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)

19 November 2018 (X-Paper)
09:00–12:00

This question paper consists of 9 pages and 1 addendum.

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TIME: 2.5 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 a NEW page.
5. Write neatly and legibly.

New

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QUESTION 1

1.1 Name the capital cities of the following countries:

1.1.1 Seychelles

1.1.2 Zimbabwe

1.1.3 Mozambique

1.1.4 Mauritius

1.1.5 Namibia

(5 × 1) (5)

1.2 What type of destinations are the countries listed below.

1.2.1 Tanzania

1.2.2 Kenya

1.2.3 Namibia

1.2.4 Seychelles

1.2.5 Botswana

(5 × 1) (5)

1.3 Read the article below and answer the questions.

MOZAMBIQUE

Flying over the Quirimbas islands off Mozambique north-east coast leaves me speechless. Other than the sound in the aircraft, camera shutters are clicking away furiously. Overcome by the view, it is impossible not to be deeply affected by the sight below. The water shifts and changes shades of blue and turquoise running into each other like a giant sea of paint. We stayed in Medjembu an island operated by hotels. If you are able to drag yourself off the lounger activities are plentiful. Early morning walks around the island is rewarded with incredible sunrises and active birdlife. I went stand-up paddling on an ocean so flat that it was like a pool. Medjembu is a magical place where worries and stresses are forgotten and life beyond the view ceases to exist.

Adapted from Sawubona Magazine, June 2016

1.3.1 Name the type of destination above. (1)

1.3.2 Name the group of islands in Mozambique. (2)

1.3.3 Recommend FOUR activities you can do in Mozambique other than bird watching and stand-up paddling. (4)

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1.3.4 Suggest ONE type of tourist who would enjoy the above holiday destination. Provide ONE reason for your answer. (3)

1.3.5 Name TWO other types of accommodation facilities that tourist can book when travelling. (2)

1.3.6 Explain how you can get from Johannesburg to Maputo other than by taking a flight. (2)

1.4 Study the ADDENDUM (attached) and name the countries/oceans numbered 1–6. (6)

[30]

QUESTION 2

2.1 Identify the countries in which the following parks can be found:

2.1.1 Moremi National Park

2.1.2 Chobe National Park

2.1.3 Serengeti National Park

2.1.4 Maputo Elephant Park

2.1.5 Masai Mara National Park

(5 × 1) (5)

2.2 Tourists are generally classified into categories based on the purpose of their travel.

2.2.1 Describe each of the following types of tourists:

(a) Adventure tourist
(b) Educational tourist
(c) Cultural tourist
(d) Sport tourist
(e) Mass tourist

2.2.2 Give ONE example of an activity that each of the above tourists would enjoy.

(2 × 5) (10)

New

2.3 List FOUR factors that a travel agent has to keep in mind when planning the time and distance to cover to explore a particular destination and attractions. (4)

2.4 Explain to a tourist what the weather is like in South Africa. (4)

2.5 'Excursions do not always go according to plan.'

2.5.1 Motivate the statement above. (3)

2.5.2 Explain the role of a travel agent when excursions are cancelled. (4)

[30]

QUESTION 3

3.1 Read the extract below and answer the questions.

South Africa is one of the foremost responsible tourism leaders in the world, with dozens of destinations where communities are uplifted and the environment is protected.

Responsible tourism in South Africa is a marvelous way of making a positive difference through travel.

Broadly speaking, here are some responsible tourism guidelines:

1. Avoid waste and overconsumption
2. Use local resources e.g. water in a sustainable way
3. Maintain and encourage natural, social, economic and cultural diversity
4. Be sensitive to the host culture
5. Involve the local community in planning and decision making
6. Assess the environmental, social and economic impacts before embarking on tourism developments
7. Ensure that communities are involved in, and benefit from, tourism.

[http://www.southafrica.net/za/en/articles/entry/article-southafrica.net-responsible-tourism-in-south-africa]

3.1.1 Explain each of the following responsible tourism guidelines numbered 2, 4 and 7. (6)

3.1.2 Suggest FIVE ways in which tourists can be environmentally responsible with water when visiting a hotel. (5)

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3.1.3 'Environmental and Community based NGO's play a vital role in the development and spread of environmental practices.'

