higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

NATIONAL CERTIFICATE (VOCATIONAL)

SUSTAINABLE TOURISM IN SOUTH AFRICA AND INTERNATIONAL TRAVEL
NQF LEVEL 4

(11011064)

8 March 2018 (Y-Paper)
13:00–16:00

This question paper consists of 10 pages.

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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. Use a BLACK or BLUE pen.
5. Leave at least THREE lines after each question.
6. Start each section on a NEW page.
7. Write neatly and legibly.

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QUESTION 1

1.1 Choose a major city from COLUMN B that matches a country in COLUMN A. Write only the letter (A–L) next to the question number (1.1.1–1.1.10) in the ANSWER BOOK.

COLUMN A		COLUMN B	
1.1.1	Israel	A	Wellington
1.1.2	Canada	B	Harare
1.1.3	Ireland	C	Maputo
1.1.4	Japan	D	Ottawa
1.1.5	Greece	E	Lima
1.1.6	Switzerland	F	Dublin
1.1.7	Mozambique	G	Tokyo
1.1.8	Zimbabwe	H	Jerusalem
1.1.9	Peru	I	Bern
1.1.10	New Zealand	J	Athens
		K	Maseru
		L	Edinburgh

(10 × 1) (10)

1.2 Which country do you associate with each of the following tourist attractions?

1.2.1 Notre Dame Cathedral (1)

1.2.2 Westminster Abbey (1)

1.2.3 Terracotta Army (1)

1.2.4 Bridge over the River Kwai (1)

1.2.5 Ground Zero (1)

1.2.6 Christ the Redeemer statue (1)

1.2.7 St Paul's Cathedral (1)

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1.2.8 Taj Mahal (1)

1.2.9 Colloseum (1)

1.2.10 The Little Mermaid (1)

1.3 Read the following scenario and answer the questions.

Mr and Mrs Lee from Hong Kong decided to visit South Africa. Before departing Hong Kong their travel agent gave them a brochure titled 'South Africa VAT – What a tourist should know'

1.3.1 What does the acronym VAT stand for? (2)

1.3.2 Why will Mr & Mrs Lee be able to claim a VAT refund? (2)

1.3.3 They have collected tax invoices for all their purchases as per the instructions in the brochure.

What must Mr. Lee ensure is reflected on the tax invoice? (5)

1.3.4 When submitting their VAT refund claim what should they present to the official at the VAT Refund office? (3)

1.3.5 The cost of the goods they have purchased is less than R3 000,00.

Explain how they will be refunded. (2)

1.4 Give the IATA codes for each of the following airports:

1.4.1 Kingsford Smith International Airport

1.4.2 Cairo International Airport

1.4.3 John F Kennedy International Airport

1.4.4 OR Tambo International

1.4.5 Indira Ghandi International

1.4.6 London Gatwick International (6)

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QUESTION 2

2.1 Read each of the following statements below. Rewrite each statement and where necessary correct the statement. Write each statement next to the question number (2.1.1–2.1.5) in the ANSWER BOOK.

2.1.1 The needle of a compass always points towards magnetic South.

2.1.2 Lines of latitude influence climate.

2.1.3 The 0° line of longitude is the Prime meridian.

2.1.4 Lines of longitude influences climate.

2.1.5 The 0° line of latitude is known as the Tropic of Cancer (5 × 2) (10)

2.2 Identify the following general map symbols:

2.2.1 

2.2.2 

2.2.3 

2.2.4 

2.2.5 

2.2.6 

(6)

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2.3 Choose an act/declaration/charter from COLUMN B that matches a description in COLUMN A. Write only the letter (A–D) next to the question number (2.3.1–2.3.7) in the ANSWER BOOK.

COLUMN A		COLUMN B	
2.3.1	Enhance heritage activities for children and youth.	A	National Heritage Resources Act of 1999
2.3.2	Responsible for the establishment of the South African Heritage Resources Agency	B	National Heritage Council Act of 1999
2.3.3	Protect and conserve ecologically viable areas representing South Africa's biodiversity.	C	National Environmental Management: Protected Areas Act of 1998
2.3.4	Co-ordinate the management of South Africa's heritage	D	The Heritage Transformation Charter of 2007
2.3.5	Responsible for the establishment of the National Heritage Council		
2.3.6	Introduce an integrated system for the identification, assessment and management of the heritage resources of South Africa.		
2.3.7	Protect and conserve South Africa's natural landscape and seascape		

(7 × 2) (14)

