



# **basic education**

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Department:  
Basic Education  
**REPUBLIC OF SOUTH AFRICA**

## **TOURISM**

### **GUIDELINES FOR PRACTICAL ASSESSMENT TASKS**

**2013**

**These guidelines consist of 11 pages.**

## INFORMATION

### 1. INTRODUCTION

The Practical Assessment Task for Tourism should allow the learner to demonstrate an understanding of the tourism industry as a dynamic economic sector. It should enhance the knowledge, values and skills about travel practice that learners acquired in Grades 10, 11 and 12.

### 2. MARK ALLOCATION

PHASE 1 = 100

PHASE 2 = 100

TOTAL =  $200 \div 2 = 100$

### 3. ADMINISTRATION AND RESPONSIBILITIES

#### 3.1 Administration of the PAT Examination

**This practical assessment task (PAT) is the ONLY official practical examination for Grade 12 Tourism learners in 2013. Under NO circumstances may it be replaced by any alternative practical examination task.**

- The practical assessment task (PAT) in Tourism consists of two phases. Phase 1 must be completed during term 1 and Phase 2 during term 2 on dates set by the relevant provincial departments of education.
- The PAT is a COMPULSORY component of the final external examination for Tourism.
- No part of the official PAT 2013 Tourism document may be re-typed, edited or changed. The logo of the National Department of Basic Education may NOT be replaced by any other logo.
- The greater part of the PAT should be done in class under controlled conditions and only certain sections or research can be completed as homework.
- Under no circumstances should the PAT be given to learners to complete on their own at home.
- Regular lesson time should be allocated during Tourism lessons, e.g. a double lesson every second week, for learners to work on the PAT under the guidance and supervision of the teacher.
- It is strongly recommended that marking of the sections of the PAT be done on a continuous basis to monitor individual progress.
- Evidence of completed sections of the PAT must be available in the classroom for both internal and external verification and monitoring purposes.
- Templates for the tour plan, timed itinerary and the proposed budget of the tour are included and are to be used to standardise the tasks.
- Teachers may not develop templates for any other sections of the task.

### 3.2 The role of the teacher

**It is the responsibility of the teacher to ensure that all learners complete BOTH phases of the PAT.**

- Work must be done under controlled conditions during the PAT lessons.
- Teachers are expected to develop a PAT teaching and management plan for both phases of the PAT. This plan must be done at the beginning of the year.
- It is the responsibility of the school and the Tourism teacher to provide the resources. However, learners should be encouraged to access additional resources on their own.
- It is the responsibility of the teacher to guide and support the learner throughout the task.
- The teacher **MUST** use the assessment tool provided to standardise marking.
- Each learner must receive a copy of the following pages in the PAT: pages 4–11
- If learners do not hand in Phase 2, they will forfeit marks pertaining to the Table of Contents and Presentation (Phase 2, Nos. 6 and 7).

# **PRACTICAL ASSESSMENT TASK**

## **TOURISM**

**GRADE 12**

**2013**

### **INSTRUCTIONS TO LEARNERS**

## EXAMINATION INSTRUCTIONS FOR PRACTICAL ASSESSMENT TASK TOURISM GRADE 12 – 2013

### 1. INSTRUCTIONS

- Follow the instructions given to plan a tour for a couple on honeymoon.
- The task must be done in TWO phases (Phase 1 and Phase 2).
- The final completed task must be handed in on a date set by the teacher.
- The final completed PAT must be compiled and presented using the sequence of the assessment tool.
- The final PAT must be presented in any suitable A4 format.
- Good language and neatness will be rewarded.
- Learners who do not hand in Phase 2 will forfeit marks pertaining to the Table of Contents and Presentation (Phase 2, Nos. 6 and 7).

### 2. OVERVIEW OF THE TOUR

Hans van der Zon and his fiancée, Sonja, are both lawyers in the Netherlands. They are in their late twenties and are planning to get married in Amsterdam on 7 January 2013. They want to spend their 14-day honeymoon on a luxury tourist train and cruise liner in the Southern Africa region. They will use South Africa as the gateway for their journey on the Rovos Rail from Pretoria via Mafikeng (Mayikeng) and Plumtree to Victoria Falls in Zimbabwe. They chose the MSC Opera for their cruise (Durban to the Portuguese islands near Mozambique).

