2021 National Recovery Annual Teaching Plan: Tourism Grade11 Term 1-4 2021 National Recovery Annual Teaching Plan: Tourism Grade 11 – Term 1

TERM 1 45 days	Week 1 27-29 Jan (3 days)	Week 2 01-05 Feb (5 days)	Week 3 08-12 Feb (5 days)	Week 4 15-19 Feb (5 days)	Week 5 22-26 Feb (5 days)	Week 6 01-05 March (5 days)	Week 7 08-12 March (5 days)	Week 8 15-19 March (5 days)	Week 9 23-26 March (4 days)	Week 10 29-31 March (3 days)
CAPS topic	Introduction	Tourism sectors	Tourism sectors	Tourism sectors	Tourism sectors	Tourism sectors	Tourism sectors	Tourism sectors	Tourism sectors	REVISION
CAPS Ref		p 23	p 23	p 23	p 23	p 23	p 23	p 24	p 24	
Concepts, skills and values	Introduction to Tourism: Baseline Assessment Grade 11 Tourism Content Map Grade 11 Tourism Programme of Assessment Grade 11 Tourism PAT	Transport services in South Africa: Airports, airlines and airport operations: • Concepts: gateway, inbound, outbound, domestic flights, regional flights, inter-continental flights, transcontinental flights, transatlantic flights, connecting flights • Concepts: long- haul flights, medium-haul flights, short-haul flights, chartered flights, international airports, national airports, privately owned airports and private landing strips in tourism context	Airports, airlines and airport operations: South Africa's international and national airports: Location on a map. International status of airports, (passenger and cargo) Airports operated by Airports Company of South Africa (ACSA) Airlines operating in South Africa, such as SA's national carrier, budget airlines, international carriers operating in South Africa Interpretation of airline timetables / schedules (refer to internet for current examples e.g.)	Airport terminology:	Technology used at airports: • Technology at airports to facilitate travel, such as baggage wrap equipment, x-ray security scanners, biometric scanners, thermal body scanners, metal detectors, information display boards, touch screen information systems. Include any new developments • The use of Smartphones; internet enabled devices for air travel ("iTravel") (electronic information, e.g. travel documents, tickets, identification, boarding passes	The tourism bus industry: • Major tourist transporters, different types of buses: minibuses, coaches, , special purpose buses such as opentop buses for sightseeing • Information provided on bus schedules (refer to internet for current examples e.g. https://www.intercape.co.za/) (The majority of bus bookings are done electronically)	The tourism train industry: Difference between commuter trains (Metrorail) and tourists trains such as Shosholoza Meyl Terminology: schedule, coaches, coupé, compartment, lounges, tourist class, economy class, dining car Luxury trains such as Blue Train, Rovos Rail, Shongololo Express, Premier Classe http://premierclas se.co.za) Information provided on train schedules (refer to internet for current examples e.g. https://www.shosholozameyl.co.za (The majority of train bookings	The Gautrain: Interesting features such as exterior and interior appearance, security, speed Gautrain technology such as ticketing procedures, electronic boarding procedures, electronic arrival and departure announcements Routes, parking facilities and bus service linked to the Gautrain Benefits for the tourism industry Include any new developments	The luxury cruise liner industry: • Concepts: port, cruise terminal, cabins, suites, decks • Facilities and entertainment on board	Review and consolidate with reinforcement activities in class to assess the learners' grasp of the learning material. Examples of activities may include a class quiz, games, short tests, drawing concept maps, class competitions, working through previous examination question papers, etc



ZUZ i National R	ecovery Annua	ai Teaching Plan	. Tourism Grade	i i leiiii i-4										REPUBLIC OF SOUTH AFRICA
	Baseline	Gr 10 Tourism	(The majority of flight schedules are electronic)	Wide- and narrow body aircrafts. Travel class sections (business class, economy class). Locating your seat in an aircraft. Aisle seats and window seats, emergency exit seats (focus on the type of aircraft used by the airlines operating in South Africa) Gr 10 Tourism		Tourism	Gr 10 To	ourism	are done electronically	,	Gr 10 Tourism	Gr 10 Tourism		
Requisite pre- knowledge	assessment to determine: - Background knowledge and under- standing of Tourism Sectors.	sectors: Different modes of transport CAPS Ref p 13	sectors: Different modes of transport CAPS Ref p 13t	sectors: Different modes of transport CAPS Ref p 13	secto mode	rs: Different s of oort CAPS	sectors: Differen modes of transpor	t of rt CAPS	sectors: Diffe modes of transport CA Ref p 13	erent	sectors: Different modes of transport CAPS Ref p 13			
Resources (Not textbook) to enhance learning	You Tube v	material and activ		subject advisors,	lead tea	achers and	teachers	i						
Informal Assessment :Remediation	To be completed by the teacher													
SBA Formal Assessment	Planning and preparation: Tourism Skills Assessment Task March Control Test			Tourisn		sk 1 .ssessment 1	āsk	Planning and preparation: • Control Test Marc			ask : ch T			



