		
20 kg tinned pork		
Gold coins		

(10 × 1) (10)
[40]

NCV

QUESTION 2

2.1 Choose a term from COLUMN B that matches a description in COLUMN A. Write only the letter (A–H) next to the question number (2.1.1–2.1.7) in the ANSWER BOOK.

COLUMN A		COLUMN B	
2.1.1	Used by travel agents to indicate a planned route or journey including destinations, dates and travel times	A	visa
2.1.2	Visa granted for a visit not exceeding 72 hours in a country and issued only to persons having an onward airline ticket	B	passport checks
2.1.3	Document which proves that a tourist has been vaccinated	C	itinerary
2.1.4	Process at international gateways to restrict or prohibit the illegal importation of certain types of goods	D	customs check
2.1.5	Official document issued by the embassy of a country	E	customs duty
2.1.6	Special tax charged for goods bought outside South Africa	F	health certificate
2.1.7	Travel document issued by one's own country as proof of identity and nationality	G	passport
		H	transit visa

(7 × 1) (7)

Copyright reserved

2.2 Study the picture below and answer the questions.



[Source: *www.googleimages.com*]

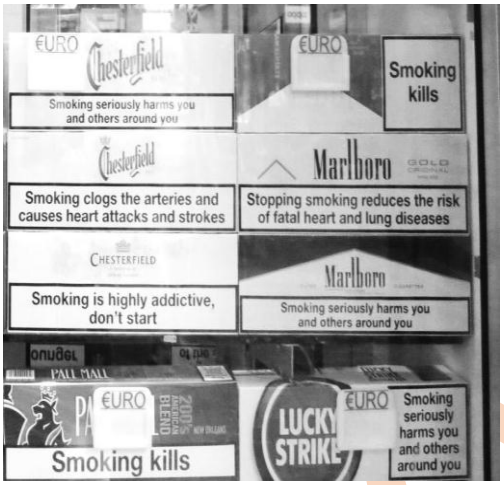
2.2.1 What is this section at the airport called? (1)

2.2.2 What do passengers do once they are at this section? (3 × 1) (3)

2.2.3 Which South African government department is responsible for the section above? (1 × 2) (2)

2.2.4 What are the duties of the people at the section identified in 2.2.1? (2 × 2) (4)

2.3 Determine whether the following items are either duty-free goods or nonduty-free goods. Write only 'Duty-free goods' or 'Nonduty-free goods' next to the question number (2.3.1–2.3.4) in the ANSWER BOOK.

2.3.1 200 cigarettes 	2.3.2 Six litres of wine 
2.3.3 Cool drinks 	2.3.4 250 ml eau de cologne 

[Source: *www.googleimages.com*]

(4 × 2) (8)

2.4 Study the cartoon below and answer the questions.



[Source: *www.cartoonstock.com*]

2.4.1 Why is the baggage in the above cartoon referred to as unusual baggage? (1 × 2) (2)

2.4.2 What procedure do you need to follow if you have such baggage? (1 × 2) (2)

2.4.3 Does this baggage fall under an IATA or non-IATA request? (1)

2.5 Read the article below and answer the questions.

CYCLONE WINSTON: TENS OF THOUSANDS HOMELESS IN FIJI A WEEK AFTER STORM

Unicef says 51 000 people are still in shelters with many others staying with relatives after the cyclone tore across the South Pacific. Cyclone Winston, the worst storm recorded in the Southern hemisphere, left 42 people dead. The category five-storm also left many without water and it could be weeks before electricity is restored in some areas.

[Source: *www.theguardian.com*]

2.5.1 Is a cyclone considered to be an 'act of God'? (1)

2.5.2 Justify your answer to QUESTION 2.5.1. (1 × 2) (2)

2.5.3 How did the cyclone affect the people in Fiji? (3 × 1) (3)

2.5.4 How would the cyclone affect the tourism industry in Fiji? (2 × 2) (4)

[40]

QUESTION 3

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

3.1.1 A speciality travel agency may plan team-building holidays only.

3.1.2 Group-inclusive tours are pre-arranged as the group is given an itinerary.

3.1.3 Qantas is an Australian airline.

3.1.4 It is important to inform passengers about any changes that take place at the airport.

3.1.5 A tourist passport is valid for FIVE years.

3.1.6 One can apply for a visa at the Department of Home Affairs.

3.1.7 Krugerrands are classified as dangerous goods.

3.1.8 VAT is payable on all goods purchased in South Africa, however a tourist can claim this back on departure from the country.

