GRADE 12 2022

Tourism

DOMESTIC, REGIONAL & INTERNATIONAL TOURISM
SELF STUDY GUIDE
BOOKLET 3

basic education
Department: Basic Education
REPUBLIC OF SOUTH AFRICA

Second Chance Matric Support Programme

2030 NDP

NATIONAL EDUCATION COLLABORATION TRUST

ETDP•SETA

WOZA MATRICS 2022 CATCH UP

STAY SAFE PROTECT SOUTH AFRICA

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INTRODUCTION

The declaration of COVID-19 as a global pandemic by the World Health Organisation in 2020, led to the disruption of effective teaching and learning in all schools across South Africa.

Many learners, across all grades, spent less time in class due to the phased-in reopening of schools, as well as rotational attendance and alternative timetables that were implemented across provinces, to comply with social distancing rules. This led to severe teaching and learning time losses. Consequently, the majority of schools were not able to complete all the relevant content prescribed in Grade 10-12 in accordance with the Curriculum and Assessment Policy Statement.

In order to mitigate and intervene against the negative impact of COVID-19, as part of the Recovery Learning Plan for Grades 10-12, the Department of Basic Education (DBE) worked in collaboration with Subject Specialists from various Provincial Education Departments (PEDs) to develop this Self-Study Guide for learners in Grade 12.

The content in this study guide is critical towards laying a strong foundation to improve your performance in this subject.

The main aims of this study guide is to:

- *Assist learners to improve their performance, by revising and consolidating their understanding of the topic;*
- *Close existing content gaps in this topic; and*
- *Improve and strengthen understanding of the content prescribed for this topic.*

This study-guide is meant as a self-study guide for learners and therefore should be used as a revision resource to consolidate learning at the end of a particular topic taught in class.

Learners are encouraged to complete the exercises and activities to test their understanding and to expose themselves to high quality assessment.

This study guide can also be used by study groups and peer learning groups, to prepare for the final NSC examination in this subject.

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2. HOW TO USE THIS SELF STUDY GUIDE?

Key concepts

This icon will draw your attention to the key concepts we are using in this study guide

Notes/ Summaries

This icon will draw your attention to the notes & summaries which you need to study

Activities

This icon refers to the activities that you must complete to test your understanding of the content you studied

Tips

This icon refers to tips we are sharing with you to better understand the content or activities

Marking Guidelines

This icon refers to the section with possible answers for the activities and how best to have answered the activities.

Exam practise questions

This icon refers to questions from past examination papers you can additionally use to prepare for the topic.

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3. TOPIC: DOMESTIC, REGIONAL, AND INTERNATIONAL TOURISM

3.1. NOTES / SUMMARIES / KEY CONCEPTS

The flow diagram below shows the progress from grade 10 to 12. Although this is a grade 12 study guide, you need be familiar with the foundational concepts from grade 10 and 11 before you attempt the grade 12 content. We are covering THREE sub-topics in this booklet.

DOMESTIC, REGIONAL, AND INTERNATIONAL TOURISM

SUB-TOPIC 1

Forms of payment when travelling internationally.

GRADE 10

- Technology used for payments in SA.
- Payment methods.
- Advantages and disadvantages.

GRADE 12

- Forms of payment when travelling internationally.

SUB-TOPIC 2

Foreign market share – statistics regarding inbound international tourism.

GRADE 10

Domestic tourism statistics and interpretation of statistics. Benefits of domestic tourism for South Africa.

GRADE 12

- Foreign Market Share regarding inbound international tourism.
- Interpretation of statistics.

SUB-TOPIC 3

Global events, Political situations, and Unforeseen occurrence of international significance.

GRADE 12

- Global events
- Political situations.
- Unforeseen occurrences.
- Concepts.
- Examples.
- Impact on the economy of the host country.
- Impact on domestic and international tourism.

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SUB-TOPIC 1: FORMS OF PAYMENT WHEN TRAVELLING INTERNATIONALLY

Foundational Concepts from Grade 10: Payment methods

KEY CONCEPTS		
Payments	Speed Point Payment	Credit Cards
Internet Payments	Internet	Debit Cards
Cell Phone Payment		

KEY CONCEPTS	DESCRIPTION
Payment	Paying someone **in exchange of** a product or a service e.g., paying taxi fare. The amount you pay for a service or goods.
Internet	A network that connects all the **gadgets globally** and enables one to communicate and/share information from anywhere when you are connected to the internet.
Internet payment	An online transaction/payment for a service received, or goods purchased.
ATM Automated Teller Machine	A machine where someone can use their bank card when requiring banking services like withdrawing or depositing cash.
Cell phone payment	When you use the banking application on your cell phone to pay accounts or do your banking.
Speed point machines	A machine used for processing debit and credit card payment. You can swipe or tap your card.
Credit cards	A card issued by a bank, allowing the holder to buy goods or services on credit.
Debit cards	A bank card that allows the holder to transfer money electronically from their bank account when buying goods or services and withdraw cash notes.

