



# basic education

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

## **NATIONAL SENIOR CERTIFICATE**

**GRADE 12**

**TOURISM**

**NOVEMBER 2025**

**MARKING GUIDELINES**

**MARKS: 200**

**This marking guideline consists of 14 pages.**

**INFORMATION FOR MARKERS**

<b>TOPICS IN THE TOURISM CAPS</b>		<b>ABBREVIATION</b>
Topic 1	Tourism sectors	TS
Topic 2	Map work and tour planning	MTP
Topic 3	Tourism attractions	TA
Topic 4	Sustainable and responsible tourism	SR
Topic 5	Domestic, regional and international tourism	DRI
Topic 6	Culture and heritage tourism	CH
Topic 7	Foreign exchange	FX
Topic 8	Communication and customer care	CC
Topic 9	Marketing	M

**SECTION A: SHORT QUESTIONS****QUESTION 1**

1.1	1.1.1	C ✓/Pay gratuities or tips	TS
	1.1.2	B ✓/Department of Tourism • A/National Department of Tourism  <b>NOTE:</b> The official name is the Department of Tourism, however in the industry it is still referred to as the National Department of Tourism. For this reason both <b>A</b> and <b>B</b> will be accepted as a correct answer.	TS
	1.1.3	D ✓/International Date Line	MTP
	1.1.4	C ✓/Automobile Association	MTP
	1.1.5	C ✓/Paid flight ticket and valid passport	MTP
	1.1.6	C ✓/Durban	DRI
	1.1.7	D ✓/Petra	TA
	1.1.8	B ✓/income exceeding the targeted figures	TA
	1.1.9	A ✓/UNESCO	CH
	1.1.10	A ✓/MESE	M
	1.1.11	B ✓/fringe	TS
	1.1.12	B ✓/beaches and marinas	SR
	1.1.13	A ✓/FTT	SR
	1.1.14	C ✓/environmental	SR
	1.1.15	D ✓/Resource management	SR
	1.1.16	B ✓/Credit card	DRI
	1.1.17	A ✓/get access to the business website.	CC
	1.1.18	A ✓/sporting event	DRI
	1.1.19	B ✓/SWIFT	DRI
	1.1.20	D ✓/natural disaster.	DRI
			(20 x 1) (20)
1.2	1.2.1	euro ✓	FX
	1.2.2	health certificate ✓	MTP
	1.2.3	health precautions ✓	MTP
	1.2.4	travel allowances ✓	MTP
	1.2.5	customs regulations ✓	MTP (5)
1.3	1.3.1	flying ✓	MTP
	1.3.2	French Riviera ✓	TA
	1.3.3	The Netherlands ✓	TA
	1.3.4	CSI ✓	SR
	1.3.5	foreign arrivals ✓	DRI (5)

1.4	1.4.1	F ✓	TA	
	1.4.2	E ✓	TA	
	1.4.3	B ✓	TA	
	1.4.4	A ✓	TA	
	1.4.5	D ✓	TA	(5)
1.5	1.5.1	Map ✓	MTP	
	1.5.2	Hotel ✓	MTP	
	1.5.3	Luggage ✓	MTP	
	1.5.4	Icons ✓	MTP	
	1.5.5	Money ✓	MTP	(5)

**TOTAL SECTION A: 40**

**SECTION B: MAP WORK AND TOUR PLANNING; FOREIGN EXCHANGE****QUESTION 2**

- 2.1 2.1.1 8 ✓✓ MTP (2)
- 8 time zones
- 2.1.2 Flights that cover long distances with a duration of 6 hours or longer. ✓✓ MTP (2)
- Flights of more than 6 hours.

**NOTE:** Learners must mention the number of hours.

2.1.3

Mexico City: -6	Johannesburg: +2
Time difference	= 8 hours ✓
Local time in Mexico	= 22:00 (−✓) 8 hours
	= 14:00 ✓
Flying time	= 18 hours
Arrival time in Mexico	= 14:00 (+✓) 18 hours
	= 08:00 ✓
<b>OR</b>	
08:00 ✓✓✓✓✓	

MTP

(5)

2.1.4	Local time in Mexico City	20:00 (+✓) 8 hours' time difference	MTP  
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2.1.5	Valid passport ✓ Valid visa ✓	MTP (2)
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- 2.2 2.2.1 Jet lag ✓✓ MTP (2)
- 2.2.2 Thabo would have felt dehydrated ✓✓  
He would have swollen feet ✓✓ MTP (4)
- He could be confused
  - He could experience disorientation
  - He might have suffered from indigestion

