



higher education
& training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

NATIONAL CERTIFICATE (VOCATIONAL)

**SCIENCE OF TOURISM
NQF LEVEL 4**

(11011044)

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

This question paper consists of 8 pages.




167Q1N2001

**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. Write neatly and legibly.
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QUESTION 1

- 1.1 Indicate whether the following statements are TRUE or FALSE. Choose the answer and write only 'True' or 'False' next to the question number (1.1.1–1.1.10) in the ANSWER BOOK.
- 1.1.1 Baggage that is not weighed is taken on board as hand-luggage.
- 1.1.2 The distance between countries makes flying a sensible and viable option as it saves time. 
- 1.1.3 Passengers can proceed through the security check-in point before they complete the check-in procedure.
- 1.1.4 Customs officials are the ones who decide whether a passenger should follow the red or green channel when declaring goods bought outside their country of origin.
- 1.1.5 Requests for special seats are usually for legroom.
- 1.1.6 Blind and deaf passengers should give advance notification to the airline. 
- 1.1.7 A passenger cannot be denied access to a foreign country if he/she fails to produce a passport.
- 1.1.8 Extreme weather can cause planes to depart and arrive later than planned.
- 1.1.9 Inbound tour operators put together packages for South Africans to visit overseas countries.
- 1.1.10 The events industry is regulated by legislation and various regulations. (10 × 1) (10)
- 1.2 You work for Masilo Travel in Bloemfontein. You are meeting with your clients Mr and Mrs Mokoena to discuss the itinerary of their upcoming trip to Nelspruit.
- 1.2.1 A tour itinerary is a legal binding contract.
Motivate this statement by specifying what is expected of both parties. (5 × 1) (5)
- 1.2.2 Sometimes a client may be forced to change an itinerary for reasons beyond his/her control. 
Give FIVE examples of events that may lead to change of itinerary. (5)

1.2.3 Mr and Mrs Mokoena may react in a certain way if a service they have requested, is not met even before they arrive in Nelspruit.

Give FIVE examples of the way they may react if their needs are not met. 

(5)

1.2.4 Suggest FIVE adventure activities they can take part in during their visit in Nelspruit and state the safety measures that might be necessary. Copy and complete the table below in the ANSWER BOOK.

TYPE OF ACTIVITY	SPECIAL PRECAUTIONS/ SAFETY EQUIPMENT NEEDED

(5 × 2)

(10)

1.3 The Mokoena family will fly from Bloemfontein to Johannesburg where they will use a rented car to drive to Nelspruit.

Explain to the family FIVE warning signs of driver fatigue to which they should pay attention.



(5)

[40]

QUESTION 2


Read the extract below and answer the questions.

Her Story: My First Time Flying

Until very recently, I have never flown on a plane. It was not the actual flying that scared me, but the thought of the plane stopping thousands of miles up in the air and crashing down. Also the security checks, cramped seats on the plane and getting lost in a giant airport that seemed less than fun. However, I was pleasantly surprised when my friend and fellow writer of *'Her Campus IUP'*, Jessie List and I flew together just a short time ago.

[By Anna Lang • IUP Contributor October 19, 2016 at 4:37pm]

2.1 2.1.1 Explain to the first-time traveller the main services that the airport provides. (2 × 1) (2)

2.1.2 Airports are divided into different sections (arrival and departure halls for domestic and international travellers) each with its own function. 

Name the SIX sections and state the function of each section that a first-time international traveller can expect to find at the arrival and departure hall of an international airport. Copy and complete the following table the ANSWER BOOK.


SECTIONS	FUNCTIONS

(6 × 2)

(12)

2.1.3 A traveller will always be very nervous when flying for the first time. Re-arrange the below airport procedures in the correct order to assist clients. Write only the letter (A-I) next to the question number (2.1.3.1–2.1.9) in the correct order in the ANSWER BOOK.

A The passenger is asked to provide proof of identity such as an ID book.

B The baggage is checked in. 

C The passenger is handed a boarding pass.


D The passenger goes to the check-in counter.

E Large luggage items are labelled with a tag which indicates departure and arrival destinations.

F The ground crew will allocate a seat.

G The passenger passes through the security check point.

H The passenger goes to the boarding gate and leaves the airport building.