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Notes

PAYMENT METHODS	ADVANTAGES	DISADVANTAGE
Internet payment [Source: www.english.corporatenepal.com]	• It saves time/a fast way of payment. • It is convenient. • You can manage your money at any time online. • The buyer gets immediate confirmation. • Minimises the need for cash and decreases late payments.	• A fee is charged for transaction. • Technical problems can **disable** online payments. • Accounts can be hacked thus leads to unauthorised transactions.
ATM [Source: www.bing.com]	It provides ease of convenience in respect to: • Easy to operate. • Provides 24 hours self-service. • Ensures privacy to customers. • Cash can be withdrawn when it is needed, e.g., to pay a taxi fare.	• Standing in long queues. • Some customers find it difficult to operate. • Customers are easy targets for **fraudsters**. • A limited amount of money can be withdrawn at a time. • ATM can be out of service.
Cell phone payment [Source: www.africa.visa.com]	• It saves time because you don't have to queue at the bank. • It provides immediate service. • It is convenient as the App is available 24 hours. • Solve problems yourself through the app like change card limits.	• Customers are easy targets for fraudsters. • Increased mobile app fraudulent transactions. • Technical problems can disable cell phone payments. • It needs data to operate.

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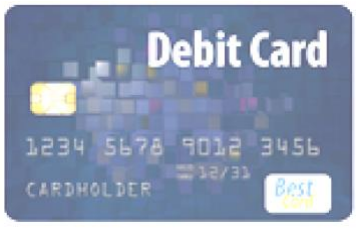
Speed point machines [Source: www.forex-amt.com]	• Quick payments. • Convenient payments. • Tap to pay option reduces risk of transmitted viruses.	• Transactions can be disputed. • Allows card usage without a security pin, there is a risk if the card is stolen.
Credit cards (Visa, Master Card, American Express, Diners Club) [Souce:www.gonomad.com]	• Customers can have access to money available on credit. • Opportunity to build a credit record. • Consumers not liable or responsible for fraudulent charges when reported promptly.	• High interest rates and finance charges. • Credit worthiness needed before approval of the credit card. • Increased temptation of unnecessary purchases.
Debit cards  [Source: www.google.com]	• Immediate **withdrawals** of cash. • Easy to obtain. • You don't have to carry cash. • Debit cards are widely accepted (**abroad).**	• Potential debit order fraud. • Increased transaction fees for using a different banks' ATM.

Grade 12 Forms of payment when travelling internationally

KEY CONCEPTS	
Electronic Fund Transfers	Swift Transfers
Foreign Bank Notes	Preloaded Currency Debit Cards

KEY CONCEPTS	DEFINITIONS
Electronic Fund Transfers (EFT)	Transferring money electronically (directly) from one bank account to another.
Telegraphic transfers (SWIFT transfers)	A transfer that will allow you to make a payment in any currency to any bank and any country around the world.
Foreign bank notes	Cash notes in the currency of the country you are visiting.
Preloaded foreign currency debit cards	A pre-paid travel card that gives access to your funds in the local currency of your destination country. Money is loaded prior onto the card in the currency required.

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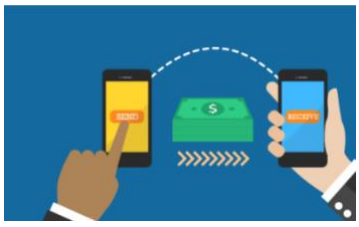
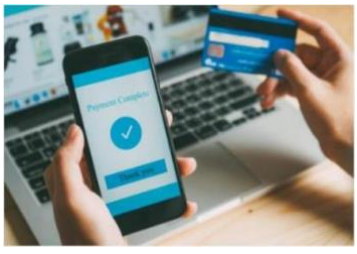
Notes

FORM OF PAYMENT	ADVANTAGES	DISADVANTAGES
Electronic Fund Transfers (EFT), e.g., Cell phone banking, Cashsend (ABSA), eWallet (FNB).  [Source: www.Bill.com]	• It is paperless. • It is safe. One doesn't need to carry lots of cash. • It is convenient, fast, and efficient.	• It is expensive. Bank charges can be high. • **Hackers** can gain access to your account online. • Correct bank details of the beneficiary must be used as once payment has been made it is difficult to reverse.
Telegraphic transfers (SWIFT transfers) [Source: www.perekaz24]	• It is safe. They provide built-in security features. • It is convenient especially when one does not have access to a bank account.	• Bank charges can be high. • **Hackers** can gain access to your account when transacting online. • The seller can provide false information to the sender. • Cash can be collected under the false ID.
Internet payments  [Source:www.clearlypayments.com]	• It saves time because you don't need to queue at the bank. • It is convenient as the App is available 24 hours. • It is a cheaper form of payment. Service fees on the internet are much lower. • One can pay/buy for purchases anywhere in the world. You can shop online. • It is safe to use- requires security pin and password for use.	• **Hackers** can gain access to your account online. • Reliable Internet connection is essential. Not all places have internet network connection. • Details of the beneficiary (receiver) must be correct before payment is made as this may be difficult to reverse.