2.4 Which travel diseases will you associate with each of the following statements (2.4.1–2.4.5).

2.4.1 Viral infection caused by mosquito bites

2.4.2 Bacterial disease caused by salmonella transmitted through infected food and drink

2.4.3 Infectious viral disease that invades the nervous system

2.4.4 Caused by a mosquito bite infected with a parasite

2.4.5 Bacterial disease transmitted through contaminated water and food

(5 × 2) (10)

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QUESTION 3

3.1 Give a brief description for each of the following climatic regions:

3.1.1 Polar Climate

3.1.2 Tropical Climate

3.1.3 Subtropical climate

3.1.4 Temperate Climate

3.1.5 Mediterranean Climate

(5 × 2) (10)

3.2 Heritage managers are responsible for the varied aspects related to the protection and accessibility of various heritage sites.

3.2.1 Give THREE examples of heritage sites a heritage manager can be responsible for. (3)

3.2.2 List SEVEN duties you will include in the job description of a heritage manager. (7)

3.3 Choose a term from COLUMN B that matches a description in COLUMN A. Write only the letter (A–G) next to the question number (3.3.1–3.3.5) in the ANSWER BOOK.

COLUMN A		COLUMN B	
3.3.1	Determine who is responsible for organising the event.	A	financial arrangements
3.3.2	Goals and objectives are set.	B	establishment phase
3.3.3	A contract is signed with event company.	C	evaluation
3.3.4	How much an event cost.	D	vision
3.3.5	See if the planning went well and if original goals are met.	E	formalisation
		F	planning
		G	implementation

(5 × 2) (10)

3.4 You work as a tour consultant. Two of your clients have heard about jet lag and approached you about their concern. Provide them with the necessary answers to their questions that follow.

3.4.1 What causes jet lag? (2)

3.4.2 How will we know if we are suffering from jet lag? Provide them with FOUR options. (4)

3.4.3 What should we do to reduce the effects of jet lag? Provide them with FOUR suggestions (4)

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QUESTION 4

4.1 Read the following scenario and answer the questions that follow.

> The U.S. Department of State warns U.S. citizens to avoid travel to the border areas of Kenya because of threats by the terrorist group al-Shabaab. U.S. citizens should also be aware of potential terrorist threats and the high risk of crime throughout the country. Terrorist attacks involving shootings, grenades, or other explosive devices have occurred, killing and injuring many in Wajir. Potential terrorist threats, such as bombings, kidnappings, and attacks on civil aviation, remain in Kenya, including within the Nairobi area, along the coast, and within the northeastern region of the country. *Source: Kenya Travel Warning (Last updated:30 June 2016)*

4.1.1 Explain, in your opinion, FOUR ways in which the tourism industry in Kenya can be affected "because of threats by the terrorist group al-Shabaab". (4 × 2) (8)

4.2 Refer to ADDENDUM A, the world map and answer the questions that follow.

4.2.1 Identify the continents numbered 1 – 5. (5)

4.2.2 Identify the oceans numbered 6 – 8. (3)

4.2.3 Identify the islands numbered 9 – 10. (2)

4.3 Successful heritage management involves various activities.

4.3.1 List the THREE activities you associate with heritage management. (3 × 2) (6)

4.3.2 Explain the purpose of each of the activities mentioned in 4.3.1 above. (3 × 2) (6)

4.3.3 Provide an example of an organization, institution, association, department or persons that you would associate with each of the activities you mentioned in 4.3.1 above. (3 × 2) (6)

4.3.4 Which TWO roles can the community play in helping with the management of our heritage? (2 × 2) (4)

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QUESTION 5

5.1 Name TWO travel documents that will allow you entry into a foreign country. (2)

5.2 List FOUR practical implications a tourist will have to consider when using a connecting flight. (4)

5.3 Distinguish between a transit city and a stopover. (2 × 2) (4)

5.4 Why will a tourist flying overseas not be able to book their luggage through to their final destination at their initial check-in point? (2)

5.5 When passing through customs you have to choose the channel to pass through.

Why would you choose to use the red channel? (2)

5.6 Read the following scenario and answer the questions.

> Thando is responsible for organising a Tourism Indaba in her local area from 16 – 20 May 2017. The Tourism Indaba is the largest tourism marketing event in their local area. Tourism businesses and exhibitors from surrounding areas also use this opportunity to showcase the rich heritage, cuisine and culture of the area. The opening event of the Indaba is a Gala dinner at the local hotel.