I  The ground crew will check if the booking details are correct. (9 × 1) (9)

2.1.4 Name FIVE items that a first-time traveller can take with him/her on board as hand-luggage, if the traveller is not disabled and is not travelling with a baby. (5)

2.2 What does the abbreviation VAT stands for? (1)

2.3 How much is VAT in South Africa? (1)

2.4 What advice can you give to tourists who bought goods in South Africa when leaving the country with regard to VAT claims? (2)

2.5 What advice can you give to a South African travelling abroad with valuables such as expensive jewellery and a laptop with regard to customs? (2)


2.6 Which travellers are responsible for paying clearance fees?  (2)

2.7 Make a list of FOUR items that are defined as duty-free. (4)

[40]



QUESTION 3

3.1 Explain the roles of the following staff members in a wholesale travel organisation:

- 3.1.1 Manager 
- 3.1.2 Administrative officer/Secretary
- 3.1.3 Tour planners
- 3.1.4 Tour guides
- 3.1.5 Marketing and sales representatives

(5 × 4) (20)

3.2 Classify the following as Airline, Cruise, Railway or Accommodation:

- 3.2.1 Gautrain
- 3.2.2 Kulula.com 
- 3.2.3 City Lodge group
- 3.2.4 Starlight
- 3.2.5 Lufthansa
- 3.2.6 EuroCity
- 3.2.7 Mango
- 3.2.8 Mediterranean shipping company
- 3.2.9 Hilton International
- 3.2.10 The Hyatt 

(10 × 1) (10)

- 3.3 Complete each of the sentences on professional medical advice, medication and treatment in the passage below by choosing an item from the following list. Write only the answer next to the question number (3.3.1–3.3.10) in the ANSWER BOOK.

travel agents; paramedics; vaccinations; professional advice; ambulance; holiday; helicopter; doctors; first-aid officers; tourists

(3.3.1) ... like any other person can be involved in an accident while on
 (3.3.2) ... When a person is injured it is vital to get (3.3.3) ... Medical treatment should be obtained from (3.3.4) ..., (3.3.5) ... and (3.3.6) ... In case of a serious accident or injury a/an (3.3.7) ... should be obtained as soon as possible. In severe cases, patients may need to be airlifted by a/an (3.3.8) ... to the nearest hospital. (3.3.9) ... should advise tourists on the (3.3.10) ... needed when they travel to certain areas.





(10 × 1)

(10)

[40]


QUESTION 4

- 4.1 Name FIVE types of visas that travelers can apply for and state to whom each type of visa should be issued. (5 × 2) (10)
- 4.2 Name the type of passport needed for each of the following situations and state the period for which the passport would be valid.
- 4.2.1 Issued to officials attached to government institutions who must travel on official business.
- 4.2.2 Issued to children under 16 years. 
- 4.2.3 Issued only to South Africans who must travel urgently for a valid reason and cannot wait for their proper passports to be issued.
- 4.2.4 Issued to permanent South African residents who cannot obtain travel facilities from their countries of origin.
- 4.2.5 Issued to South African citizens of 16 years and older. (5 × 2) (10)
- 4.3 A Schengen Visa allows the traveler entry into numerous European countries. Name FIVE countries that use a Schengen visa. (5)
- 4.4 Your friend is interested in studying in one of the European countries that you mentioned in QUESTION 4.3. Advise him/her on the required documents needed when applying for a visa to that country. (8 × 1) (8)
- 4.5 What are the accompanying documents or information required when applying for a passport?  (2 × 1) (2)
- 4.6 Explain in detail how officials can recognise a counterfeit passport. (5)

[40]

QUESTION 5

5.1 The North-West Province is hosting the Miss South Africa pageant at Sun City Superbowl this year. Tourism students at Orbit TVET College were requested to organise the event.


5.1.1 Who, according to you, would the THREE groups of role players be of the Miss South Africa pageant?  (3)

5.1.2 State FIVE benefits that the event will bring to tourism in Northwest. (5)

5.1.3 Name FOUR criteria that can be used to measure the success of the event. (4)


5.1.4 The event in this scenario is rated highly amongst South Africans. The students involved need to ensure that it is of a very high standard.

State SIX quality requirements that need to be met when organising the event. (6)

5.2 Copy and complete the following table in the ANSWER BOOK by filling in the target market and the goal of each event. 

	EVENT	TARGET MARKET	GOAL
5.2.1	Beauty pageant		
5.2.2	Tourism indaba		
5.2.3	Horse racing		
5.2.4	Hallmark events		
5.2.5	Retail events		
5.2.6	Meetings and conferences		

(6 × 2) (12)

5.3. The college bought a farm which they want to turn into a game reserve for students' practical work. You were requested by your lecturer to design a signage board with safety regulations for visitors in the park which will be placed at the entrance gate 

State 10 rules that should appear on the board. (10) [40]

TOTAL: 200