Describe FIVE roles played by NGO's. (5)

3.1.4 Name FIVE other stakeholders in the tourism industry. (5)

3.1.5 Suggest THREE tourism products that communities can be involved in to generate an income. (3)

3.1.6 Explain the importance of the responsible tourism guideline numbered 5. (3)

3.2 Write the following acronyms in full:

3.3.1 NGO's

3.3.2 SMME's

3.3.3 SEDA

(3 × 1) (3)
[30]

QUESTION 4

4.1 Complete the table on the different festivals held in South Africa below. Write only the answer next to the question number (4.1.1–4.1.10) in the ANSWER BOOK.

NAME OF THE FESTIVAL	CITY WHERE IT IS HELD	TIME OF THE YEAR
4.1.1 …	Margate	June/July
4.1.2 …	Hermanus	4.1.3 …
Fish River Canoe Marathon	4.1.4 …	4.1.5 …
Dusi Canoe Marathon	4.1.6 …	4.1.7 …
4.1.8 …	Nelspruit	July
Mcufe Festival	4.1.9 …	4.1.10 …

(10 × 1) (10)

4.2 'Litter is a form of pollution. The only cure for LITTER is YOU.'

4.2.1 Suggest FOUR ways in which littering can be prevented (4)

4.2.2 Name FIVE ways a person can cause harm to the natural habitat other than littering. (5)

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4.3 'Most religious sites have strict protocol stating the required behavior and dress code expected of a person entering the site.'

State FIVE guidelines that should be followed when entering a synagogue. (5)

4.4 List SIX safety tips/precautions to follow when driving around South African streets. (6)

[30]

QUESTION 5

5.1 Choose a description from COLUMN B that matches a/an word/item in COLUMN A. Write only the letter (A–D) next to the question number (5.1.1–5.1.4) in the ANSWER BOOK.

COLUMN A		COLUMN B	
5.1.1	Malay	A	braaivleis, koeksisters, milktart, biltong
5.1.2	Afrikaans	B	meat, pap, samp (stampmielies), mageu (beer), tripe
5.1.3	Indian	C	curries, bobotie, breyani
5.1.4	African	D	curry basmati rice, poppadums

(4 × 1) (4)

5.2 Name the type of heritage listed below:

5.2.1 The Cango Caves

5.2.2 Rituals

5.2.3 Cradle of Humankind

5.2.4 The Big Five

5.2.5 Hector Petersen Memorial

5.2.6 Robben Island Museum

(6 × 1) (6)

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5.3 'We live in the era of technology; there is a vast amount of information available to keep abreast with everyday happenings in your city.'

5.3.1 List SIX examples of sources you can access to obtain information. (6)

5.3.2 Suggest FOUR types of additional information a tourist would like to know other than attractions to ensure a problem free holiday. (4)

5.4 Recommend SIX ways to enhance your understanding of another person's heritage. (6)

5.5 Tourists visiting South Africa often request comment on the news they see on television or in the newspapers.

Give FOUR points that one must consider when responding to controversial matters found in the news. (4)

[30]

QUESTION 6

6.1 Read the extract below and answer the questions.

OCEAN BLUE ADVENTURES PLETTENBERG BAY

Ocean Blue Adventures conducts professional conservation orientated whale and dolphin marine eco-tours. In cooperation with the Qolweni Community Development Trust the emphasis of all our operations is placed on conservation through community development, education and research. Ocean Blue Adventure's aim is to give a holistic real marine experience to all our guests aimed at raising awareness of marine mammal conservation and the direct need to realistically conserve our oceans.

[Adapted from: http://oceanadventures.co.za/eco-tourism]

6.1.1 Define the term *sustainable tourism*. (2)

6.1.2 Give TWO examples from the above extract that supports sustainable tourism. (2)

6.1.3 Why do you think it is important for the national and provincial government to regulate and monitor the above marine tours? (2)

6.1.4 Discuss FOUR needs that stakeholders in the above venture will have in the development of sustainable tourism. (4)

6.1.5 Explain the importance of the above venture ensuring and maintaining high standards of service. (3)

6.1.6 Classify the above resource as a scarce or free resource. Motivate your answer. (2)

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6.2 Read the extract below and answer the questions.

A tour group would like to book the TWO tours below to do in one day.

OCEAN BLUE ADVENTURES PLETTENBERG BAY

Dolphin Encounters
Duration: 1 Hours 30 minutes
Price From: R440 per adult, R220 per child
See the rare humpback dolphins found in only certain areas of the South African coastline! You will also see bottlenose dolphins and common dolphins… We will also take you to the Robberg seal colony where you will see around 5,000 seals in their natural environment.

Cultural Township Tour
Duration: 1 Hour
Price From: R200.00
Experience an African way of life by exploring the everyday life of a real African; with a guided tour you are able to explore interesting facts about the Xhosa history and tribal culture.
Meet the local children at the crèche and be entertained by their beautiful voices in song. See where the locals buy their everyday essentials.

