



**higher education
& training**

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

NATIONAL CERTIFICATE (VOCATIONAL)

**SUSTAINABLE TOURISM IN SA AND INTERNATIONAL
TRAVEL
NQF LEVEL 4**

(11011064)

**3 December 2020 (X-paper)
09:00–12:00**

This question paper consists of 11 pages and 1 addendum.

277Q1N2003

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 only a black or blue pen.
 5. Write neatly and legibly.
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QUESTION 1

1.1 Indicate whether the following statements are TRUE or FALSE by writing only 'True' or 'False' next to the question number (1.1.1–1.1.10) in the ANSWER BOOK.

1.1.1 VAT means *value added tax*.

1.1.2 The time zone difference is the number of hours that should be added (going west) or subtracted (going east) from the mean time (UTC).



1.1.3 Grogginess is a symptom of jet lag.

1.1.4 Polio is a global disease.

1.1.5 Décor is an example of a support service when hosting an event

1.1.6 Mid-event evaluations are about quality control.

1.1.7 SATOUR stands for South African Tourism.



1.1.8 Museums are stakeholders in the tourism industry.

1.1.9 An audit is a collection of bones used for research purposes.

1.1.10 Bookings are examples of an administration function when planning an event.

(10 × 1) (10)


1.2 Refer to the ADDENDUM (attached) and answer the questions:

1.2.1 Name the oceans labelled 1 and 2. (2)

1.2.2 Name the continents labelled 3–5. (3)



1.2.3 Name the countries labelled 6–10. (5)

- 1.3 When an event is advertised, the most important objective is to increase sales and profits. 

Name FIVE different ways in which events can be advertised. (5 × 2) (10)


1.4

**RICHTERSVELD CULTURAL AND BOTANICAL LANDSCAPE,
NORTHERN CAPE**

The Richtersveld is one of the few places where one can still see a harmonious interaction between man and nature. It has pastoral grazing ground for the livestock of the Nama. They are an indigenous community that migrates seasonally with their livestock from the mountains to the rivers and they make sustainable use of the fragile succulent ecosystem.

The Richtersveld is a remarkable mountainous desert inhabited by the Nama people, descendants of the Khoikhoi people. It is a land of extreme temperatures with harsh landscapes. 10 years ago, the historically disadvantaged people of the Richtersveld united, reclaimed the title to their traditional land and it was set aside as a conservancy to be forever conserved for research and tourism. It offers some of Southern Africa's finest hiking, 4 x 4 driving, camping and cultural experiences.

[Sources: <https://www.firstcarrental.com> and <https://www.richtersveld-conservancy.com>]


- 1.4.1 Why was the Richtersveld Cultural and Botanical Landscape declared a World Heritage Site?  (2)

- 1.4.2 If you are appointed as the manager of the Richtersveld, Cultural and Botanical Landscape what in your opinion are the duties you will be expected to perform? (5 × 2) (10)

- 1.5 Daylight saving time (DST) is the practice of advancing clocks during summer months so that evening daylight lasts longer, while sacrificing normal sunrise times.

- 1.5.1 Name TWO countries that implement Daylight Saving Time (2)




- 1.5.2 Why do countries practice Daylight Saving Time? (2 × 2) (4)

- 1.5.3 Does South Africa observe Daylight Saving Time? Only state 'Yes' or 'No'.  (2)

[50]


QUESTION 2

- 2.1 Choose a term from COLUMN B that matches a description in COLUMN A. Write only the letter (A–L) next to the question number (2.1.1–2.1.10) in the ANSWER BOOK.

COLUMN A		COLUMN B	
2.1.1	Arrival and departure hall of an airport building 	A	compass
2.1.2	Tourists proceed to this channel if they have prohibited or restricted goods	B	green channel
2.1.3	City in which one waits for the connecting flight	C	transit
2.1.4	Tourists proceed to this channel if they have nothing to declare	D	stakeholders
2.1.5	A point of entry or exit into a country	E	debriefing
2.1.6	When the duration of the delay between flights is an hour to 24 hours	F	terminal 
2.1.7	An instrument used to find directions	G	cultural Heritage
2.1.8	Judging the success of an event once completed	H	gateway
2.1.9	Protection and preservation of customs, beliefs, art, et cetera 	I	red channel
2.1.10	People or institutions who have an interest in an issue.	J	connecting time
		K	stop-over
		L	natural heritage


(10 × 2) (20)

- 2.2 Give a brief description for each of the following:

- 2.2.1 Dry climate
- 2.2.2 Airport Tax
- 2.2.3 Polar climate
- 2.2.4 Community-based tourism
- 2.2.5 Customs 
- 2.2.6 Border post
- 2.2.7 Prohibited goods

(7 × 2) (14)

2.3 Refer to the ADDENDUM (attached) and answer the questions:



- 2.3.1 Name the country labelled A.  (2)
- 2.3.2 Give THREE reasons why tourists travel to this country. (3 × 2) (6)
- 2.3.3 What is the capital city of this country? (2)
- 2.3.4 What is the official language of this country? (2)
- 2.3.5 Name TWO attractions or events that you associate with this country? (2 × 2) (4)

[50]

QUESTION 3

3.1 Choose ONE item from the list below that matches each of the descriptions numbered 3.1.1–3.1.8. Write only the answer next to the question number (3.1.1–3.1.8) in the ANSWER BOOK.

restricted goods; ecotourism; vaccination; SAHRA; genocide; planning; UNESCO; preservation; Robben Island; delegates; prohibited goods

