



**higher education  
& training**

Department:  
Higher Education and Training  
**REPUBLIC OF SOUTH AFRICA**

**NATIONAL CERTIFICATE (VOCATIONAL)**

**SUSTAINABLE TOURISM IN SOUTH AFRICA AND  
REGIONAL TRAVEL  
NQF LEVEL 3**

(11011063)

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

**This question paper consists of 13 pages and 1 addendum.**



**TIME: 3 HOURS**  
**MARKS: 180**

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**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 section on a NEW page.
  5. Use only BLUE or BLACK ink.
  6. Write neatly and legibly.
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**QUESTION 1**

- 1.1 Refer to the ADDENDUM, the map of Africa (attached) and answer the questions.
- 1.1.1 Identify the countries/islands numbered 1–8.  (8)
- 1.1.2 Write the names of the capitals of countries numbered 3–6. (4)
- 1.1.3 Name TWO major attractions found in countries numbered 5 and 8. (2 × 2) (4)
- 1.2 Briefly explain the following type of destinations and provide ONE example with your answer.
- 1.2.1 Swamp
- 1.2.2 Desert
- 1.2.3 Big game
- 1.2.4 Coastal  (4 × 2) (8)
- 1.3 The White Paper on Tourism Development discovered that irresponsible tourism practices have negative consequences for tourism.
- 1.3.1 Identify THREE negative consequences of irresponsible tourism. (3)
- 1.3.2 Discuss how the consequences mentioned in QUESTION 1.3.1 affect tourism. (3)
- [30]**

**QUESTION 2**

- 2.1 Indicate whether the following statements are TRUE or FALSE. Choose the answer and write only 'True' or 'False' next to the question number (2.1.1–2.1.10) in the ANSWER BOOK.
- 2.1.1 Mount Kilimanjaro is one of the unique features in Tanzania.
- 2.1.2 The Etosha National Park is located in Namibia. 
- 2.1.3 The currency used in Botswana is called the Botswana Shilling.
- 2.1.4 Kenya shares a border with South Africa, Namibia and Botswana.

2.1.5 One of the main features when visiting Tanzania is the lush tropical vegetation.

2.1.6 Both Kenya and Tanzania are desert countries.

2.1.7 Zimbabwe is called a landlocked country.

2.1.8 The capital city of Namibia is Windhoek.


2.1.9  Mozambique is not a country but an island that's part of South Africa.

2.1.10 The Victoria Falls are found in Namibia.

(10 × 1) (10)

2.2 Choose the correct word or words from those given in brackets below. Write only the word or words next to the question number (2.2.1–2.2.5) in the ANSWER BOOK.

2.2.1 The (Namibia desert/Fish River Canyon) receives no rain but just enough moisture from the sea fog to support some unusual plants and animals.

2.2.2 The (Okavango Delta/Lake Victoria Delta) is the largest inland delta in the world. 


2.2.3 The (Victoria Falls/Hwunge National Park) is considered to be one of the world's greatest natural wonders.

2.2.4 (Lake Victoria/Lake Tanganyika) is the longest and second deepest lake in the world.

2.2.5 At about 5 895 m above sea level, (Rwenzori/Kilimanjaro) is the highest mountain in Africa.

(5 × 1) (5)

2.3 What currency will a tourist use in each of the following countries?

2.3.1 Botswana 


2.3.2 Tanzania

2.3.3 Mozambique


2.3.4 Kenya

2.3.5 Namibia

(5 × 1) (5)

- 2.4 A group of Jewish priests have approached you to organise a tour for them for five days. They will like to visit the temple and other religious sites in South Africa.
- 2.4.1 How would you classify the abovementioned type of tourists? (2)
- 2.4.2 Advise the hotel establishment where they will stay about the strict Jewish rules regarding food and eating.  (4)
- 2.4.3 Name FOUR factors that you will need to keep in mind in order to be effective when planning their trip. (4)
- [30]**

### QUESTION 3

- 3.1 Complete the following sentences by filling in the missing word or words. Write only the word or words next to the question number (3.1.1–3.1.5) in the ANSWER BOOK.
- 3.1.1 A/An ... is a Jewish place of worship.
- 3.1.2 ... is a place regarded as holy because of its associations with a sacred person. 
- 3.1.3 A/An ... is a small book or magazine containing pictures and information about a product.
- 3.1.4 A/An ... is a short journey or trip.
- 3.1.5 A/An ... is a building, place or event which draws visitors. (5 × 1) (5)

3.2 Read the case study below and answer the questions.

**HWANGE NATIONAL PARK**

Hwange National Park is the largest natural reserve in Zimbabwe. Named after a local Nhanzwa chief, Hwange National Park is located in the northwest corner of the country about one hour south of the Mighty Victoria Falls. It became the royal hunting grounds to the Ndebele warrior-king Mzilikazi in the early 19<sup>th</sup> century and was set aside as a National Park in 1929.