[Adapted from: http://oceanadventures.co.za/eco-tourism]

6.2.1 Explain what a half day excursion is. (2)

6.2.2 Name FIVE items that could be added to the itinerary for the tour group going on the above excursions. (5)

6.2.3 List aspects that you will explain to the tour group under each of the following headings:

(a) Nature of the excursion (2)
(b) What they will need to take (2)

6.2.4 Why are cultural township tours very popular amongst tourists? (2)

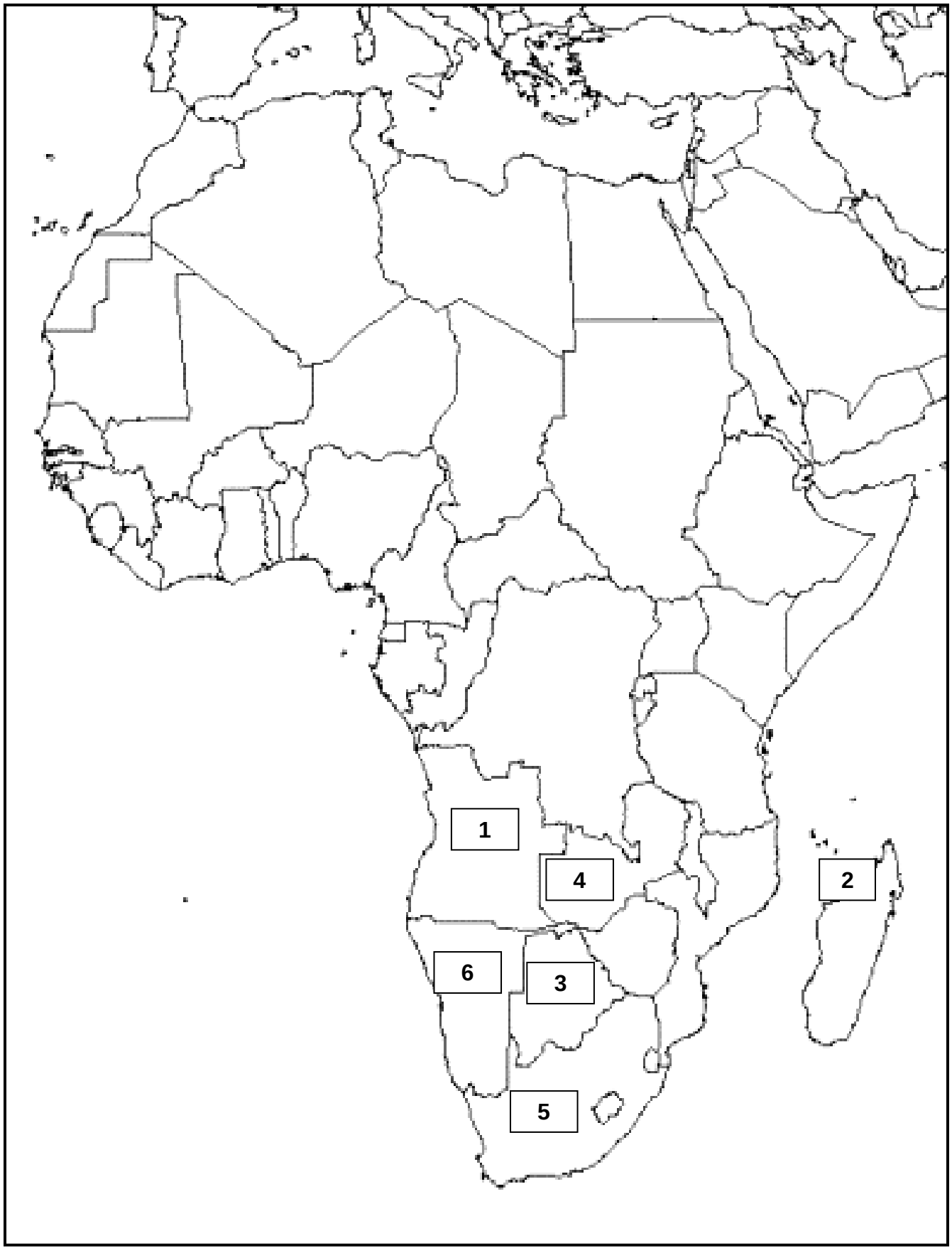
6.2.5 Explain primary and secondary attractions. (2)

[30]

TOTAL: 180

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ADDENDUM



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