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)

6 March 2020 (Y-Paper)
13:00–16:00

This question paper consists of 10 pages and 1 addendum.

297Q1S2006

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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 question on new page.
5. Use only blue or black ink.
6. Write neatly and legibly.

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QUESTION 1

1.1 Identify an African country in which the following languages are spoken. Write the correct answer next to the question number (1.1.1–1.1.5) in the ANSWER BOOK.

1.1.1 Kiswahili

1.1.2 Portuguese

1.1.3 Setswana

1.1.4 Bemba

1.1.5 Shona

(5 × 1) (5)

1.2 Name FOUR elements of religion practices. (4)

1.3 Briefly explain what a landlocked country is and give ONE example with your answer. (2 + 1) (3)

1.4 Match the countries (1.4.1–1.4.4) to the type of destination from the list below. Write only the correct answer next to the question number (1.4.1–1.4.4) in the ANSWER BOOK.

swamp; desert; big game; coastal; lakes

1.4.1 Mozambique

1.4.2 Tanzania

1.4.3 Namibia

1.4.4 Kenya

(4 × 1) (4)

1.5 Use the ADDENDUM (attached) to answer the questions.

1.5.1 Name the countries numbered 1–7. (7)

1.5.2 Name the ocean along the eastern shores of country number 7. (1)

1.5.3 Beside number 3, identify TWO other islands in the Indian Ocean. (2)

1.6 Differentiate between an *adventure* and *incentive* tourists. (2 × 2) (4)

[30]

QUESTION 2

2.1 Define the following terms:

2.1.1 Carrying capacity

2.1.2 Gross domestic product

2.1.3 Capacity building

(3 × 2) (6)

2.2 Complete the table below by describing the climate, attractions or currency in each country. Write only the answers next to the question number (2.2.1–2.2.10) in the ANSWER BOOK.

DESTINATION	CLIMATE	ATTRACTIONS	CURRENCY
Botswana	2.2.1	2.2.2	Pula
Zimbabwe	Tropical climate	2.2.3	2.2.4
Mauritius	2.2.5	beaches	2.2.6
South Africa	2.2.7	2.2.8	Rand
Namibia	2.2.9	Etosha National Park	2.2.10

(10)

2.3 Give a reason why tourists should visit the following attractions:

2.3.1 Fish River Canyon

2.3.2 Okavango Delta

2.3.3 Victoria Falls

2.3.4 Lake Victoria

2.3.5 Mount Kilimanjaro

(5 × 2) (10)

2.4 Describe the following attractions:

2.4.1 Primary attraction

2.4.2 Secondary attraction

(2 × 2) (4)

[30]

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QUESTION 3

3.1 Choose an item from COLUMN B that matches a description in COLUMN A. Write only the letter (A–J) next to the question number (3.1.1–3.1.10) in the ANSWER BOOK.

COLUMN A		COLUMN B	
3.1.1	This is a short journey	A	anecdote
3.1.2	This is one of the highest mountains in Africa	B	labour
3.1.3	Travellers who prefer to travel alone to experience places	C	Rand show
3.1.4	A Jewish place of worship	D	curry
3.1.5	These are specific rules for behaviour	E	controversial
3.1.6	A type of conversation and topic that would normally spark a debate	F	Kilimanjaro
3.1.7	Food that is eaten by Indians	G	synagogue
3.1.8	This festival takes place in March at Nasrec	H	protocol
3.1.9	A short entertaining story about a real person or event	I	explorers
3.1.10	One of the stakeholders in managing tourism	J	excursion

(10 × 1) (10)

3.2 Read the case study below and answer the questions.



BEYOND SOSSUSVLEI DESERT LODGE

Cradled against the ancient mountains Beyond Sossusvlei Desert Lodge provides guests with the opportunity to experience luxury while overlooking the stark yet enchanting desert. Activities include:

- Enjoy a day tour to Etosha National Park
- Unforgettable dune dining, guided nature walks and hiking trails
- Scenic Nature drives in open 4 x 4 safari vehicles, 4-wheel all terrain motorbike excursions and San rock paintings
- Excursions to Sossusvlei and Sesriem Canyon in closed air conditioned vehicles
- Stargazing at a sophisticated observatory, accompanied by a resident astronomer, early morning hot air ballooning and scenic flights

[Source: https://www.andbeyond.com/our-lodges]

3.2.1 Identify the country where Beyond Sossusvlei Desert Lodge is located. (2)

3.2.2 As a travel agent you are responsible for preparing an itinerary for a party of 4 guests from Germany staying at Beyond Sossusvlei Desert Lodge.

Name FOUR aspects to consider when compiling their itinerary. (4)

3.2.3 Name FIVE things the German tourists must take into account when driving on the road. (5)

3.2.4 Your guests have chosen to do a sunset game drive.

Give FOUR factors that would cause you as a travel agent to change their planned trip. (4)

3.3 Name FIVE important pieces of information a tourist should have about a particular destination before visiting. (5)

[30]

QUESTION 4

4.1 List FIVE ways in which careless tourist behaviour can cause damage to the natural environment. (5)

4.2 As a tour consultant for Toro South African Tours you are conducting a township tour when the tourists ask you about your heritage.