**NOTE:** Accept relevant symptoms, excluding those related to exhaustion.

2.3	2.3.1	A <b>recommended vaccination</b> is a vaccine that is advised for travellers based on their destination. The vaccination is not legally required for entry. ✓✓	MTP	
		A <b>compulsory vaccination</b> is a vaccine that is legally required for entry into certain countries to prevent the spread of certain diseases. ✓✓		(4)
	2.3.2	Tap water can cause stomach infections. ✓✓ • Drinking tap water in Mexico may make Thabo susceptible (vulnerable) to waterborne diseases.	MTP	(2)
	2.3.3	(a) Thabo should use only registered or app based taxi services to ensure his safety. ✓✓ • He should avoid unmarked taxis, as they may be unsafe. • Use e-hailing services that can be tracked on a fully charged smart phone. • Check vehicle identification and/or driver ratings before using the service. • Be vigilant while using the service. • Do not display valuables while waiting on or in the taxi.	MTP	(2)
		(b) It can assist in an emergency if he knows a few phrases. ✓✓ • Knowing basic Spanish phrases could help Thabo to communicate quickly and clearly with locals or with authorities when an unsafe situation arises.	MTP	(2)
2.4	2.4.1	Passport control ✓✓ • Immigration	MTP	(2)
	2.4.2	Duty free refers to the goods purchased in duty-free shops which does not incur customs duty. ✓✓ • Goods purchased in duty-free shops which are within permissible limits.	MTP	(2)
	2.4.3	Green channel ✓✓	MTP	(2)

**[37]**

**QUESTION 3**

- 3.1 GBP ✓ FX (1)
- 3.2 3.2.1 Fluctuation refers to the continuous rise and fall in the exchange rate. ✓✓ FX (2)
- Fluctuation refers to the changing value of one currency when compared to another.
- 3.2.2 The rate at which the bank buys foreign currency. ✓✓ (2)
- 3.3 R20 000 ( $\div$  ✓) 23,50 ✓ FX (3)
- = GBP851,06 ✓
- £851,06
  - 851,06 Great British pound
  - 851,06 pound sterling
- OR**
- GBP851,06 ✓✓✓
- £851,06
  - 851,06 Great British pound
  - 851,06 pound sterling
- 3.4 GBP200 (x ✓) 22,50 ✓ FX (3)
- = R4 500,00 ✓
- ZAR4 500,00
- OR**
- R4 500,00 ✓✓✓
- ZAR4 500,00
- 3.5 The tourist needs to carefully manage his foreign exchange (forex) transactions to avoid high fees and unfavourable exchange rates. ✓✓ FX (2)
- The tourist should consider different rates before exchanging money to ensure the best value for his currency.

**[13]****SECTION B: 50**

**SECTION C: TOURISM ATTRACTIONS, CULTURE AND HERITAGE TOURISM, MARKETING****QUESTION 4**

- |     |       |   |    |     |
|-----|-------|---|----|-----|
| 4.1 | 4.1.1 | A Mount Fuji ✓  | TA |     |
|     |       | C Mount Everest ✓   |    | (2) |
|     | 4.1.2 | Both mountains are natural attractions and UNESCO World Heritage Sites ✓✓   | TA | (2) |
|     |       | <ul style="list-style-type: none"> <li>• Both are famous landmarks/icons for their respective countries.</li> <li>• Both mountains are in Asia.</li> <li>• Both mountains attract many tourists annually.</li> <li>• Both mountains offer challenging climbs.</li> <li>• Both mountains are home to a variety of flora and fauna</li> <li>• Both mountains have cultural and religious significance</li> <li>• Both mountains are subject to extreme weather conditions.</li> </ul> |    |     |
|     | 4.1.3 | Religious tourist ✓✓  | TA | (2) |
|     |       | <ul style="list-style-type: none"> <li>• Cultural tourist</li> <li>• Leisure tourist</li> <li>• Special Interest tourist (SIT)</li> </ul>   |    |     |
|     | 4.1.4 | (a) It is the highest mountain in the world. ✓✓   | TA |     |
|     |       | It is a sacred mountain to the local communities. ✓✓  |    | (4) |
|     |       | <ul style="list-style-type: none"> <li>• Home to a wide variety of unique animals and plants.</li> <li>• It is known for extreme weather conditions.</li> <li>• It is an achievement to summit Mount Everest and to successfully descend</li> </ul>   |    |     |
|     |       | (b) Use only the designated trails – to protect the ecosystems. ✓✓  | TA |     |
|     |       | Enforcing permits at different times for different trails will limit the number of climbers during the peak season. ✓✓  |    | (4) |
|     |       | <ul style="list-style-type: none"> <li>• Ensure employment, fair payment and treatment for the registered local porters and Sherpa guides.</li> <li>• Promote awareness and education of responsible practices when climbing the mountain.</li> </ul>   |    |     |
|     |       | (c) It helps to reduce pollution on the climbing trails. ✓✓   | TA |     |
|     |       | It helps with the protection of the natural environment. ✓✓   |    | (4) |
|     |       | <ul style="list-style-type: none"> <li>• It protects the climbers as too many people on the mountain can be a risk factor.</li> <li>• Protects the culture of the local communities.</li> <li>• It prevents animals from dying after ingesting litter.</li> <li>• Helps to curb global warming and the melting of glaciers.</li> </ul>  |    |     |