5.6.1 When planning the event, Thando has to set clear goals for the Tourism Indaba.
Suggest THREE possible goals for this event. (3 × 2) (6)

5.6.2 List FOUR factors Thando has to consider when deciding on a venue for the Tourism Indaba. (4)

5.6.3 Suggest TWO methods that can be used to invite selected persons to the gala dinner. (2)

5.6.4 List FOUR details that need to be included on the invitation for the gala dinner. (4)

5.6.5 List THREE support services that will be required to ensure that the Indaba is successful. (3)

5.6.6 Suggest THREE methods that can be used to determine whether the Indaba has been successful or not. (3)

5.6.7 Explain briefly why Thando should write a feedback report at the end of the Indaba. (2 × 2) (4)

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GRAND TOTAL: 200

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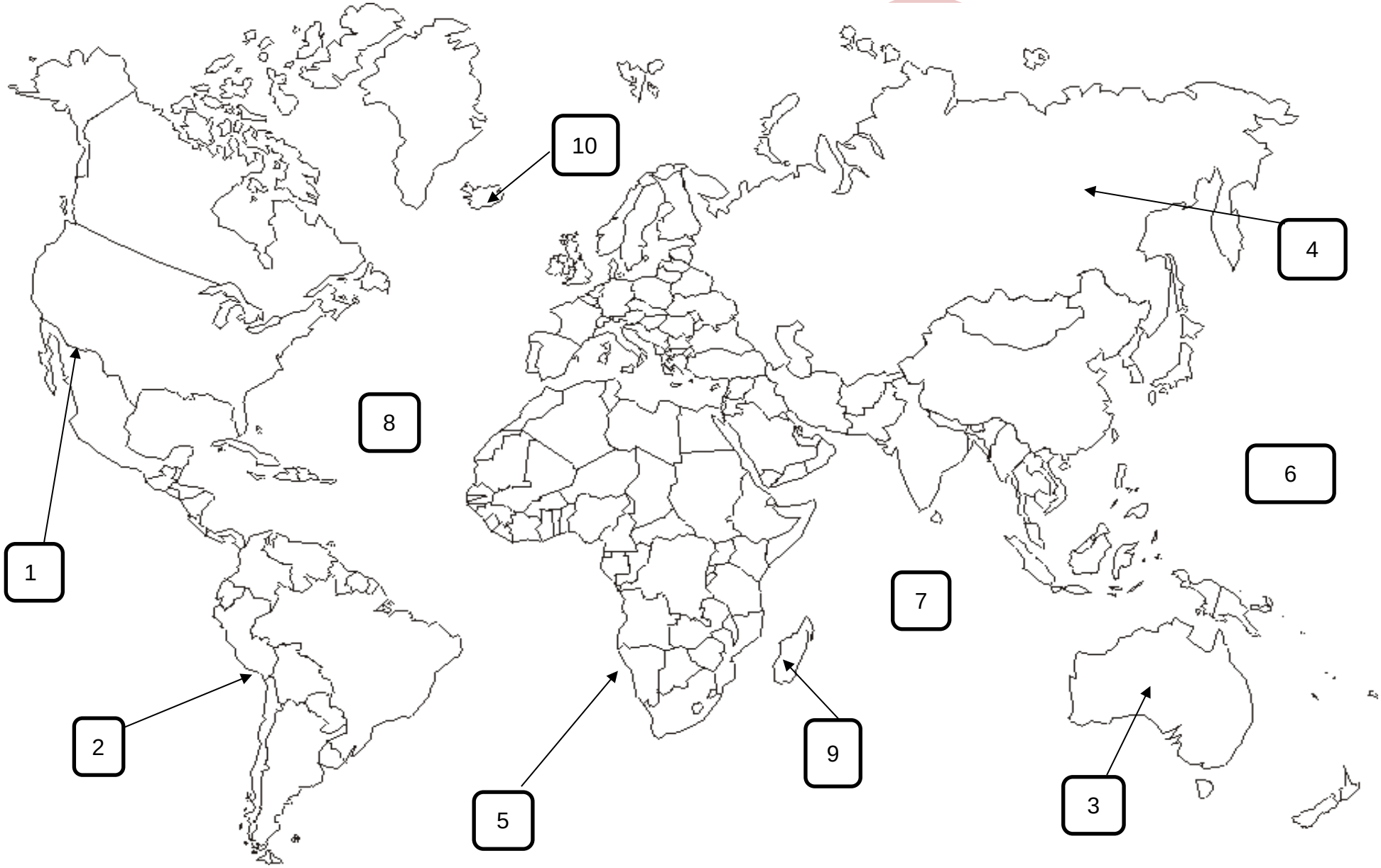
ADDENDUM A



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