



**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)

**20 November 2019 (X-Paper)
09:00–12:00**

This question paper consists of 10 pages and 1 addendum.



**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. Start each question on a NEW page.
 5. Use only a BLUE or BLACK pen.
 6. Write neatly and legibly.
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SECTION A**QUESTION 1**

- 1.1 Choose a world climatic zone from COLUMN B that matches a description in COLUMN A. Write only the letter (A–F) next to the question number (1.1.1–1.1.5) in the ANSWER BOOK.


| COLUMN A | | COLUMN B | |
|----------|---|----------|---|
| 1.1.1 | This climate is a very hot region with lots of rain  | A | dry climate |
| 1.1.2 | Very cold weather experienced for most of the year | B | polar climate |
| 1.1.3 | This climate experiences little or no rain with desert vegetation | C | subtropical climate |
| 1.1.4 | Climates are warm to cool in summer and cold in winter | D | tropical climate |
| 1.1.5 | A very pleasant climate with hot, wet summers and mild winters with thunderstorms experienced during summer | E | temperate climate |
| | | F | Mediterranean climate  |

(5 × 1) (5)

- 1.2 Briefly explain how the climatic zones affect the tourism industry. (2 × 2) (4)

- 1.3 Give TWO differences between the lines of longitude and latitude. (2 × 2) (4)

- 1.4 1.4.1 What is daylight saving time? (2)



- 1.4.2 What happens when we travel across the International Date Line in an easterly direction?  (2)

- 1.5 Read the scenario below and answer the questions.



The 1 April deadline for the 1% VAT increase will impact all spheres of travel – from the cost of air tickets and accommodation to fees charged by travel agents and tour operators. Local establishments and attractions could be expected to increase their prices and tariffs as the VAT increase will see their business costs rise as a result of increased transport and food prices. This hike in business costs is likely to be passed on to visitors, both international and local. Establishments such as SANParks has already announced that they will be increasing tariffs as they are a registered VAT vendor – with travellers being warned that confirmed reservations for a stay or for activities from 1 April could be subject to 'paying the difference as a result of the increased VAT rate.'




[Source: www.traveller24.com/Travel Planning]








- 1.5.1 What negative impact can an increase in VAT have on the tourism industry?  (2)
- 1.5.2 List THREE goods a tourist can submit for a VAT refund claim. (3)
- 1.5.3 Explain the process for claiming a VAT refund to an international tourist. (3)
- 1.5.4 List the information that must reflect on a tax invoice when it is submitted for a VAT refund claim.  (5)
- 1.6 Match the statements below with the correct UNESCO World Heritage sites in South Africa listed in the box. Write only the name of the UNESCO World Heritage site next to the question number (1.6.1–1.6.5) in the ANSWER BOOK









uKhahlamba Drakensberg Park; Vredefort Dome; Cradle of Humankind;
 Richtersveld Landscape; Mapungubwe Cultural Landscape;
 Isimangaliso Wetland Park; Khomani Cultural Landscape;
 Richtersveld Cultural and Botanical Landscape

- 1.6.1 This is the oldest and largest meteorite impact site and is said to be more than 2 billion years old.  (2)
- 1.6.2 This was one of the largest kingdoms in Africa famous for the golden rhino and San rock paintings. (3)
- 1.6.3 This is where you can see the fossil hominid sites of Sterkfontein, Kromdraai and Taung. (3)
- 1.6.4 This area in the southern Kalahari is home to the Khomani San people, who were thought to have vanished.  (5)
- 1.6.5 One of the largest estuaries in Africa and the continent's most southern coral reefs. Home to a diversity of bird and animal life. (5 × 2) (10)
- [40]**

QUESTION 2

2.1 Match the following pictures of the famous tourist attractions in COLUMN B with the famous tourist attraction in COLUMN A. Write only the letter (A–K) next to the question number (2.1.1–2.1.10) in the ANSWER BOOK. 

| COLUMN A | | COLUMN B | |
|----------|--|----------|--|
| 2.1.1 | Colosseum  | A |  |
| 2.1.2 | Parthenon | B |  |
| 2.1.3 | Great Wall of China | C |  |
| 2.1.4 | Sydney Opera House | D |  |
| 2.1.5 | Taj Mahal | E |  |
| 2.1.6 | Eiffel Tower | | |
| 2.1.7 | Big Ben | | |
| 2.1.8 | Palace of Versailles | | |
| 2.1.9 | Pyramids  | | |
| 2.1.10 | Christ the Redeemer | | |

| | | | |
|--|---|--|---|
| | F |  | |
| | G |  |  |
| | H |  | |
| | I |  | |
| | J |  |  |
| | K |  | |

(10 x 1) (10)

2.2 Read the statement below and answer the questions.

Most people recover from jet lag within a day or two once their bodies have adjusted to the new time zone.



2.2.1 Provide a traveler with THREE tips on how to reduce the effects of jet lag. (3)

2.2.2 Provide a traveler with THREE symptoms they can suffer as a result of jet lag. (3)

2.3 Read the statement below and answer the questions.



Besides jet lag, international travelers also contend with the effects of various travel diseases.

2.3.1 Discuss the disease malaria. (2 × 2) (4)

2.3.2 What precaution can be taken to prevent malaria? (2)

2.3.3 Give TWO possible effects that contagious diseases can have on the tourism industry. (2 × 2) (4)



2.3.4 Name TWO travel-related diseases other than malaria. (2)

2.4 Read the case study below and answer the questions.

You are returning home to South Africa after a holiday in Thailand. You have bought gifts for your family and close friends. As you approach customs, you notice two channels and you proceed through one of these channels. A big poster draws your attention displaying the following terms: Restricted goods and prohibited goods.