- |     |       |   |        |
|-----|-------|---|--------|
| 4.2 | 4.2.1 | (a) Mexico ✓✓   | TA (2) |
|     |       | (b) North America ✓✓  | TA (2) |
|     | 4.2.2 | The Maya train was named after the ancient Mayan civilization (tribe/indigenous people) from Chichen Itza. ✓✓   | TA (2) |
|     | 4.2.3 | It can be used as part of their marketing strategy. ✓✓<br>• It creates greater awareness attracting many tourists leading to positive spin-offs for the icon.   | TA (2) |
|     | 4.2.4 | The Maya train brings more tourists to the area. ✓✓<br>More tourists will bring more income for the area. ✓✓<br>• The train links Chichen Itza to other popular tourist attractions.<br>• The Maya train makes Chichen Itza more accessible – very convenient for tourists.<br>• The train can be used as part of the marketing strategies for Chichen Itza.<br>• The tourists and locals can go on sightseeing tours to the ruins and archaeological sites forming cultural connections.<br>• More sustainable travel – not so many cars and buses travelling to the icon. | TA (4) |

**[30]****QUESTION 5**

- |     |  |        |
|-----|--|--------|
| 5.1 | Cultural site ✓✓   | CH (2) |
| 5.2 | Gauteng ✓<br>Free State ✓<br>Eastern Cape ✓<br>KwaZulu-Natal ✓   | CH (4) |
| 5.3 | Robben Island ✓✓   | CH (2) |
| 5.4 | To protect and preserve the sites that are related to the establishment of our democracy. ✓✓<br>To acknowledge Mandela's contribution to the liberation struggle of South Africa. ✓✓ | CH (4) |

**[12]**

**QUESTION 6**

- 6.1 TOMSA collects the tourism levy (1%) from contributors. ✓✓ **M (2)**
- 6.2 It means that South Africa must be marketed in a way that international tourists would choose South Africa as a holiday destination. ✓✓ **M (2)**
- A destination that is preferred or highly sought after by travellers for various reasons, e.g. affordability, attractions and cultural significance.
  - Tourists will choose to visit that location over other locations.
  - A destination that offers excellent services, effectively markets its attractions and ensures visitor satisfaction.
- 6.3 6.3.1 TBCSA ✓✓ **M (2)**
- Tourism Business Council of South Africa.
- 6.3.2 SATourism ✓✓ **M (2)**
- South African Tourism
- [8]**
- TOTAL SECTION C: 50**

**SECTION D: TOURISM SECTORS; SUSTAINABLE AND RESPONSIBLE TOURISM****QUESTION 7**

- |     |       |  |           |
|-----|-------|--|-----------|
| 7.1 | 7.1.1 | He is wearing sports shoes/casual shoes. ✓<br>He is wearing excessive jewellery. ✓<br>• He is not dressed according to the business' dress code  | TS<br>(2) |
|     | 7.1.2 | Dress appropriately for the position that you are employed for. ✓✓<br>• Dress in a way that makes customers feel confident about what your business has to offer.<br>• Dressing professionally helps you feel good about yourself, which can improve your interaction with customers.  | TS (2)    |
|     | 7.1.3 | Creates a professional and trustworthy image of the company. ✓✓<br>Helps customers easily identify staff members. ✓✓<br>• Promotes teamwork and a sense of belonging.<br>• It sets a standard for an acceptable level of hygiene and cleanliness.<br>• Ensures safety by wearing the right attire for the job.<br>• Makes the company look well-organised and consistent which may lead to positive word of mouth. | TS<br>(4) |
|     | 7.1.4 | Remind the employee of the dress code policy. ✓✓<br>• Explain to the employee the importance of adhering to the dress code of the company.<br>• Provide support, such as suggesting where to get the correct uniform.<br>• Take further action if the employee continues to ignore the rules.  | TS (2)    |
| 7.2 | 7.2.1 | Ensuring the safety of passengers on board. ✓✓<br>• Assisting passengers.<br>• Providing excellent customer service.   | TS (2)    |
|     | 7.2.2 | To ensure there is efficiency in the airline's daily operations. ✓✓<br>To ensure that cabin crew embrace professionalism. ✓✓<br>• To ensure safety on board.<br>• To ensure fair treatment and job security for the cabin crew.<br>• It protects the employer and the employee.  | TS<br>(4) |