3.1.9 It is compulsory to wear seat belts when travelling on South African roads.

3.1.10 Holiday Inn is an example of a principal hotel.

(10 × 1) (10)

3.2 Read the article below and answer the questions.

SOUTH AFRICA TO ENFORCE NEW RULES ON TRAVELLING WITH KIDS

Children travelling in and out of South Africa will be required to carry an unabridged birth certificate as well as a valid passport, under new regulations aimed at improving the safety of children. The regulations came into effect at the end of May 2014, but the Department of Home Affairs has delayed their implementation to make allowance for families who have already made plans for the upcoming school holidays. The rules are aimed at improving the safety of children including 'their protection from child trafficking, abduction and kidnapping', the department said on Tuesday.

The department has urged citizens and foreign nationals to apply for unabridged birth certificates, which reflect the particulars of both parents, in good time to avoid possible delays in their travel plans. It can take up to six to eight weeks for an unabridged birth certificate application to be processed.

[Source: *www.southafrica.info/travel/documents/travel-children*]

3.2.1 Which new changes are being implemented with regard to children travelling in and out of South Africa? (2 × 1) (2)

3.2.2 How long does it take to apply for an unabridged birth certificate? (1)

3.2.3 Why did the Department of Home Affairs introduce this new law? (1 × 2) (2)

3.2.4 How will these changes affect parents travelling with children? (2 × 1) (2)

3.2.5 How could passengers be informed about these changes? (2 × 1) (2)

3.2.6 How will this law affect the number of tourists planning to visit South Africa? (1 × 2) (2)

3.3 Read the article below and answer the questions.

NEW VISA RULES

According to the British High Commission, South Africans who have Australian, Canadian, New Zealand or USA visas no longer need a transit visa when they travel through the UK. This applies to passengers arriving and departing on the same day en route to another country. This law came into effect on 1 December 2014 and it also applies to nationals from Swaziland and Lesotho.

[Source: *Escape*; March 2015]

3.3.1 Which law came into effect on 1 December 2014? (1)

3.3.2 How will this law benefit tourists? (1 × 2) (2)

3.3.3 What is a *transit visa*? (2)

3.3.4 Where does one apply for a transit visa? (1 × 2) (2)

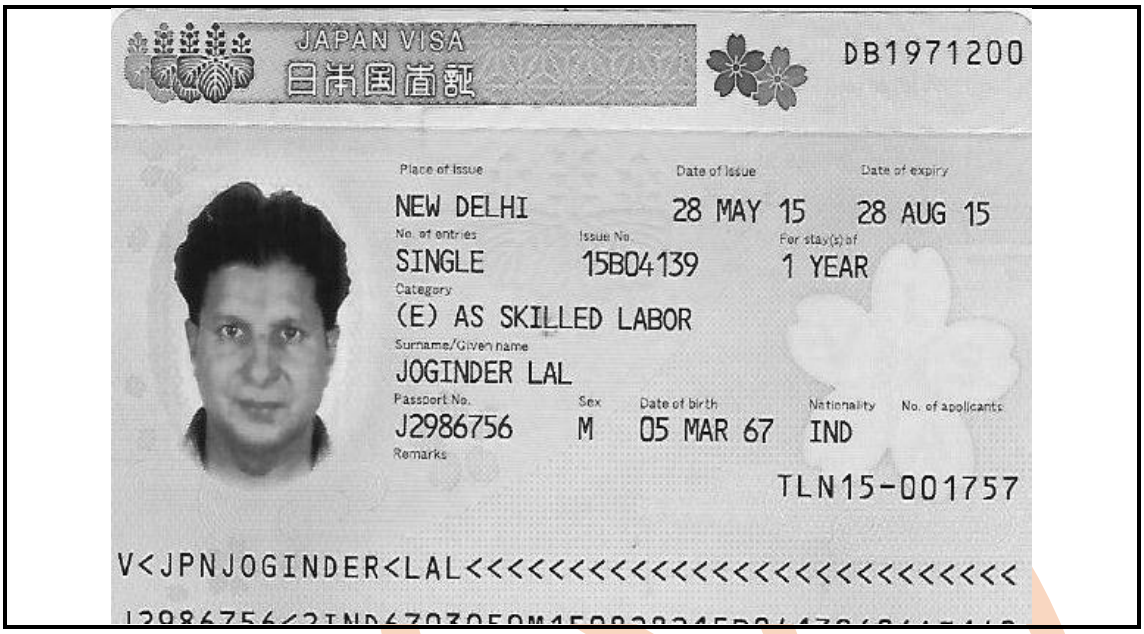
3.3.5 List TWO documents one needs when applying for a visa. (2)