TERM 2 51 days	Week 1 13-16 April (4 days)	Week 2 19-23 April	Week 3 28 -30 April	Week 4 03-07 May	Week 5 10-14 May	Week 6 17-21 May	Week 7 24-28 May	Week 8 31 May-4 Jun (5 days)		Week 10 14-18 June	Week 11 21-25 June (5 days)
CAPS topic	Tourism sectors	(5 days) Tourism sectors	(3 days) Domestic, regional and international tourism	(5 days) Domestic, regional and international tourism	(5 days) Culture and heritage tourism	(5 days) Culture and heritage tourism	(5 days) Marketing	Marketing	(5 days) Tourism sectors	(4 days) Tourism sectors	REVISION
CAPS Ref	p 24	p 24	p 25	p 25	p 25	p 25	p 28	p 28	p 29	p 29	
Concepts, skills and values	Car rental: Introduction to the car rental industry in South Africa (use major car rental companies in South Africa) Conditions for renting a vehicle (age, driver's licence, creditworthy, signing of contract) Different rental packages/options Insurances: CDW, TLW v/s SCDW, STLW and PAI	Car rental: • Additional costs and charges: tourism levy, fuel deposits and charges, airport surcharges, additional driver charges, contract fee, delivery and collection charges, cross-border fees, optional equipment • Incidental costs: administration fee for accidents, traffic fines • Payment options and payment methods for car rental	The Domestic Tourism Growth Strategy (DTGS) 2012 – 2020 • The state of domestic tourism in South Africa • Why a DTGS? (problem statement and vision) (no statistics) • List current trends influencing tourism, with very short explanation • The domestic marketing campaign (refer current Sho't Left marketing campaign)	•The five (5) domestic market segments. Focus on the profile of the segment, why they travel (or not) and the type of travel/holiday they prefer (no % needed) •The four strategic objectives and targets of the DTGS and the implementation plan to meet these objectives. List and shortly explain the activities/options http://www.tourism.gov.za/AboutNDT/Branches1/domestic/Documents/Domestic%20Tourism%20Growth%20Strategy%202012-%202020.pdf	Carried over from Gr 10 – Culture and heritage: Caps Ref p21: • Concepts: culture, heritage, cultural diversity • Elements of culture such as arts and crafts, cuisine, music and dance The South African cultural uniqueness: • The tourism importance of the cultures in your province that attract tourists to South Africa, such as folklore, dress	Carried over from Gr 10 – Culture and heritage: Caps Ref p21 The importance and value of conserving heritage for future generations Heritage sites in South Africa Examples of heritage sites in your own province. South African heritage bodies: South African Heritage Resource Agency (SAHRA): logo and functions	Carried over from Gr 10 – Marketing of tourism products, services and sites: Caps Ref p20 •Concepts: marketing, market research, target markets, market share, competitive edge, core and niche markets •The purpose of marketing tourism products and services The marketing budget: costs related to marketing • market research • communication costs (printing, telephone, fax, internet)	Different types of promotional /advertising techniques used in the tourism industry: • Above-the-line promotional techniques: conventional media tools such as renting space on television, in newspapers, and magazines, on posters and on radio. Printed material such as brochures, flyers, pamphlets, posters, bill boards, meander maps. Electronic advertising such as video walls, audiovisual presentations, digital displays, cellphone	Job and career opportunities in the tourism sectors, subsectors and related services: • Transport, hospitality (accommodati on and food), tourism attractions (gaming and lotteries, leisure, conservation, sport and recreation), events and conferences, tourism services, travel trade sectors • The requirements and inherent qualities (personal	Entrepreneurial opportunities in tourism: • The concept entrepreneur • Skills needed to be an entrepreneur • Identification of products or services suitable for entrepreneurial opportunities • Opportunities to start your own tourism business	Review and consolidate with reinforcement activities in class to assess the learners' grasp of the learning material. Examples of activities may include a class quiz, games, short tests, drawing concept maps, class competitions, working through previous examination question papers, etc



