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)

7 March 2018 (X-Paper)
09:00–12:00

This question paper consists of 12 pages and 1 addendum.

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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. Use only BLUE or BLACK ink.
5. Start each question on a NEW page.
6. Write neatly and legibly.

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QUESTION 1

1.1 Study the ADDENDUM (attached) and name the countries or oceans indicated by the numbers. Write only the name of the country or ocean next to the number (1–10) in the ANSWER BOOK. (10)

1.2 Choose a destination from COLUMN B that matches a description in COLUMN A. Write only the letter (A–F) next to the question number (1.2.1–1.2.5) in the ANSWER BOOK.

COLUMN A		COLUMN B	
1.2.1	The national park that can be visited to witness the great wildebeest migration	A	Botswana
1.2.2	Chobe National Park can be found in this country	B	Namibia
1.2.3	The country that is home to the Gorongosa National Park	C	Zimbabwe
1.2.4	The Kgalagadi Transfortier National Park can be found in this country	D	Serengeti
1.2.5	The country that is home to the Victoria Falls National Park	E	Mozambique
		F	Tanzania

(5 × 1) (5)

1.3 Read the following case study and answer the questions.

MAHALE MOUNTAINS NATIONAL PARK

Mahale Mountains National Park lies on the shores of Lake Tanganyika in the Kigoma Region, Tanzania. Named after the Mahale Mountain range that is within its borders, the park has several unusual characteristics.

First, it is one of only two protected areas for chimpanzees in the country. The chimpanzee population in Mahale Mountains National Park is the largest known and due to its size and remoteness, the chimpanzees flourish. It is also the only place where chimpanzees and lions coexist.

Another unusual feature of the park is that it is one of the very few in Africa that must be experienced on foot. There are no roads or other infrastructure within the park boundaries and the only way in and out of the park is via boat on the lake.

[*https://www.google.co.za/destination?q=tanzania+national+parks*]

You are a tour manager for African Wild Safaris. You are currently in Tanzania with a group of guests. You are required to advise the guests on Tanzania as a tourist destination.

1.3.1 Name TWO typical features of Tanzania.

1.3.2 State TWO unusual characteristics of the Mahale Mountains National Park.

1.3.3 State TWO activities that tourists can engage in when visiting Mahale Mountains National Park in Tanzania.

1.3.4 Name TWO activities other than those mentioned in QUESTION 1.3.3 that would interest guests when visiting Tanzania.

(4 × 2) (8)

1.4 Indicate whether the following statements are TRUE or FALSE. Choose the answer and write only 'true' or 'false' next to the question number (1.4.1–1.4.7) in the ANSWER BOOK.

1.4.1 The Okavango Delta is located in Botswana.

1.4.2 Mauritius is a swamp destination.

1.4.3 The Western Cape's weather can be described as hot and dry winters with no or little rain.

1.4.4 The Tsavo National Park can be found in Kenya.

1.4.5 Namibia is a desert destination.

1.4.6 The weather in Gauteng can be described as warm summers with thunderstorms.

1.4.7 Madagascar can be described as an Atlantic Ocean island destination.

(7 × 1) (7)

[30]

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QUESTION 2

2.1 Complete the following sentences by using the words provided in the list below. Write only the word(s) next to the question number (2.1.1–2.1.8) in the ANSWER BOOK

explorer; educational; cultural; mass; adventure; guest; sports, health; religious; backpackers;

2.1.1 A groups of senior citizens travelling by bus to visit the Kruger National Park can be referred to as … tourists

2.1.2 Students travelling on a limited budget will make use of … lodges.

2.1.3 An exchange student who travels to study in another country is called a/an … tourist.

2.1.4 A/An … tourist will enjoy a visit to the Langa Curio and Art Centre.

2.1.5 A/An … tourist enjoys the opportunity to engage in exciting, dangerous and thrilling experiences.

2.1.6 A group of supporters following the Protea Cricket team's tour of England and Wales are called … tourists.

2.1.7 A tourist who makes his/her own travel arrangements and travels from place to place on a limited budget is called a/an …

2.1.8 A tourist who visits a destination to have special surgery is called a/an … tourist.

(8 × 1) (8)

2.2 Read the following case study and answer the questions.

THE BLUE SHELL RESORT AND SPA @ SEYCHELLES

At The Blue Shell Resort and Spa, the Peter Pan Club is a specially built, child-friendly facility, packed with all kinds of toys, games and activities that children love. We even take your kids out on daily excursions to expand their minds and learn and see more of the fascinating island. We focus on two age groups: 3–6-year-olds and 7–12-year-olds. Well-trained and multi-lingual childcare staff is on call all day and night, allowing you to enjoy a total beach getaway experience.

