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)

10 December 2020 (Y-paper)
13:00–16:00

This question paper consists of 10 pages and 1 addendum.

523Q1N2010

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

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QUESTION 1

1.1 Refer to the ADDENDUM, the map of Africa and answer the following questions.

Name the countries or Indian Ocean Islands numbered (1–9). Write only the correct answer next to the question number (1–9) in the ANSWER BOOK. (9)

1.2 List THREE attractions that can be found in each of the countries numbered 2, 4 and 6. (3 × 3) (9)

1.3 Which ocean is found along the eastern shores of Southern Africa? (2)

1.4 What type of destination would you describe each of the following countries as? Write only the correct answer next to the question number (1.4.1–1.4.5) in the ANSWER BOOK.

1.4.1 Botswana

1.4.2 Namibia

1.4.3 Seychelles

1.4.4 Tanzania

1.4.5 Kenya

(5 × 2) (10)
[30]

QUESTION 2

2.1 Name the countries in which the following attractions are located:

2.1.1 Gorongosa National Park

2.1.2 Pamplemousse Botanical Gardens

2.1.3 Serengeti National Park

2.1.4 Tsavo National Park

2.1.5 Maputo Elephant Park

2.1.6 Queen's Palace and Royal Village

2.1.7 Ngorongoro conservation area

2.1.8 Masai Mara National Park

2.1.9 Mount Kilimanjaro

2.1.10 National Museum, Victoria

(10 × 1) (10)

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2.2 Read the scenario below and answer the questions.

You are employed as a travel agent at Ngileyo Tours and Transfers. The business caters for all types of tourists. One of your most valued customers, Francis, is a German tourist who will be visiting South Africa on 10 December 2020. While in South Africa, she would like to take an excursion to a Christian place of worship.

2.2.1 List FIVE types of tourists Ngileyo Tours and Transfers can choose to cater for. (5)

2.2.2 Describe each tourist type listed in question 2.2.1. (5)

2.2.3 Explain to Francis what the weather will be like in South Africa. (2)

2.2.4 Name FIVE factors that you as a travel agent should keep in mind when planning an excursion for Francis. (5)

2.2.5 Briefly describe the role of a travel agent. (3)

[30]

QUESTION 3

3.1 Choose a description from COLUMN A that matches a destination in COLUMN B. Write only the letter (A–G) next to the question number (3.1.1–3.1.5) in the ANSWER BOOK.

COLUMN A		COLUMN B	
3.1.1	Spier Summer Festival	A	Durban
3.1.2	International Jazz Festival	B	Johannesburg
3.1.3	Travel Indaba	C	Bloemfontein
3.1.4	FNB Dance Umbrella	D	Stellenbosch
3.1.5	Mcufe Festival	E	Cape Town
		F	Phalaborwa
		G	Kimberley

(5 × 2) (10)

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3.2 Complete the following sentences by filling in the missing word or words. Write only the word or words next to the question number (3.2.1–3.2.5) in the ANSWER BOOK.

3.2.1 A … is a holy place where Hindus gather for worship.

3.2.2 The singing of the national anthem is an example of … heritage.

3.2.3 A … is an intriguing object, bought as a reminder of an attraction.

3.2.4 An … is a short journey or trip.

3.2.5 San rock paintings are associated with … heritage. (5)

3.3 Which religious groups do you associate with food classified as

3.3.1 Halaal

3.3.2 Kosher

(2 + 2) (4)

3.4 Give TWO examples of appropriate behaviour tourists should display when visiting each of the following places of worship.

3.4.1 A mosque

3.4.2 A church

(2 + 2) (4)

3.5 List FIVE examples of basic information a tourist needs to be familiar with when planning to travel to a holiday destination. (5)

3.6 Give TWO reasons why a travel agent would change the travel plans of a tour group. (2)

[30]

QUESTION 4

4.1 Indicate whether the following statements are TRUE or FALSE by writing only 'True' or 'False' next to the question number (4.1.1–4.1.4) in the ANSWER BOOK.