#### 2.1 TOURIST PROFILE

Age:	Late twenties
Income:	High-income group
Nationality:	Dutch

#### 2.2 SPECIAL INTERESTS

- Elephant-back rides
- Wild life
- Nature lovers
- Adventure activities

#### 2.3 THE TYPE OF TOUR

Luxury honeymoon including:

- A journey by luxury train
- A visit to Victoria Falls (Zimbabwean side)
- A cruise package

**2.4 THE TOUR**  
**Duration:** 14 days (the tour starts and ends in Johannesburg). The tour must include the 3-day journey on the luxury Rovos Rail train from Pretoria to Victoria Falls. The couple will stay at Victoria Falls for 4 days. They will return to Johannesburg and take an interconnecting flight to Durban in preparation for a 4-day cruise from Durban to the Portuguese islands. Day 1 and day 14 – set aside for arrival to South Africa and departure to the Netherlands respectively.

**The 14-day tour plan**

Day 1	Day 2	Day 3	Day 4	Day 5	Day 6	Day 7	Day 8	Day 9	Day 10	Day 11	Day 12	Day 13	Day 14
9 Jan	10 Jan	11 Jan	12 Jan	13 Jan	14 Jan	15 Jan	16 Jan	17 Jan	18 Jan	19 Jan	20 Jan	21 Jan	22 Jan
Arrive in JHB	RR*	RR	RR VF*	VF	VF	VF	Fly to OR Tambo International. Take interconnecting flight to Durban	Day at leisure in Durban	Cruise	Cruise	Cruise	Cruise	Fly to JNB Departure to the Netherlands
Leg 1			Leg 2				Leg 3						

\*RR – Rovos Rail    VF – Victoria Falls

<b>Date:</b>	9 January to 22 January 2013	
<b>Transport:</b>	<b>Air:</b>	<ul style="list-style-type: none"> <li>Between Amsterdam (the Netherlands) and South Africa (return). NOTE: Arrival date: 9 January 2013</li> <li>Between Victoria Falls and Johannesburg (one way)</li> <li>Between Johannesburg and Durban (return)</li> </ul>
	<b>Land:</b>	<ul style="list-style-type: none"> <li>Rovos Rail</li> <li>For transfers use metered taxis and shuttle services offered by hotels</li> </ul>
	<b>Water:</b>	Cruise liner
<b>Accommodation:</b>		<ul style="list-style-type: none"> <li>Luxury accommodation in Johannesburg and Durban for overnight stay</li> <li>Luxury compartment on board the Rovos Rail</li> <li>Five-star hotel accommodation in Victoria Falls</li> <li>Cruise liner: Luxury stateroom (cabin) on board the MSC Opera</li> </ul>

**2.5 ACTIVITIES**

- SIX activities over a 3-day period at the Victoria Falls and surrounding areas.
- A minimum of THREE activities per day on board the cruise liner and ONE activity on the Portuguese islands.

### 3. SUGGESTED RESOURCES FOR THE TASK

- Flight schedules: To and from Amsterdam  
(e.g. [www.farecompare.com](http://www.farecompare.com) or [www.travelstart.com](http://www.travelstart.com))
- Information on luxury train travel in South Africa (Rovos Rail)  
Route map of the Rovos Rail South Africa to Zimbabwe, time schedule, price options ([www.rovos.com](http://www.rovos.com))
- Tourist information on Victoria Falls (Zimbabwe)  
([http://www.afrizim.com/activities/victoria\\_falls/default.asp](http://www.afrizim.com/activities/victoria_falls/default.asp))
- Information on cruise liner MSC Opera: Price packages, on-board facilities and activities, accommodation, travel documents and baggage allowances  
(<http://www.msccruises.co.za>)
- Information on the Portuguese islands near Mozambique: activities that can be done on the island  
(<http://www.henrytrotter.com/travels/msc-melody/portuguese-island.html>)

**HONEYMOON IN SOUTHERN AFRICA**

<b>PHASE 1</b>		
<b>1.</b>	<b>Cover page</b>	<b>(2 marks)</b>
	• Name of the tour	<b>1</b>
	• FOUR OR MORE illustrations and/or pictures relevant to your tour	<b>1</b>