The Blue Shell understands kids. We pride ourselves on the best childcare in the resort industry, which includes appropriate meals. We occupy your kids with fun-filled evenings that keep them happy while adults enjoy elegant, fine dining at one of our fantastic restaurants.

[Adapted from: *www.tripadvisor.co.za*]

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2.2.1 Suggest a suitable profile of tourist who would consider the above resort and spa. Motivate your answer. (3)

2.2.2 Describe the Seychelles as a holiday destination. (2)

2.2.3 Name TWO ways in which the tourists you mentioned in QUESTION 2.2.1 would travel around the Seychelles. (2)

2.2.4 Suggest FOUR activities that the adults can enjoy other than the fine dining. (4)

2.2.5 Due to bad weather, the tourists had to postpone the activities they planned.

Explain how you would make alternative arrangements to accommodate the new activities chosen by the tourists. (3)

2.2.6 Some of the guests would like to visit the Victoria Mosque on the Seychelles.

Describe the protocol that they should observe at this religious site. (4)

2.2.7 The resort has arranged a scenic hike for interested guests. Before the hike starts they provided awareness about littering and disturbing the natural vegetation.

Explain the aspects that should be addressed in the information provided to the guests. (4)

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QUESTION 3

3.1 Read the following scenario and answer the questions.

You are a travel consultant for Isimuncumuncu African Tours. You are currently promoting tours to Zimbabwe. The tours include flights, accommodation, shuttle services from and to the airport as well as activities such as bungee jumping and white-water rafting. A group of South African university students have booked a trip to Zimbabwe through you.

3.1.1 Describe Zimbabwe as a destination. (3)

3.1.2 Motivate why you think the university students will be interested in the current tours you are offering. (2)

3.1.3 Name TWO activities other than bungee jumping and white-water rafting that would interest the students. (2)

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3.1.4 Advise the students on FOUR safety measures to consider in each of the following situations:

(a) Driving around in Harare, Zimbabwe

(b) Walking around in Harare, Zimbabwe

(2 × 4) (8)

3.2 Explain FIVE ways of accessing sources of information to keep abreast of everyday happenings in South Africa. (5)

3.3 The locations below are examples of heritage resources. Choose a word(s) from the list below to indicate under which category each one belongs. Write only the answer next to the question number (3.3.1–3.3.6) in the ANSWER BOOK.

archaeological; historical; cultural; wildlife; scenic

3.3.1 Apartheid Museum

3.3.2 Vredefort Dome

3.3.3 Kruger National Park

3.3.4 God's Window lookout point

3.3.5 Oriental Bazaar in Durban

3.3.6 Cradle of Humankind

(6 × 1) (6)

3.4 Pictures A and B are examples of tangible and nontangible heritage.

(A) (B)



3.4.1 Which picture represents tangible heritage? Motivate your answer.

3.4.2 Which picture represents nontangible heritage? Motivate your answer.

(2 × 2) (4)

[30]

QUESTION 4

4.1 Read the following case study and answer the questions.

The Department of Arts and Culture are going to build a Cultural Village and Museum for Nwamitwa, a Limpopo community

The cultural village is aimed at preserving and promoting the culture of the Valoyi community. The Department of Arts and Culture (DAC) and the Mopani municipality are funding the entire project.

The cultural village will showcase the Nwamitwa culture and history by promoting their living heritage while the historical museum will display elements of XiTsonga culture and artefacts. This initiative will include space for accommodation, a craft exhibition space, a coffee shop, a restaurant and a health spa will complete the products delivered. The community will be highly involved in providing some of the products, such as showcasing their living heritage and craft as well as the cultivation and supplying of organic fruits and vegetables.

The cultural village will encompass a museum that will promote both the tangible and intangible cultural heritage of the Valoyi community. This will be done through the preservation and conservation of heritage objects. Spaces will also be created for performances, rituals and indigenous knowledge systems.

Significantly, the project has the potential to become self-sustainable and contribute to local economic development. It will not only create job opportunities, but it will further boost cultural tourism and generally improve the lives of the people in the area.

[Adapted from: *http://www.dac.gov.za/content/dac-build-cultural-village-and-museum-nwamitwa-community*]

4.1.1 Explain the statement: The tourism industry is built around heritage resources.

4.1.2 State FOUR significant roles that the local community play in developing tourism in the Valoyi community mentioned above.