4.1.1 Natural resources include roads, buildings and signage.

4.1.2 NGOs benefits locals by providing skills training.

4.1.3 Funding agencies are also repositories (places in which things are stored) for heritage.

4.1.4 NGO refers to a non-government organisation.

4.1.5 Heritage Day is celebrated annually on 16 June in South Africa.

(5 × 1) (5)

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4.2 Give THREE examples of natural World Heritage Sites in South Africa. (3)

4.3 Give TWO examples of cultural World Heritage Sites in South Africa. (2)

4.4 South Africa's heritage is subject to different influences.

List FIVE external forces that can influence our South African heritage. (5)

4.5 The table below provides general information on different African countries.

Give the information numbered 4.5.1 – 4.5.15 that has been left out. Write only the answer next to the question number (4.5.1 – 4.5.15) in the ANSWER BOOK.

COUNTRY	CAPITAL CITY	CURRENCY	INTERNATIONAL AIRPORT
Zimbabwe	4.5.1	4.5.2	4.5.3
4.5.4	4.5.5	4.5.6	Windhoek International
4.5.7	Maputo	4.5.8	4.5.9
4.5.10	4.5.11	Pula	4.5.12
4.5.13	4.5.14	4.5.15	Dar es Salaam International

(15)
[30]

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QUESTION 5

5.1 Read the scenario below and answer the questions.

NTHATENG BED & BREAKFAST

Nthateng is a Sotho name which means 'Love me'. Like the name suggests, guests are bound to fall in love with this Bed and Breakfast. Guests can enjoy total privacy, warmth, and receptiveness of the house.

We are situated just next to the old Nelson Mandela and Desmond Tutu houses, Winnie Madikizela-Mandela mansion, and the Hector Peterson Memorial & Art Gallery. We grow our own food by making use of a vertical greenhouse growing system with the help of the Soweto community members. We also recycle all our waste products as compost. In partnership with the British government, women within the Soweto community have established fresh fruit gardens from which we get our supplies. We encourage entrepreneurships in and around our community.

[Source: Adapted from *www.google.co.za*]

5.1.1 You are the supervisor of Nthateng B&B.
List FOUR practices you would implement to ensure the B&B practises sustainability. (Any FOUR acceptable answers) (4 × 2) (8)

5.1.2 Name THREE stakeholders mentioned in the scenario. (3)

5.2 Discuss FOUR roles that communities can play in the tourism industry. (4 × 2) (8)

5.3 List THREE types of resources that are vital to tourism. (3)

5.4 Provide a brief definition for each of the following:

5.4.1 Sustainable development

5.4.2 Conservation

5.4.3 Ecotourism

5.4.4 Tourism product

(4 × 2) (8)
[30]

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QUESTION 6

6.1 Give ONE word/term for each of the following descriptions by choosing a word/term from the list below. Write only the word/term next to the question number (6.1.1–6.1.10) in the ANSWER BOOK.

private goods; free resources; gross domestic product; white paper; scarce resources; natural resources; public goods; stakeholders; archaeology; capacity building.

6.1.1 People or groups with an interest in something.

6.1.2 Total value of final goods and services produced within the boundaries of the country during a particular period of time.

6.1.3 Formulated strategy and action plans for sustainable tourism in South Africa.

6.1.4 This includes water, soil, plant and animal life.

6.1.5 Users/consumers often have to pay to use this resource.

6.1.6 Can be used at little or no cost.

6.1.7 Study of human history and prehistory though excavation sites.

6.1.8 Tourists pay a specific price to enjoy the benefits of the product.

6.1.9 Material that are not abundant. Only a limited quantity is available.

6.1.10 Social strategy which includes skills training and empowerment of usually disadvantaged groups of people. (10 × 1) (10)

6.2 Various stakeholders play an important function within the tourism industry

6.2.1 List FOUR stakeholders in the tourism industry other than the public and private sector. (4)

6.2.2 Name ONE function for each of the stakeholders listed 6 (4 × 2) (8)

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6.3 Read the scenario below and answer the questions.

> The Cape Town city council approved a heritage overlay protection zone for the city's oldest surviving residential neighbourhood, namely the Bo-Kaap. The city has officially committed to conserving the unique historical landscape and way of life in the Bo-Kaap by managing development in a sustainable and considered manner.
>
> [Source: Adapted from www.google.co.za]

6.3.1 Name TWO pillars of sustainable development. (2)

6.3.2 What type of heritage does the Bo-Kaap represent? (1)

6.3.3 Provide a reason for your answer in 6.3.2. (1)

6.3.4 Suggest TWO ways in which we can get to understand each other's heritage in South Africa. (2 × 2) (4)

[30]

TOTAL: 180

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ADDENDUM



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