<b>2.</b>	<b>Travel entry documents</b>	<b>(5 marks)</b>
	• Explain the term <i>visa</i> .	<b>1</b>
	• List THREE requirements that must be complied with to obtain a Zimbabwean visa.	<b>3</b>
	• Name the type of visa required by the Dutch couple.	<b>1</b>

<b>3.</b>	<b>Flight Information and Customs</b>	
<b>3.1</b>	<b>Flight Information</b>	<b>(20 marks)</b>
	Find a suitable return flight between <b>Amsterdam and South Africa</b> . Include a copy of a flight schedule and highlight the flights as proof of your research. Give the following information regarding the chosen flights:	
	• Copy of flight schedule	<b>1</b>
	• Names of the airports used	<b>2</b>
	Baggage allowance of the chosen international airline:	
	• Hand luggage	<b>1</b>
	• Checked baggage	<b>1</b>
	• Type of aircraft	<b>1</b>
	• Passenger capacity	<b>1</b>
	• Flight number	<b>1</b>
	• Date and departure time from the Netherlands	<b>2</b>
	• Date and arrival time in South Africa	<b>2</b>
	• Cost of economy return flights for two persons in euros	<b>2</b>
	• Convert the cost of the economy class return tickets for two persons from ZAR into euros (Show ALL calculations.)	<b>3</b>
	• Advise the Dutch couple on the time that they should arrive at the airport in Amsterdam prior to departure. Give ONE reason for your answer.	<b>3</b>

<b>3.2</b>	<b>Customs</b>	<b>(8 marks)</b>
	Source information on custom regulations for the couple entering South Africa.	
	• List THREE prohibited items.	<b>3</b>
	• List THREE restricted items.	<b>3</b>
	• Give your understanding of a duty-free shop.	<b>2</b>



<b>4.</b>	<b>ROVOS RAIL</b>	<b>(18 marks)</b>
	Source information on the Rovos Rail luxury train.	
	<ul style="list-style-type: none"> <li>Select and describe the compartment chosen for the honeymoon couple.</li> </ul>	2
	<ul style="list-style-type: none"> <li>Name TWO types of services and TWO types of facilities offered on the train.</li> </ul>	4
	<ul style="list-style-type: none"> <li>Suggest TWO reasons why the Rovos Rail is ideal for a honeymoon couple.</li> </ul>	4
	<ul style="list-style-type: none"> <li>Explain TWO procedures to be followed at both Mafeking (Mahikeng) and Plumtree border posts.</li> </ul>	4
	In order for the South African tourism industry to increase its contribution to the GDP, the Rovos Rail should operate only within the borders of South Africa.	
	<ul style="list-style-type: none"> <li>Argue IN FAVOUR or AGAINST this statement.</li> </ul>	4

<b>5.</b>	<b>Accommodation and Safety</b>	<b>(23 marks)</b>
	Find information on accommodation at Victoria Falls. Give the following information:	
<b>5.1</b>	<b>Five-star accommodation at Victoria Falls</b>	
	<ul style="list-style-type: none"> <li>Name</li> </ul>	1
	<ul style="list-style-type: none"> <li>Location (full physical address and TWO contact details)</li> </ul>	2
	<ul style="list-style-type: none"> <li>Name the type of transfer to be used between the Rovos Rail station and the hotel in Victoria Falls.</li> </ul>	2
	Research the criteria of the TGCSA for a 5-star hotel and the services and facilities offered by the selected hotel in Victoria Falls.	
	<ul style="list-style-type: none"> <li>Match THREE services and THREE facilities of the hotel with the TGCSA criteria for a 5-star hotel.</li> </ul>	12
<b>5.2</b>	<b>Safety</b>	
	Draw up a safety guide that includes <b>SIX</b> safety measures that will inform the couple on safety measures to be taken during their stay in Zimbabwe.	6

<b>6.</b>	<b>Activities at Victoria Falls</b>	<b>(6 x 4)</b>	<b>(24 marks)</b>
	Refer to the profile of the tourist and choose SIX appropriate activities over the 3-day period at the Victoria Falls and surrounding areas. For each of the six activities, provide the following information:		
	<ul style="list-style-type: none"> <li>Name of activity</li> </ul>	1	
	<ul style="list-style-type: none"> <li>Location</li> </ul>	4	
	<ul style="list-style-type: none"> <li>Duration</li> </ul>		
	<ul style="list-style-type: none"> <li>Cost of the activity per person</li> </ul>		
<b>TOTAL</b>			<b>100</b>