2021 National	Recovery Annu	al Teaching Pla	an: Tourism Gra	ide11 Term 1-4						No. of the last of	REPUBLIC OF SOUTH AFRICA
			Donosti	December	and cuisine of different cultural groups, practices such as gumboot dancing (mine culture), township kwaito art, sangomas, traditional medicine and traditional healing, small chiefdoms with traditional leaders, Ndebele art, Zulu dances in traditional attire, rickshaws, San, art festivals • How cultural uniqueness and diversity in South Africa can promote inbound and domestic Tourism	Provincial heritage agencies Awareness of special heritage permits and protection regulations (structures older than 60 years, archaeological and paleontological sites and materials, meteorites, shipwrecks, burial grounds, graves) Gr 10 Culture	•Travel costs (local and overseas travel, vehicle and flight costs) •Personnel costs	advertising, web-based advertising • Below-the-line promotional techniques: personal selling, sales promotions, instore discounts, promotional sponsorship, exhibitions, shows and expos Match the type of promotion/advertising to the potential customer.	characteristic s) to work in a particular sector in the tourism industry. A learner should choose any tourism sector, or a career in any tourism sector, to study according to his/her own interests • Personality type, characteristic s and essential skills	Gr 10 Tourism	
Requisite pre- knowledge	Gr 10 Tourism sectors: Different modes of transport: CAPS Ref p 13	Gr 10 Tourism sectors: Different modes of transport: CAPS Ref p 13	Domestic, regional and international tourism: Gr 10 Domestic tourism: CAPS Ref p 18	Domestic, regional and international tourism: Gr 10 Domestic tourism: CAPS Ref p 18	and heritage tourism: CAPS Ref p 21	and heritage tourism: CAPS Ref p 21	Marketing: CAPS Ref p 20	Marketing: CAPS Ref p 20	Tourism sectors: Introduction to Tourism: CAPS Ref p	sectors: Introduction to Tourism: CAPS Ref p 13	



TERM 2 51 days	Week 1 13-16 April (4 days)	Week 2 19-23 April (5 days)	Week 3 28 -30 April (3 days)	Week 4 03-07 May (5 days)	Week 5 10-14 May (5 days)	Week 6 17-21 May (5 days)	Week 7 24-28 May (5 days)	Week 8 31 May-4 Jun (5 days)	Week 9 7-11 June (5 days)	Week 10 14-18 June (4 days)	Week 11 21-25 June (5 days)		
CAPS topic	Tourism sectors	Tourism sectors	Domestic, regional and international tourism	Domestic, regional and international tourism	Culture and heritage tourism	Culture and heritage tourism	Marketing	Marketing	Tourism sectors	Tourism sectors	REVISION		
Resources (Not textbook) to enhance learning	 Power points Resource material and activities provided by subject advisors, lead teachers and teachers You Tube videos To be completed further by the teacher 												
Informal Assessment :Remediation	To be completed by the teacher												
SBA Formal Assessment	Planning and Practical A June Con	Assessment Tas	sk		PA (marks car to Ten	ried over	Task June Cont						