4.2.1 Name THREE points in which heritage can be used every day at work. (3)

4.2.2 Briefly explain the importance of tourists showing sensitivity towards different heritage. (3 × 2) (6)

4.2.3 Tabulate TWO differences between *historical* and *cultural* heritage. (2 × 2) (4)

4.2.4 Define *tangible heritage*. (2)

4.2.5 Name FOUR ways to better understand another person's heritage. (4)

4.2.6 Discuss how the following factors affect our heritage:

(a) Economic

(b) Political

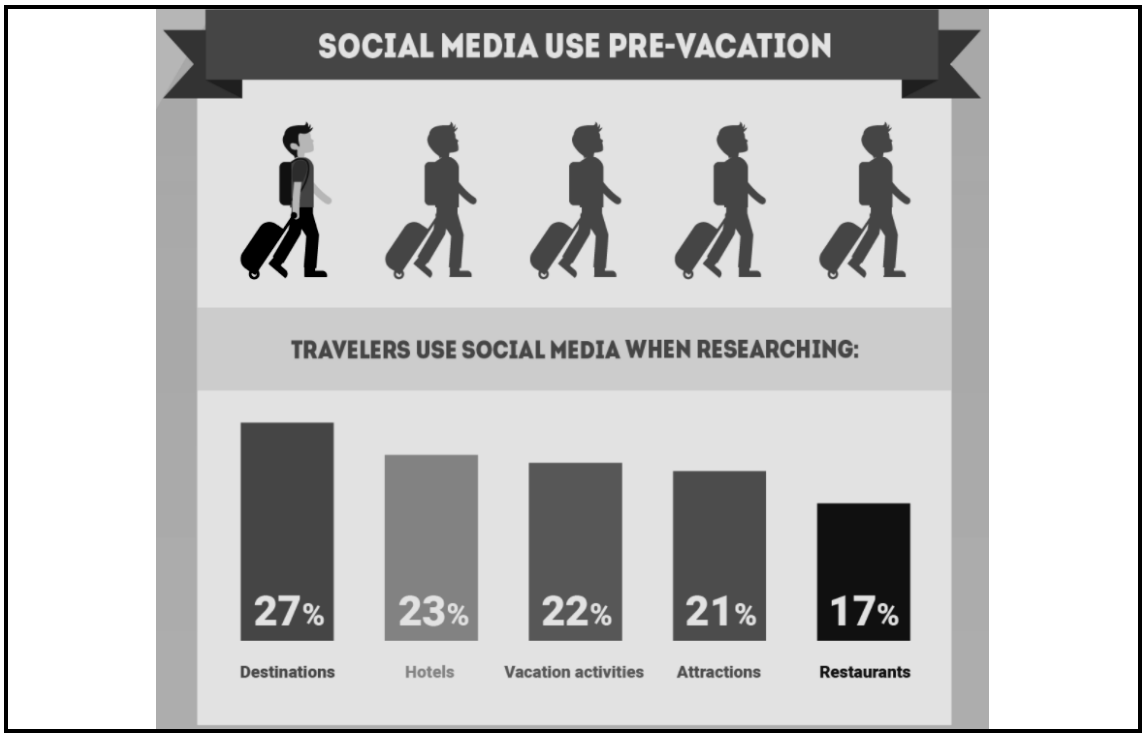
(c) Social

(3 × 2) (6)

[30]

QUESTION 5

5.1 Study the picture below and answer the questions.



5.1.1 Name FIVE other ways than social media to get access to various sources of information. (5)

5.1.2 Give THREE advantages of using social media in the travel and tourism industry today. (3)

5.2 Name TWO ways in which the following stakeholders enhance the tourism industry:

5.2.1 National Government

5.2.2 Private Sector

(2 × 2) (4)

5.3 Indicate the city in South Africa where a tourists can visit the following events:

5.3.1 National Arts Festival

5.3.2 Oyster Festival

5.3.3 Whale Festival

5.3.4 Travel Indaba

5.3.5 Two Oceans Marathon Run

(5 × 1) (5)

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5.4 State THREE roles a community can play to promote their tourism industry. (3)

5.5 A new owner of a self-catering establishment in Gauteng, South Africa needs to run a profitable business.

5.5.1 Briefly describe THREE energy-saving techniques which can be used in the self-catering establishment. (3 × 2) (6)

5.5.2 How can guests be motivates to be responsible in the following areas:

(a) Economically

(b) Environmentally (2 × 2) (4)

[30]

QUESTION 6

6.1 Read the case study below and answer the questions.

> Ntsikilelo owns a tour company based in Port Elizabeth. One of the tours she offers includes the Xhosa Cultural Village experience. The tour offers a glimpse of the Xhosa culture and traditional dancing and is very popular with international tourists. Ntsikilelo has always been concerned with sustainable tourism development.

6.1.1 Discuss how Ntsikilelo's business can benefit the locals socially. (3 × 2) (6)

6.1.2 Evaluate TWO negative socio-cultural impacts of tourism on the host communities. (2 × 2) (4)

6.2 There are resources that play an integral part in tourism and the economy.

Discuss FOUR types of resources that are integral to tourism. (4 × 2) (8)

6.3 Define *sustainable development*. (2)

6.4 Give ONE word or term for each of the following descriptions by choosing a word or term from the list below. Write only the word or term next to the question number (6.4.1–6.4.10) in the ANSWER BOOK

private goods; free resources; gross domestic product; white paper; museums; archaeological; natural resources; public goods; scarce resources; stakeholders

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

6.4.2 People or groups sharing an interest in something

6.4.3 Formulated strategy and action plans for sustainable tourism in South Africa

6.4.4 A place where cultural and natural heritage can be preserved for future generations

6.4.5 The environment, water, soil, plant and animal life

6.4.6 Users often have to pay to use these resources

6.4.7 Can be used at no cost

6.4.8 Human history and prehistory excavation sites

6.4.9 Tourist pay to enjoy the benefits of the product

6.4.10 Users may benefit from these good without paying for them or by paying only a small fee

(10 × 1) (10)
[30]

TOTAL: 180

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ADDENDUM



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