2.4.1 What are the colours of the channels you must proceed through? (2)

2.4.2 Explain the difference between the two channels. (2 + 2) (4)







2.4.3 What is the difference between *restricted* and *prohibited goods*? (2 + 2) (4)

2.4.4 Give TWO examples of prohibited goods? (2)

[40]



QUESTION 3

Refer to the ADDENDUM (attached) and answer the questions.

- 3.1 Name the countries labeled (1–6). (6)
- 3.2 Identify the following continents. Write only the letter of the continent (A–F) next to the question number (3.2.1–3.2.4) in the ANSWER BOOK.
- 3.2.1 This continent is home to the biggest nation in the world.
- 3.2.2 This continent has the largest freshwater lake.  (4)
- 3.2.3 This continent is home to the world's largest river system.
- 3.2.4 This continent is the second largest in the world. (4 × 1) (4)
- 3.3 Name the ocean along the coast of Brazil. (1)
- 3.4 Name the TWO oceans that meet at the southern tip of Africa. (2)
- 3.5 Identify the following lines on the globe:  (3)
- 3.5.1 23.5° North of the Equator
- 3.5.2 0° Line of longitude
- 3.5.3 23.5° South of the Equator (3 × 1) (3)
- 3.6 Read the following scenario and answer the questions.
- As a travel consultant, you are often called upon by guests to clarify concepts or terms used in the travel industry.
- 3.6.1 Discuss the difference between *taking a direct flight* and a *connecting flight* with a client.  (2 + 2) (4)
- 3.6.2 Explain to a couple what the difference is between a *transit city* and a *stop-over*. (2 + 2) (4)
- 3.7 Read the following scenario and answer the questions.
- A couple is travelling overseas for the first time. They have a few concerns and questions about things that bother them, such as flights and sightseeing.
- 3.7.1 List SIX items of information of the country they will visit that will be useful to the couple.  (6)
- 3.7.2 Provide them with THREE implications they must consider when using a connecting flight. (3 × 2) (6)
- 3.7.3 Explain to the couple what it means to have their luggage booked through. (2 × 2) (4)
- [40]**

QUESTION 4

- 4.1 Match the heritage policy in COLUMN B with the objectives in COLUMN A. Write only the letter (A–E) next to the question number (4.1.1–4.1.7) in the ANSWER BOOK.


| COLUMN A | | COLUMN B | |
|----------|---|----------|---|
| 4.1.1 | Management of South Africa's landscapes and seascapes | A | National Heritage Resources Act of 1999 |
| 4.1.2 | Lay down the general principles for co-ordinating heritage management | B | National Heritage Council Act of 1999  |
| 4.1.3 | This act was responsible for the establishment of the National Heritage Council | C | National Heritage Transformation Charter of 2007 |
| 4.1.4 | Cultural heritage needs to be considered before approval is given for development | D | National Environmental Management Act of 1998 |
| 4.1.5 | Support the promotion of literacy and culture  | E | National Environmental Management: Protected Areas Act of 1998 |
| 4.1.6 | Ensure that facilities are disable-friendly | | |
| 4.1.7 | Enhance heritage activities for children and youth | | |



(7 × 2) (14)

- 4.2 Read the statement below and answer the questions.

'Heritage management involves various activities such as communication; interpretation and preservation.'



- 4.2.1 Explain each of the activities mentioned in the statement above. (3 × 2) (6)
- 4.2.2 Name TWO organisations associated with the preservation of heritage.  (2)
- 4.2.3 List THREE ways in which heritage can be interpreted. (3)

- 4.3 You have decided to start your own events planning company. To date, you have been reasonably successful, having planned at least five events over the past four months.
 - 4.3.1 What factors will you take into consideration when booking a venue for an event?  (6)
 - 4.3.2 List THREE ways in which you will market an event. (3)
 - 4.3.3 List THREE documents that are usually used during an event.  (3)
 - 4.3.4 List THREE ways in which client satisfaction can be measured. (3)
- [40]**

QUESTION 5

5.1 Complete the table below. Write only the number (5.1.1–5.1.12) and the answer in the ANSWER BOOK.

| CITY | AIRPORT | IATA CODE |
|----------|-----------------------|-----------|
| New York | 5.1.1 | 5.1.2 |
| 5.1.3 | 5.1.4 | LHR |
| 5.1.5 | 5.1.6 | JNB |
| 5.1.7 | Charles de Gaulle | 5.1.8 |
| Rome | 5.1.9 | 5.1.10 |
| 5.1.11 | Schipol International | 5.1.12 |



(12)

5.2

CAPE TOWN JAZZ FESTIVAL

The 2018 Cape Town Jazz Festival hosted its annual weekend of incredible music again. Affectionately referred to as 'Africa's Grandest Gathering', it is the largest music event in subSaharan Africa. The festival is famous for its world-class line-up of South African and international artists. Organisers are preparing for its 19th annual event. The festival annually boasts five stages with more than 40 artists performing over two nights. The festival hosts an excess of 37 000 music lovers over the two days.

[Source: www.capetownjazzfest.com]

- 5.2.1 List FOUR stages in the event management process. (4)
- 5.2.2 Explain the FOUR stages in the event management process mentioned in QUESTION 5.2.1.  (4 × 2) (8)
- 5.2.3 List THREE services that need to be provided to ensure that this event is successful. (3)
- 5.2.4 List THREE problems that may occur during this event. (3)
- 5.3 5.3.1 Give TWO examples of heritage sites.  (2)
- 5.3.2 Name FOUR responsibilities of a heritage site manager. (4 × 2) (8)

[40]

TOTAL: 200

ADDENDUM