PHASE 2					
<b>1.</b>	<b>Travel Information on the Rovos Rail and MSC Opera</b>			<b>(18 marks)</b>	
	Copy the table below and fill in the correct information.				
	<b>Package information</b>	<b>Rovos Rail</b>	<b>MSC Opera</b>	<b>Marks</b>	
	• Name TWO items included in each package.			4	
	• Name TWO items NOT included in each package.			4	
	• Name TWO forms of payment on board.			4	
	• Name the currency used on board for each package.			2	
	• Give the price (in ZAR) for each package.			2	
	• Advise the couple on the dress code for each journey.			2	

<b>2.</b>	<b>Tour Plan</b>				<b>(20 marks)</b>	
	Complete a ONE-page overview of the tour plan for the 14 days. A detailed explanation of the activities is <b>not required</b> for the tour plan. Use the template provided below.					
	Example :					
	<b>Day and date</b>	<b>Transport</b>	<b>Accommodation</b>	<b>Activities/Experiences</b>		
	2 10 Jan	Rovos Rail	Luxury train (RR)	Luxury compartment on RR		

<b>3.</b>	<b>Itinerary for the three days at Victoria Falls</b>			<b>(8 x 3 days =24 marks)</b>	
	Draw up a <b>detailed</b> TIMED itinerary for the 3 days (days 5, 6, 7) at Victoria Falls. Describe in detail the activities/attractions/experiences for each of the three days. Start EACH day on a NEW page. Use the template provided below.				

**Example of the template for the THREE-day itinerary at Victoria Falls.**

<b>Day, date and day of the week</b>	<b>Time</b> e.g. starting time of activity 11:00–16:00	<b>Daily activities</b> (Describe in detail the daily activities – TWO activities a day.) Use the same activities selected in No. 6 of Phase 1	<b>Additional information per activity</b> State any other information that a tourist should be made aware of regarding the activity, e.g. health and safety requirements, additional costs, dress code, etc.	
(1)	(1)	(2 x 2 = 4)	(2)	<b>[8]</b>

<b>4.</b>	<b>Cost of the tour</b>	<b>(14 marks)</b>
	The costing is an important factor when planning a tour.	
	<ul style="list-style-type: none"> <li>List at least 14 items on which the tourists will spend their money.</li> </ul>	

<b>5.</b>	<b>Postcard</b>	<b>(11 marks)</b>
	Design a postcard illustrating the tour. (A5 size)	
	<ul style="list-style-type: none"> <li>The front of the card must be designed in the form of a collage (collection of pictures or drawings) depicting FOUR aspects of the tour.</li> </ul>	4
	<ul style="list-style-type: none"> <li>The reverse side of the postcard must have space for a postage stamp, an address and the message.</li> </ul>	3
	<ul style="list-style-type: none"> <li>Write a FOUR-line message on the postcard to friends in the USA telling them about the trip.</li> </ul>	4

<b>6.</b>	<b>Table of Contents</b>	<b>(4 marks)</b>
	<ul style="list-style-type: none"> <li>All sections included on ONE page immediately after the cover page (Phases 1 and 2).</li> </ul>	2
	<ul style="list-style-type: none"> <li>Ensure that page numbers on the content page correspond with relevant pages.</li> </ul>	2

<b>7.</b>	<b>Presentation</b>	<b>(9 marks)</b>
	<ul style="list-style-type: none"> <li>Present the PAT in an A4 format. (This can be in the form of a ring file, A4 book or flip file.)</li> </ul>	2
	<ul style="list-style-type: none"> <li>Present the PAT in a creative and logical manner.</li> </ul>	2
	Resources/Bibliography	
	<ul style="list-style-type: none"> <li>Include a bibliography consisting of electronic and printed media sources.</li> </ul>	2
	<ul style="list-style-type: none"> <li>Take note of language, spelling and writing skills throughout the PAT.</li> </ul>	3
	<b>TOTAL</b>	<b>100</b>