TERM 3 53 days	Week 1 13-16 July (4 days) Domestic, regional and international	Week 2 19-23 July (5 days) Tourism attractions	Week 3 26 -30 July (5 days) Tourism attractions	Week 4 02-06 Aug (5 days) Foreign exchange	Week 5 10-13 Aug (4 days) Foreign exchange	Week 6 16-20 Aug (5 days) Communication and Customer	Week 7 23-27 Aug (5 days) Communication and Customer	Week 8 30 Aug-4Sept (5 days) Communication and Customer Care	Week 9 6-10 Sept (5 days) Communication and Customer	Week 10 13-17 Sept (5 days) Communi- cation and Customer	Week 11 20-23 Sept (4 days)
CAPS Ref	tourism p 27	p 27	p 27	p 26		Care p 21	Care p 21	p 29	Care p 29	Care p 29	
Concepts, skills and values	Regional tourism: Concepts: regional tourism, South African Development Community (SADC) The SADC member countries and their location and capital cities on a map (use the latest membership information available) Gateways: the accessibility of each country from South Africa (by road, air or water) Advantages of regional tourism for South Africa and the SADC member states	Main tourist attractions in the SADC countries: (*World Heritage Sites) attractions Present in a tourism context Location on a map, reasons why it is considered a top tourist attraction, activities, pictures/photos, relevant tourist information Angola: Kissama National Park Botswana: Okavango Delta, The Tsodilo Hills* Democratic Republic of the Congo (DRC): Virunga National Park*,	Main tourist attractions in the SADC countries: (*World Heritage Sites) attractions Present in a tourism context Location on a map, reasons why it is considered a top tourist attraction, activities, pictures/photos, relevant tourist information Namibia: Fish River Canyon, Etosha National Park, Namib Desert Malawi: Lake Malawi Seychelles: Beaches and leisure activities on the islands Swaziland:	Foreign exchange and its value to the South African economy: Currencies • Concepts: local currency, foreign currency, foreign exchange, exchange rate • Major currencies of the world, their currency codes and symbols: US dollar, Euro, British pound, Japanese yen, Australian dollar, South African rand • Facilities where foreign currency can be exchanged, e.g. foreign exchange bureaus,	Interpret a currency rate sheet from a foreign exchange bureau. Convert the major currencies to South African rand. Convert South African rand into a selected currency to understand currency difference.	Carried over from Gr 10 – Communication technology: CAPS ref p 21 The various types of equipment and technology used to communicat e in a tourism business environment: landline telephones, cell phones, fax machine, photocopyin g machine, printers and computer (include email, video conferencing and teleconferen cing) Functions, advantages	Carried over from Gr 10 – Service excellence: CAPS ref p21 Concepts: service, service excellence The importanc e and value for a tourism business to provide quality service The advantage s of excellent service delivery - for a business - for a tourist	Customer care for foreign tourists: • Ways in which foreigners should be treated and assisted so that they enjoy their stay in South Africa • The need to respect traditions, customs and behaviour of visitors to South Africa • Ways to communicate effectively with visitors from diverse cultural backgrounds	Customer complaints: In person / verbal telephone, cellphone) and written (letters, faxes, SMSs, on website) The value of customer complaints to a business (complaints as an opportunity for improvement) The six steps for dealing with verbal customer complaints: -Listen carefully to what the customer has to say, and let them finish Ask questions in a caring and concerned manner,	Managing quality service: • Types of strategies used by companies / organisations to achieve and maintain quality service, such as performance management, quality control checks, customer surveys, team and peer reviews, inservice training • How services delivered in one sector impact on services delivered in another sector	Review and consolidate with reinforcement activities in class to assess the learners' grasp of the learning material. Examples of activities may include a class quiz, games, short tests, drawing concept maps, class competitions, working through previous examination question papers, etc



TERM 3 53 days	Week 1 13-16 July (4 days) Domestic, regional and	Week 2 19-23 July (5 days)	Week 3 26 -30 July (5 days)	Week 4 02-06 Aug (5 days)	Week 5 10-13 Aug (4 days)	Week 6 16-20 Aug (5 days) Communication and	Week 7 23-27 Aug (5 days) Communication and	Week 8 30 Aug-4Sept (5 days) Communication and	Week 9 6-10 Sept (5 days) Communication and	Week 10 13-17 Sept (5 days) Communi- cation and	Week 11 20-23 Sept (4 days)
CAPS topic	international tourism	attractions	attractions	exchange	exchange	Customer Care	Customer Care	Customer Care	Customer Care	Customer Care	REVISION
Concepts, skills and values		Lesotho: Katse Dam and Lesotho Highlands Water Project, Sani Pass • Madagascar: Royal Hills of Ambohimanga* • Mauritius: Grand Baie • Mozambique: Lake Niassa, Bazaruto Archipelago, Island of Mozambique*	Hlane Royal National Park • Tanzania: Mount Kilimanjaro*, Serengeti National Park • Zambia: Victoria Falls and Zambezi River, Lake Kariba • Zimbabwe: Victoria Falls and Zambezi River, Lake Kariba, The Great Zimbabwe Ruins*, Matopo Hills*	commercial banks, etc. • How does money spent by inbound international tourists benefit local people? Directly and indirectly - the multiplier effect		and disadvantag es of each Communicatio n: verbal and written			- Apologise without blamingSolve the problem immediatelyOffer the customer something such as an upgrade, a free product, extra discounts, full refundsThank the customer for informing you about the problem. • Constructive criticism, handling of criticism in a mature manner		
Requisite pre- knowledge	Gr 10 Map work and tour planning: location of South Africa and the SADC countries on a colour map of the world: CAPS Ref p 17	Gr 10 Map work and tour planning: location of South Africa and the SADC countries on a colour map of the world: CAPS Ref p 1	Gr 10 Map work and tour planning: location of South Africa and the SADC countries on a colour map of the world: CAPS Ref p 1	New Tourism topic No Gr 10 foundation.	New Tourism topic No Gr 10 foundation.	New Tourism topic	New Tourism topic	Gr 10 Communication and Customer Care: CAPS Ref p 21	Gr 10 Communication and Customer Care: CAPS Ref p 21	Gr 10 Communicatio n and Customer Care: CAPS Ref p 21	