- 3.1.1 An injection that can protect you from contracting a travel disease
- 3.1.2 Have the authority to declare a place a World Heritage Site in South Africa 
- 3.1.3 If you are in possession of the necessary authority/permit certain goods may be imported into South Africa.
- 3.1.4 People who attend a conference.
- 3.1.5 At this stage of organising an event discussion are held regarding what should be done.
- 3.1.6 The body overseeing the protection of South Africa's cultural heritage.
- 3.1.7 Environmentally conscious travel to natural areas.
- 3.1.8 . A World Heritage Site  (8 × 1) (8)
- 3.2 List THREE differences between Lines of Latitude and Lines of Longitude. (3 + 3) (6)

3.3 Jet lag is sometimes experienced by travellers.

3.3.1 What is jet lag?  (2)


3.3.2 List FOUR symptoms of jet lag. (4)

3.4 Cultural heritage management is the vocation and practice of managing cultural heritage. It draws on the practices of cultural conservation, restoration, museology, archaeology, history and architecture.

3.4.1 Name ONE national heritage institution. (1)

3.4.2 Name THREE activities you associate with heritage management (3)

3.4.3 Discuss each of the THREE activities mentioned in 3.4.2 associated with heritage management. (3 × 2) (6)



3.5 Your colleague has been tasked to prepare an “Information Chart on Travel Diseases”
Help her complete the chart by providing the missing information numbered 3.5.1 – 3.5.5. Write only the answer next to the question number (3.5.1–3.5.5) in the ANSWER BOOK. 

DISEASE	SYMPTOMS	PRECAUTION
3.5.1	Fever, muscle pain, yellow eyes, and skin	Vaccination
Cholera	3.5.2	Observe minimum hygiene standard e.g. clean water and proper sanitation
3.5.3	Fever, headaches, vomiting that starts 10 – 15 days after being bitten	Take medication prior to visiting the area
Typhoid Fever	Sudden lasting fever, severe headaches, nausea, appetite loss	3.5.4
3.5.5	Yellow eyes and skin, dark urine, extreme tiredness	Oral vaccination



(5 × 2) (10)

3.6 Choose a law from COLUMN B that matches a description in COLUMN A. Write only the letter (A–C) next to the question number (3.6.1–3.6.5) in the ANSWER BOOK.

COLUMN A		COLUMN B	
3.6.1	The impact on cultural heritage must be considered before government grants approval for development. 	A	National Heritage Resources Act of 1999
3.6.2	Support the promotion of literacy and culture.	B	National Environmental Management Act: Protected Areas Act of 2003
3.6.3	Protect and conserve South Africa's natural areas	C	National Environmental Management Act of 1998
3.6.4	Keep a national register of national, provincial, and local protected areas.		
3.6.5	Co-ordinate heritage management.		

(5 × 2)

(10)
[50]

QUESTION 4

4.1 Name the following world-famous attractions:

4.1.1



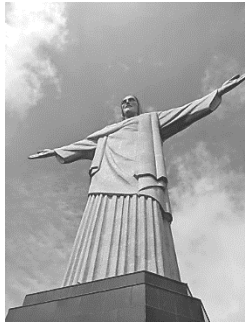
4.1.2



4.1.3



4.1.4



4.1.5



4.1.6



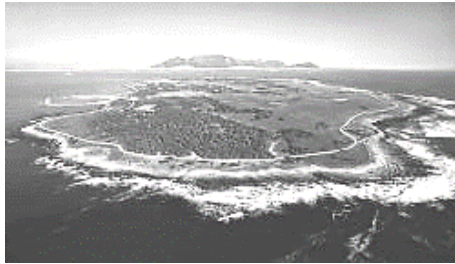
4.1.7



(7 × 2) (14)

4.2 Name the following South African World Heritage Sites:

4.2.1



4.2.2



4.2.3



(3 × 2) (6)

4.3 Identify each of the following map symbols



4.3.1



4.3.2



4.3.3




4.3.4



(4 × 1) (4)

4.4 Give FOUR tips to travellers to prevent or reduce the effects of jet lag. (4 × 1) (4)

4.5 Complete the table below regarding the PHASES and ACTIONS when planning to hold an event. Write only the answer next to the question number (4.5.1– 4.5.4) in the ANSWER BOOK. 

PHASE (STAGE)	ACTION (WHAT IS DONE)
1. Vision	Decision to hold an event
2. Establishment	(4.5.1)
3. (4.5.2)	Establish organisation
4. Planning process	The event is planned
5. (4.5.3)	Determine costs
6. Programming activities	Prepare a programme
7. Implementation	The event takes place
8. Evaluation	(4.5.4)

(4 × 2) (8)



4.6

VIETNAM FLOOD DEATH TOLL RISES TO 27, MORE RAIN FORECAST

With a long coastline, Vietnam is prone to destructive storms and flooding. Though tropical storm Son Tinh weakened to a tropical depression by the time it reached Vietnam last week, the torrential rains it brought caused heavy flooding and landslides in many parts of northern Vietnam. Some areas in the outskirts of the capital Hanoi remain submerged. The floods and landslides have also damaged and submerged more than 12 000 houses and more than 90 000 hectares of crops, mostly paddy and cut off traffic to several parts of northern Vietnam.

[Source: <https://reuters-article-vietnam>]

4.6.1 What was the cause of the localised flooding? (2)

4.6.2 Discuss FOUR impacts that natural disasters can have on the tourism industry. (4 × 2) (8)



4.6.3 Name TWO stakeholders that would be involved in rehabilitating Vietnam. (2 × 2) (4)

[50]

TOTAL: 200