(2 × 4) (8)

4.2 Explain the following terms:

4.2.1 Artefact

4.2.2 Living heritage

(2 × 2) (4)

4.3 Name TWO stakeholders involved with the Valoyi community project. (2)

4.4 Discuss how the Valoyi community project can contribute to the following factors in the community:

4.4.1 Environment

4.4.2 Education and training

4.4.3 Cultural heritage

4.4.4 Economy

(4 × 2) (8)

4.5 Do you think the above project is sustainable? Motivate your answer. (3)

4.6 Choose a description from COLUMN B that matches a term from COLUMN A. Write only the letter (A–G) next to the question number (4.6.1–4.6.5) in the ANSWER BOOK.

COLUMN A		COLUMN B	
4.6.1	Tourism product	A	a person who sets up a business, taking on financial risks in the hope of making a profit
4.6.2	Environmental management	B	a gift or article bought at the destination visited and which is a reminder of the attraction
4.6.3	Entrepreneur	C	preservation and restoration of the natural environment and wildlife
4.6.4	Conservation of heritage	D	to control human impact on natural resources.
4.6.5	Nongovernmental organisation	E	respecting local culture and taking into consideration the negative impact on the local community
		F	services, places or objects that can be offered to satisfy the consumer's needs
		G	a nonprofit organisation that is independent of the government and dependent on donations

(5 × 1) (5)

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QUESTION 5

5.1 Indicate whether the following statements are TRUE or FALSE. Choose the answer and write only 'true' or 'false' next to the question number (5.1.1–5.1.5) in the ANSWER BOOK.

5.1.1 A White Paper can be described as a formulated strategy and action plan for sustainable tourism in South Africa.

5.1.2 The gross domestic percentage is the total value of goods and services produced within the boundaries of a country during a particular period of time.

5.1.3 Renting a car is an example of a tourism product.

5.1.4 Stakeholders are people or groups with an interest or concern in something.

5.1.5 Malay traditional dishes include meat, pap, samp, mageu and tripe.

(5 × 1) (5)

5.2 Read the following case study and answer the questions.

TENIQUA TREETOPS

In February 2002, Viv and Robyn Patz sold their properties and business interests in Johannesburg and bought into the dream that is now the Teniqua Treetops, tented tree house resort.

Together with a team of trusted workmen, they have designed, built and equipped each tree house in a unique, caring and environmentally friendly manner, one by one, taking great care to preserve the forest throughout the building process. The first year saw the completion of 2 tree houses; 3 the next year and the final 3 the following year.

Teniqua Treetops is a totally African experience, a rustic, ecologically sound, small development of 8 unique tree houses, situated in an area of outstanding natural beauty, the Knysna forests, in beautiful South Africa.

[Source: http://teniquatreetops.co.za/inthearea/]

5.2.1 What type of tourist will be attracted to Teniqua Treetops self-catering accommodation? (2)

5.2.2 In which province is Teniqua Treetops self-catering accommodation situated? (2)

5.2.3 Name ONE festival that the guests can enjoy while visiting Knysna. (1)

5.2.4 Some guests plan to attend the festival.

State THREE aspects that they must consider when planning their excursion. (3)

5.2.5 How can you motivate the guests staying at the tented tree house resort to be environmentally responsible? (4)

5.2.6 The Government's 'White Paper for the Development and Promotion of Tourism in South Africa' deals with responsible tourism.

State FOUR elements of responsible tourism as outlined in the document. (4)

5.3 Huge fires wreaked havoc in the Southern Cape region with a massive firestorm ripping through a large tract of the Garden Route.

5.3.1 Explain what a travel agent is required to do if he/she had organised bookings for guests during this time. (4)

5.3.2 Explain FIVE factors that a travel agent must consider when planning an itinerary for a guest. (5)
[30]

QUESTION 6

6.1 Where will you go in South Africa to attend the following events:

6.1.1 Comrades Marathon

6.1.2 Spring flowers

6.1.3 Whale Festival

6.1.4 Ostrich Festival

6.1.5 Travel Indaba

6.1.6 Pick n Pay Argus cycle tour

6.1.7 Sardine Festival

6.1.8 National Arts Festival

6.1.9 Nedbank Golf Challenge

6.1.10 Cherry Festival

(10 × 1) (10)

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6.2 When tourists visit South Africa, they will need basic information to get around safely and comfortably.