3.4 You need a passport to travel internationally.

What would you do if you lost your passport whilst in a foreign country? (2 × 2) (4)

Copyright reserved

3.5 Analyse the following visa and answer the questions.



[Source: *www.googleimages.com*]

3.5.1 Which country does Lal Joginder want to travel to? (1)

3.5.2 Which country is Lal Joginder from? (1)

3.5.3 How long is his visa valid for? (1)

3.5.4 When will his visa expire? (1)

3.5.5 How many times will he be able to visit the country he wishes to go to using this visa? (1)

3.5.6 What is the purpose of him applying for the visa? (1)

[40]

QUESTION 4

4.1 Read the article below and answer the questions.

WINE SHOW FESTIVAL

Wine Show Durban is a three-day event held from 4 June to 6 June 2015 at the Suncoast Casino in Durban. This event showcases fortified wines, wine manufacturers, wine glasses, red wines and wine merchants.

[Source*: Escape; March 2015*]

4.1.1 What is the name of the venue where the event will be held? (1)

4.1.2 What type of event is a wine show? (1)

4.1.3 Who is the target market of this type of event? (1)

4.1.4 Name TWO services that would be required for this event. (2)

4.1.5 Name THREE role players in an event. (3)

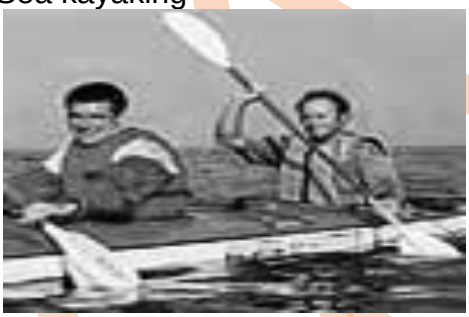
4.1.6 Name TWO other events that could take place at the above venue. (2)

4.1.7 Which THREE legislations would the organisers use to regulate this event? (3)

4.1.8 Why is there legislation in place to regulate the events industry? (1 × 2) (2)

4.2 For each of the adventure activities below suggest the safety equipment needed. Write the answer next to the question number (4.2.1–4.2.5) in the ANSWER BOOK.

4.2.1 Sea kayaking



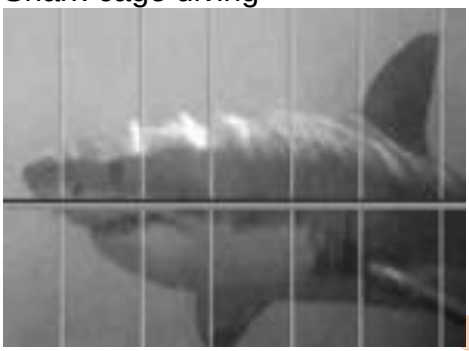
4.2.2 Skydiving



4.2.3 Rock climbing



4.2.4 Shark-cage diving



4.2.5 Mountain biking



[Source: *www.googleimages.co.za*]

(5 × 2) (10)

4.3 You are the owner of Pure Adventure which is a specialist company that organises quad bike tours around the North-West province.