**ATTRACTIONS**

Hwange boasts a tremendous selection of wildlife with over 100 species of mammals and nearly 400 bird species recorded. The elephants of Hwange are world famous and the Park's elephant population is one of the largest in the world. The Park has three distinctive camps and administrative offices at Robins, Sinamatella, and the largest one at Main Camp.



**ACTIVITIES**

Visitors to the region can visit traditional homesteads to learn about the local people and their unique cultures. Village markets offer locals the chance to sell their arts and crafts. Other activities include a day visit to the Victoria Falls or enjoy a variety of spa treatments.

[Source: <http://zimparcs.org/parks/national-parks/hwange>]

- 3.2.1 You are an agent for Hwange National Park. Your guests, a group of four people from South Africa, will be arriving at Robert Gabriel Mugabe International Airport, in Harare, at 10:00am.

Identify the type of transport that will be appropriate to transport your guests from the airport to Hwange National Park. Justify your answer.



(2)

- 3.2.2 Recommend THREE types of tourists that will be interested to visit the Hwange National Park.

(3)

- 3.2.3 You have booked a game drive for your guests to see the elephants at 16:00. Due to bad weather, the trip was postponed.

Recommend THREE alternative activities that your guests can engage in.

(3)

- 3.2.4 Your guests have chosen to enjoy a dinner followed by Zimbabwean Traditional Dance (Ngororombe) by the Shona people.



Explain how you would make alternative arrangements to accommodate the new activity your guests have chosen.

(5)

- 3.2.5 What type of heritage does the Zimbabwean Traditional Dance portray? Substantiate your answer. (1 + 1)

(2)

## 3.3 Read the scenario below and answer the questions.

You are a travel consultant for Imnandi Cape Tours. You have been tasked to design a tour for a group of 15 American tourists who will be visiting South Africa over December. The tourists range between the ages of 28 and 45 years. Although each tourist will be given a copy of the itinerary when they arrive, there is also certain basic information they will need to get around safely and comfortably.

Advise the tourists about the importance of knowing the following basic information about a country or area before visiting:



- (a) Weather
- (b) Cultural sensitivity
- (c) Greeting
- (d) Eating
- (e) Religious practices

(5 × 2)

(10)  
[30]**QUESTION 4**

4.1 Various options are given as possible answers to the following questions. Choose the answer and write only the letter (A–D) next to the question number (4.1.1–4.1.10) in the ANSWER BOOK.

4.1.1 The Kalahari (Kgalagadi) desert is found in ...



- A Botswana.
- B Namibia.
- C Kenya.
- D Tanzania.

4.1.2 ... usually travel for the opportunity to partake in exciting, dangerous and thrilling experiences.

- A Business tourists
- B Nature-lovers
- C Adventure tourists
- D Cultural tourists

4.1.3 When visiting a ... men should remove their shoes and women should be dressed modestly.

- A Christian Church
- B Muslim Mosque
- C Buddhist Temple
- D Monastery



4.1.4 Kosher meals are requirements of the ... law with regard to preparation of food.

- A Muslim 
- B Christian 
- C Protestant
- D Jewish

4.1.5 ... is the international airport of Botswana.

- A Jomo Kenyatta International Airport
- B Windhoek International Airport
- C Sir Seretse Khama International Airport
- D OR Tambo International Airport

4.1.6 When tourists visit South Africa, they are advised to note that the currency code of the South African rand is ...

- A ZAR.
- B GBP.
- C Euro.
- D USD.




4.1.7 ... is a major attraction in Tanzania.

- A Sossusvlei
- B Etosha National Park
- C Kgalagadi Transfrontier Park
- D Mount Kilimanjaro

4.1.8 One of the stakeholders that play an important role in the tourism industry is ...

- A schools.
- B international organisations.
- C national government.
- D soccer clubs.

4.1.9 ... can be described as an example of a tangible heritage symbol.

- A Cultural dance
- B Local food
- C Cultural music 
- D Cultural values



4.1.10 ... is traditionally a dish eaten by the Cape Malay people.

- A Basmati rice
- B Milktart
- C Breyani
- D Pap



(10 x1) (10)

4.2 You are leading a group of tourists to the Mombasa mosque, Masjid Musa. The number of tourists visiting the mosque is growing. The locals thanked the provincial and national governments for helping them to restore order in the mosque.

4.2.1 Describe appropriate tourist behaviour based on protocol at a mosque. (4)

4.2.2 List FOUR important points about personal security to tourists when walking on the streets. (4)



4.2.3 Mombasa is a very popular tourist destination and can therefore become very littered or dirty if tourists do not avoid littering.

Explain how you would address issues such as littering and respecting the natural habitat with your clients. (2 x 2) (4)

4.3 Read the case study below and answer the questions.

You are the tour guide for Sunny South African Tours. You are preparing for a group of Dutch tourists which will be arriving in South Africa to travel the Western Cape.