TERM 3 53 days	Week 1 13-16 July (4 days)	Week 2 19-23 July (5 days)	Week 3 26 -30 July (5 days)	Week 4 02-06 Aug (5 days)	Week 5 10-13 Aug (4 days)	Week 6 16-20 Aug (5 days)	Week 7 23-27 Aug (5 days)	Week 8 30 Aug-4Sept (5 days)	Week 9 6-10 Sept (5 days)	Week 10 13-17 Sept (5 days)	Week 11 20-23 Sept (4 days)	
CAPS topic	Domestic, regional and international tourism	Tourism attractions	Tourism attractions	Foreign exchange	Foreign exchange	Communication and Customer Care	Communication and Customer Care	Communi- cation and Customer Care	Communi- cation and Customer Care	Communication and Customer Care	REVISION	
Resources (Not textbook) to enhance learning	 Power points Resource material and activities provided by subject advisors, lead teachers and teachers You Tube videos To be completed further by the teacher 											
Informal Assessment :Remediation	To be completed by the teacher											
SBA Formal Assessment	Planning and Data-hand	preparation: dling Task				ask 4: andling Task		Planning and September C	· · · · · · · · · · · · · · · · · · ·		sk 5 Control Test	



TERM 4	Week 1	Week 2	Week 3	Week 4	Week 5	Week 6	Week 7	Week 8	Week 9	Week 10
47 days	5-8 Oct	11-15 Oct	18-22 Oct	25-29 Oct	1-5 Nov	8-12 Nov	15-19 Nov	22-26 Nov	29 Nov-3 Dec	6-8 Dec
	(4 days)	(5 days)	(5 days)	(5 days)	(5 days)	(5 days)	(5 days)	(5 days)	(5 days)	(3 days)
	Map work and	Sustainable	Sustainable	Sustainable	REVISION					
CAPS topic	tour planning	and responsible	and responsible	and responsible			May	ember Examin	otion	
		tourism	tourism	tourism			NOV	ember Examina	ation	
CAPS Ref	p 28	p 20	p 20	p 20						
Concepts, skills and values	The tour itinerary:	Carried over from Gr 10 – Sustainable Tourism: CAPS Ref p 20 • Concept: sustainability, sustainable practices in tourism businesses • The three pillars of sustainable tourism (Planet, People, Profit) • Environmental - impact of tourism businesses on the natural environment • Social – impact of tourism businesses on local communities • Economic— impact of tourism businesses on local communities	Carried over from Gr 10 – Responsible Tourism: CAPS Ref p 20 • The concept: responsible tourist behaviour towards the environment environment towards the environment food environment environment food environme	Carried over from Gr 10 – Global warming and the tourism industry: CAPS Ref p 20 • The concept: global warming, carbon footprint, • Causes of global warming (rise in the temperature of the earth) • Consequences of climate change on the tourism industry • How the tourist industry can minimize their carbon footprint through sustainable and responsible	Review and consolidate with reinforcement activities in class to assess the learners' grasp of the learning material. Examples of activities may include a class quiz, games, short tests, drawing concept maps, class competitions, working through previous examination question papers, etc					

November Exam

2021 National Recovery Annual Teaching Plan: Tourism Grade11 Term 1-4 local tourism communities practices Gr 10 Map work Local and global Current global Current global and tour coverage on concerns over concerns over Requisite planning: CAPS reducing one's climate change climate change pre-Ref p 17 carbon footprint and the and the knowledge that is covered in environment. environment the news. Resources Gr10 CAPS Power Points from Subject Support Package (Not textbook) You Tube videos to enhance To be completed by the teacher learning Informal To be **Assessment** completed by the teacher :Remediation SBA Planning and preparation:

November Exam

Formal

Assessment