4.3.1 Create an indemnity form that your company could use for potential tourists that would like to go on a quad bike tour. (10)

4.3.2 What would you do in case one of the tourists gets injured during a quad bike tour? (2 × 2) (4)

4.3.3 Is quad biking considered a high- or low-risk activity? (1)

[40]

QUESTION 5

5.1 Read the following article and answer the questions.

GERMAN TOURIST CAUSES TRAFFIC HAVOC ON R44

A German tourist caused havoc on the R44 between Somerset West and Stellenbosch when she drove her black Mercedes-Benz on the wrong side of the road, directly into oncoming traffic.

The incident occurred near the Lord Charles Hotel, close to the Somerset-West Mall. Eric Jordaan, who was driving on the R44 when the incident occurred, told Network24 that the lady was helped out by a South African man, Kenny Clark, who saw her crawling up into the oncoming traffic in her Mercedes. Clark, who is originally from Gordons Bay, parked his Corsa bakkie on the sidewalk and rushed over to help, but soon realised the cause of confusion as the woman in the car spoke only German and could not even understand him fully.

After a brief negotiation, Clark moved into the driver's seat of the Mercedes and turned the car around in the right direction. The German tourist must have confused South Africa's road rules with those of her home country, where motorists are obliged to drive on the right side of the road, as opposed to our left-side driving.

[Source: *www.network24.co.za*]

5.1.1 Which rule of the road did the German tourist break while driving on the R44? (2)

5.1.2 Why is it important to know the rules of the road of the country you are visiting? (1 × 2) (2)

5.1.3 What are the possible consequences of breaking the rules of the road? (2 × 1) (2)

5.1.4 Name FOUR other rules of the road in South Africa. (4)

5.2 Read the article below and answer the questions.

AUSSIE TOURIST BITTEN BY LION AT JOBURG PARK

An Australian tourist who was bitten by a lion in Lion Park near Honeydew, Johannesburg, admitted that he was in the wrong for rolling down his window. Network24 reports that Brendan Smith visited the park last week, about 36 hours after arriving in South Africa. He had been driving through the park with a friend when one of the lions bit him in the thigh.

According to Scott Simpson, spokesperson for the park, Smith was taken to hospital immediately and was discharged on Saturday. Simpson said that he paid the Aussie a visit shortly after the incident, and that he then admitted that he had broken the rules by opening the vehicle's window. Apparently there are boards up all over the park warning visitors against opening windows and doors.

All visitors are also given a pamphlet with all the park rules when entering the premises. It clearly states that all windows should be at least 60% closed when driving through predator camps. It is further stipulated that lions, cheetahs, wild dogs, hippos and crocodiles are dangerous and unpredictable.

[Source: *www.network24.co.za*]

5.2.1 Which safety regulation was violated by the tourist? (1)

5.2.2 Why are there safety regulations in national parks? (2 × 2) (4)

5.2.3 Create an information page stating FIVE safety regulations that should be adhered to at all national parks in South Africa. (5)

NCV

5.3 Complete the table below by writing the answer next to the question number (5.3.1–5.3.10) in the ANSWER BOOK.

TYPE OF EVENT	**SUITABLE VENUE**	**SERVICES REQUIRED**
Example: Art exhibition	Art gallery	Exhibition stands
Outdoor wedding 	5.3.1	5.3.2
Horse race 	5.3.3	5.3.4
Soccer match 	5.3.5	5.3.6
Concert 	5.3.7	5.3.8
Traditional dance display 	5.3.9	5.3.10

[Source: *www.googleimages.com*]

(10 × 1) (10)

Copyright reserved

5.4 You are the owner of Ithala Events Company. Mr Thomas Jefferson requested that you organise a music festival.

5.4.1 You have already chosen a venue for this event.

List FOUR factors you considered when you chose the venue for the event. (4)

5.4.2 Discuss the importance of a big event such as the music festival to the South African tourism industry. (2 × 2) (4)

5.4.3 Name TWO expectations the client, Mr Jefferson, will have of the music festival. (2)

[40]

TOTAL: 200

NCV

Copyright reserved