4.3.1 Identify THREE sources of information that you will use to prepare a tour for your tourists. (3)

4.3.2 ONE of your guests reads a poster on one of the lampposts and would like to know more about it:





'Death toll rises due to gang violence. '

Describe how you as a tour guide would respond to this controversial issue.

(5)  
**[30]**

**QUESTION 5**

- 5.1 Complete the following table below by identifying stakeholders in the tourism industry in COLUMN A and their matching responsibilities in COLUMN B. Write only the answer next to the question number (5.1.1–5.1.5) in the ANSWER BOOK.

COLUMN A		COLUMN B	
5.1.1	National government	A	development and promotion of the tourism industry in South Africa
5.1.2	Provincial government	B	identifying potential tourism resources and attractions within their communities
5.1.3	Local government 		
5.1.4	Private sector	C	planning and policy making
5.1.5	Communities	D	provision of road signs in accordance with national guidelines 
		E	satisfying customer needs by providing quality products and services
		F	deliver education and bridging courses to local communities

(5 × 1)

(5)

5.2 Read the case study below and answer the questions.



**Women in Tourism highlighted at Africa's Travel Indaba 2018**

Special focus was placed on the challenges and opportunities facing women in tourism at Africa's Travel Indaba. All members of the media could witness how over 300 females interact during a network dinner at the uShaka Marine World in Durban. 

According to the Deputy Minister of Tourism, Elizabeth Thabethe, 'Tourism offers the potential for women to hold leadership positions. The challenges facing women, however, are their concentration in the low-status, low-paid, and precarious jobs in the sector'.

The Travel Indaba also focused on an increasing conservation efforts, as they celebrated the opening of the Lubombo Transfrontier Conservation Area in Northern KwaZulu-Natal.


[Source: <http://www.tourismupdate.co.za/article/179951/Women-in-Tourism-highlighted-at-Africa-s-Travel-Indaba-2018>]

- 5.2.1 Briefly discuss THREE roles women can play in the new tourism drive of South Africa. (3 × 2) (6)
- 5.2.2 Identify the role of media in preserving heritage in South Africa as outlined in the above case study. (2 × 2) (4)
- 5.2.3 Give TWO examples of private goods.  (2)
- 5.2.4 Discuss TWO roles conservation agencies play in developing and managing conservation land for tourism purposes. (2 × 2) (4)
- 5.3 Briefly explain what is meant by archaeological heritage. Give ONE example to illustrate your answer. (2 + 1) (3)
- 5.4 There are resources that play an integral part in tourism and the economy.
- Evaluate how the following economic resources affect the tourism industry:
- 5.4.1 Natural resources
- 5.4.2 Capital resources 
- 5.4.3 Entrepreneurial resources (3 × 2) (6)
- [30]**

**QUESTION 6**

6.1 Read the scenario below and answer the questions.


**BIG PLANS FOR *SEGAETSHO* CULTURAL VILLAGE AS THUTO LEGWALE TAKES THE REINS**

Sun City has partnered with the dynamic Thuto Legwale to take the reins and reignite *Segaetsho* Cultural Village - meaning 'Our Heritage' in Setswana, capturing the essence of the centre where visitors can explore the diverse heritage and history of the North West Province - and aims to offer visitors an authentic African experience, with traditional music, crafts and indigenous games. 

The partnership involves Sun International, North West Province Tourism, ASISA (Association for Savings and Investments in South Africa) and Thuto Legwale, who are all committed to the advancement of sustainable communities by supporting small and medium enterprise development.

[Source: <http://www.bizcommunity.com/Article/196/373/170742.html> ]

6.1.1 Give TWO reasons why all the stakeholders in the project should participate fully. (2)

6.1.2 Identify FOUR common needs among all the stakeholders in the project.  (4)

6.1.3 Give TWO strategies on how a new sustainable development project such as the *Segaetsho* Cultural Village can improve economic issues in terms of:

(a) Employment  
(b) Purchasing  
(c) Product development

(3 × 2) (6)

6.2 You have been assigned as a sustainable tourism advisor of the *Segaetsho* Cultural Village project.

Provide the project team with strategies that will achieve the following aims:

6.2.1 Increase respect for the local culture

6.2.2 Promote the local culture 

6.2.3 Support development and education (3 × 2) (6)

6.3 Study the picture below and answer the questions.



WWW.MAXGUSTAFSON.COM

[Source: [http://www.beachapedia.org/Rise\\_Above\\_Plastics](http://www.beachapedia.org/Rise_Above_Plastics)]

- 6.3.1 Which environmental issue is shown in the cartoon? (2)
- 6.3.2 Briefly discuss THREE ways in which one can motivate tourists to be environmentally responsible. (3 × 2) (6)
- 6.3.3 Give TWO suggestions on how you would involve the local community in cleaning a polluted beach. (2 × 2) (4)

**[30]**

**TOTAL: 180**

(7601034)

**ADDENDUM**