State the information they will need. (4)

6.3 Discuss FOUR reasons why it is important for the South African government to manage tourism responsibly. (4)

6.4 Study the picture below and answer the questions.

DRESS UP FOR HERITAGE DAY



6.4.1 How does celebrating Heritage Day enhance sensitivity towards different people's heritage?

6.4.2 Recommend THREE other ways in which opportunities can be created for people to share their heritage.

6.4.3 Explain the role of schools in heritage awareness.

(3 × 3) (9)

6.5 Visitors to South Africa often ask about issues of safety, poverty, housing or political issues.

Discuss how you would handle the situation. (3)

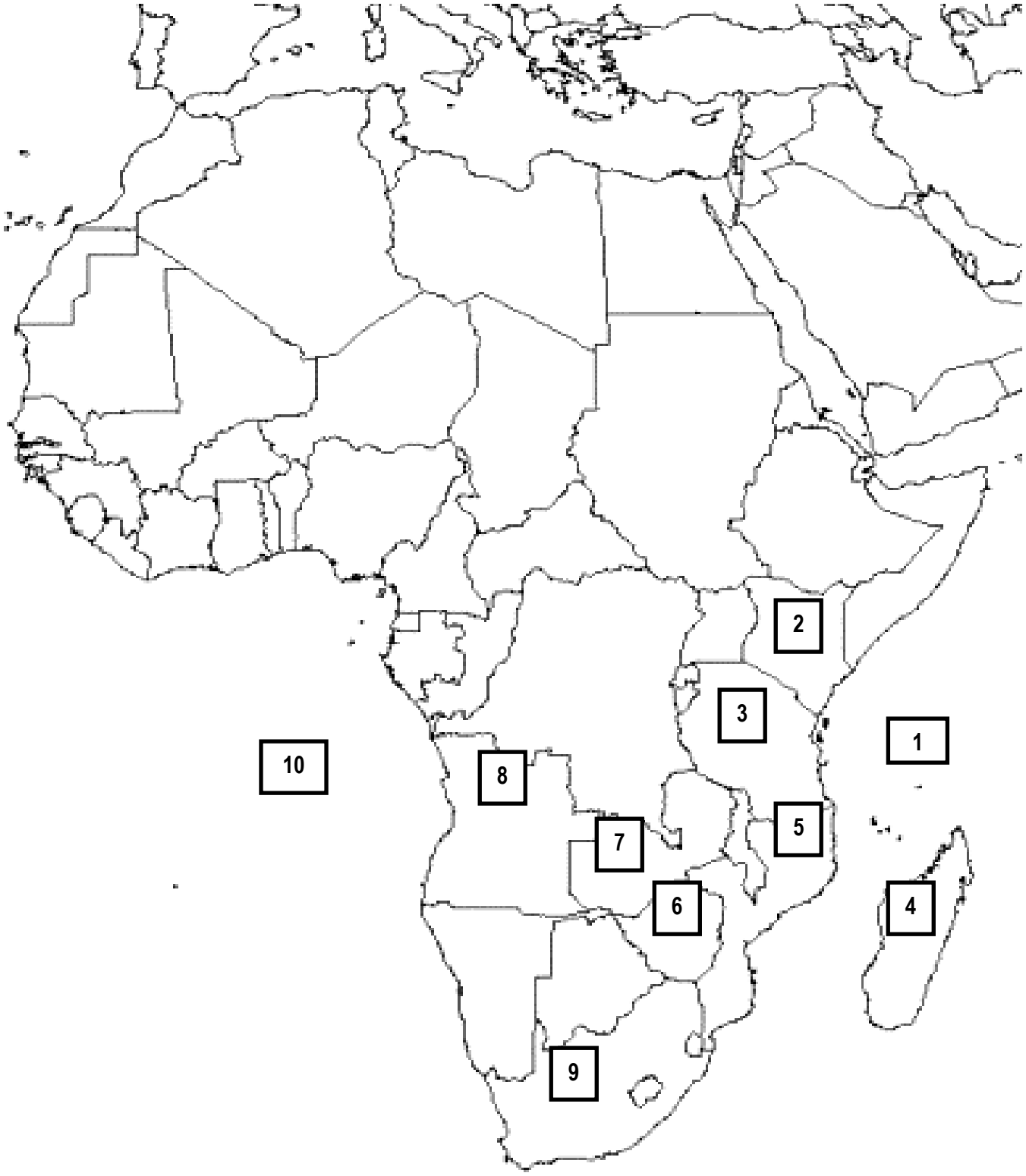
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TOTAL: 180

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ADDENDUM

QUESTION 1.1



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