**[16]**

**QUESTION 8**

- |     |       |  |           |
|-----|-------|--|-----------|
| 8.1 | 8.1.1 | Being a responsible tourist means respecting the natural environment, by following the rules, and considering the impact of their actions on the environment. ✓✓   | SR<br>(2) |
|     | 8.1.2 | <p>This helps to keep hiking paths and the environment beautiful and safe for other hikers. ✓✓</p> <p>It protects wildlife that may swallow the litter. ✓✓</p> <ul style="list-style-type: none"> <li>• It protects natural resources and keeps the environment clean and fosters respect for the environment.</li> <li>• It can assist in recycling efforts.</li> <li>• It can reduce pollution.</li> </ul>         | SR<br>(4) |
|     | 8.1.3 | <p>Use eco-friendly, refillable bottles. ✓✓</p> <p>Make use of water stations provided by some parks –reducing the need for single-use plastic bottles. ✓✓</p> <p><b>NOTE:</b> <i>Accept examples of refillable, environmentally friendly alternatives to carry water</i></p>  | SR<br>(4) |
| 8.2 | 8.2.1 | <p>Alien plants can harm local ecosystems by competing with indigenous species and disrupting the balance of nature. ✓✓</p> <ul style="list-style-type: none"> <li>• They are usually water hungry plants and might put a strain on water resources.</li> <li>• Some invasive alien plants increase the risk of veld fires.</li> </ul>   | SR<br>(2) |
|     | 8.2.2 | <p>Supporters of the Community Project helps preserve the natural biodiversity of the area. ✓✓</p> <ul style="list-style-type: none"> <li>• Removing alien invasive plants support healthy ecosystems.</li> <li>• Indigenous plant species will flourish.</li> <li>• Restoring the biodiversity can be done in a shorter period of time.</li> <li>• Promotes positive publicity attracting more visitors.</li> </ul> | SR<br>(2) |

**[14]****TOTAL SECTION D: 30**

**SECTION E: DOMESTIC, REGIONAL AND INTERNATIONAL TOURISM;  
COMMUNICATION AND CUSTOMER CARE****QUESTION 9**

- |  |       |   |     |     |
|--|-------|---|-----|-----|
| 9.1  | 9.1.1 | Europe ✓✓   | DRI | (2) |
|  | 9.1.2 | Delays in flights ✓✓<br>Cancelled flights ✓✓<br>• Diverted flights<br>• Grounding of flights<br>• Inconvenienced passengers<br>• Stranded passengers<br>• Disrupted electricity supply  | DRI | (4) |
|  | 9.1.3 | Airports and airlines incurred extra costs to reroute planes. ✓✓<br>Stranded passengers needed accommodation. ✓✓<br>• Passengers would have been compensated for the delays.<br>• Travel-dependent businesses (hotels, car rentals, tour operators) suffered from lost bookings.<br>• Travellers cancelled or rescheduled trips, impacting destinations that rely on international visitors.<br>• Travel-dependent businesses in areas where flights were rerouted to, benefitted from the disruption.<br>• Airports worldwide started improving their safety systems and upgrading ageing infrastructure as a precautionary measure. | DRI | (4) |
| <b>NOTE:</b> Answers must refer to the economic impact on the global tourism-dependant businesses and not that of the economy of the UK. |       |   |     |     |
| 9.2  | 9.2.1 | (a) Zimbabwe ✓✓✓  | DRI | (2) |
|  |       | (b) United Kingdom ✓✓   | DRI | (2) |
|  | 9.2.2 | The lesser visited provinces will gain economically from the increase in geographical spread. ✓✓<br>• Increase of visitor numbers to the less visited provinces.<br>• More provinces will stand to gain better returns on their marketing efforts.  | DRI | (2) |
|  | 9.2.3 | Favourable visa requirements allow for easier access into South Africa. ✓✓<br>Tourists enter South Africa primarily for shopping opportunities and also to visit friends and relatives. ✓✓<br>• Availability of various affordable transport options and shorter land routes making South Africa more accessible.   | DRI | (4) |

**[20]**

**QUESTION 10**

- 10.1.1 The business will be able to maintain or improve their services in order to retain and increase their customer base. ✓✓ cc (2)
- 10.1.2 Listen attentively to make the customer feel heard and valued. ✓✓ cc (2)
- Apologise for the poor service
  - Offer an immediate solution.
- 10.2.1 Online surveys that capture customer responses. ✓✓ cc (4)
- Employing people to work with gathering feedback by having one on one interviews with customers. ✓✓
- Follow-up phone calls
  - Web-based responses
  - SMS and e-mails to gather feedback
- 10.2.2 Real-time feedback allows for immediate action and responses to the issue at hand while handwritten surveys may delay the process. ✓✓ cc (2)
- Real-time feedback is more accurate as the responses are provided when the experience is still fresh.
  - The response rate is faster with real-time feedback and hence leads to better customer care.
  - The real-time feedback is more personal than the handwritten survey responses.
- [10]**
- TOTAL SECTION E: 30**
- GRAND TOTAL: 200**