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Foreign bank notes [Source:www.theguardian.com]	• Easy and convenient to use. • Widely accepted. • Easily exchangeable. • User-friendly for small transactions such as taxi fares.	• Can be lost or stolen. It cannot be replaced. • Not safe to carry large sums of foreign bank notes. • Exchange a limited amount of currency.
Preloaded Foreign Currency Debit Cards [Source: www.global.cashpassport.com]	• It is easy to use and one of the best ways to carry money abroad. • Convenient to use. Transactions done at point of sale. • It is safe. It requires a pin code. • It gives access to money in the local currency anywhere in the world. • More cost-effective to use than a credit card.	• It can be lost or stolen. • If the networks are down, payments cannot be done.

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SUB-TOPIC 2: FOREIGN MARKET SHARE – STATISTICS REGARDING INBOUND INTERNATIONAL TOURISM

Foundational Concepts from Grade 10

KEY CONCEPTS		
Domestic Tourist	Regional Tourist	Expenditure
International Tourist	Statistics	Interpret
Seasonality	Graph	

KEY CONCEPTS	DESCRIPTION
Domestic tourist	Tourists that travel within the borders of their own country.
Regional tourist	When a tourist travels to another country within a specific **geographical region.**
International tourism	Tourists that travel to other countries outside their own country of **residence.**
Expenditure	The amount of money spent on goods or services using either cash, debit, or credit payment.
Interpret	Explain or clarify the meaning of information.
Seasonality	The times of the year when facilities and destinations are more-or-less popular with tourists, including peak and off-peak times.
Statistics	It is the collected, analysed, and interpreted numerical data for example domestic tourism expenditure.
Graph	Diagram showing the difference / the relationship/ comparative analysis between two or more indicators.

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Notes

Interpretation of statistics

Tourism statistics assist in measuring tourism data. The reports are prepared by SATourism and Statistics South Africa, based on the previous year's data which has been collected and interpreted. Statistics are interpreted to determine travel patterns.

Interpretation of statistics in terms of the purpose of travel.

Table 1 below shows that in 2017, overnight trips were mostly undertaken to visit friends and relatives **(VFR) with an over all of 50,0% (A)** and **42,9% (B) in quarter 1 and quarter 2. Leisure** was the **second most popular** reason provided for travel, with **19,1% in Quarter 1 (C)** and **18,4% in Quarter 2 (D)** whereas the **least overnight trips taken in quarter 1 was sporting with 0,4% (E)** and in **quarter 2 shopping with 0,7%(F).**

Table 1: **Main purpose of most recent overnight trips, January–June, 2017**

	Overnight trip			
	Quarter 1		Quarter 2	
Main purpose	**Number ('000)**	**Per cent**	**Number ('000)**	**Per cent**
Leisure	1 158	19,1	1 314	18,4
Shopping	28	0,5	47	0,7
Sporting	27	0,4	84	1,2
Visiting friends and relatives	3 032	50,0	3 067	42,9
Business	238	3,9	204	2,8
Religion	276	4,5	783	11,0
Other[1]	1 224	20,2	1 483	20,7
Unspecified	86	1,4	169	2,4
Total	**6 067**	**100,0**	**7 151**	**100,0**

Interpretation of statistics in terms of the most visited provinces

The following table shows that in 2017, Limpopo was the most visited province with 23.9%, Gauteng being the second visited province with 16.1%. The province which received the least domestic tourists was Northern Cape with 1.8%.

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Table 2: Provincial distribution of domestic trips: 2017

Province	2017 Total Trips	2017 % Share
Eastern Cape	**1 467 000**	7.7%
Free State	676 000	3.5%
Gauteng	**3 090 000**	16.1%
KwaZulu-Natal	**2 504 000**	13.1
Limpopo	**4 590 000**	23.9%
Mpumalanga	2 040 000	10.6%
Northern Cape	352 000	1.8%
Northwest	1 030 000	5.4%
Western Cape	**1 421 000**	7.4%
Total	19 173 000	100.0%

[Source: SATourismdata cuts.2017]

Possible reasons why the following provinces are mostly visited

Limpopo: Kruger National Park (Big 5); African Gateway, Cultural heritage (Mapungubwe Heritage site)

Gauteng: Business hub, World Heritage Site (Cradle of Humankind), historical attractions, Botanical gardens

Western Cape: The ocean and beaches, World Heritage Site (Robben Island), Table Mountain, National Parks, wine routes.

Kwa-Zulu Natal: Pleasant weather all year round, the oceans and beaches, wildlife, World Heritage Sites (iSimangaliso Wetlands Park and Maloti-Drakensberg Park), accessibility

Mpumalanga: Kruger National Park (Big 5); African Gateway, Cultural heritage, The Panorama route, World Heritage Site (Barberton Makhonjwa mountains).

Eastern Cape: The oceans and beaches, cultural heritage, vastness of the Great Karoo.

Northwest: Sun City, game reserves and nature reserves.

Possible reasons why the following provinces are the LEAST visited as indicated on data information table

Northern Cape:

- Transport: Not easily accessible, no international airport, limited schedules, less frequent public transport.
- Distances: Too vast, towns and attractions are far apart from one another.
- Limited attractions that appeal to specific types of tourists, only.

Free state:

Limited attractions that appeal to specific types of tourists, only.

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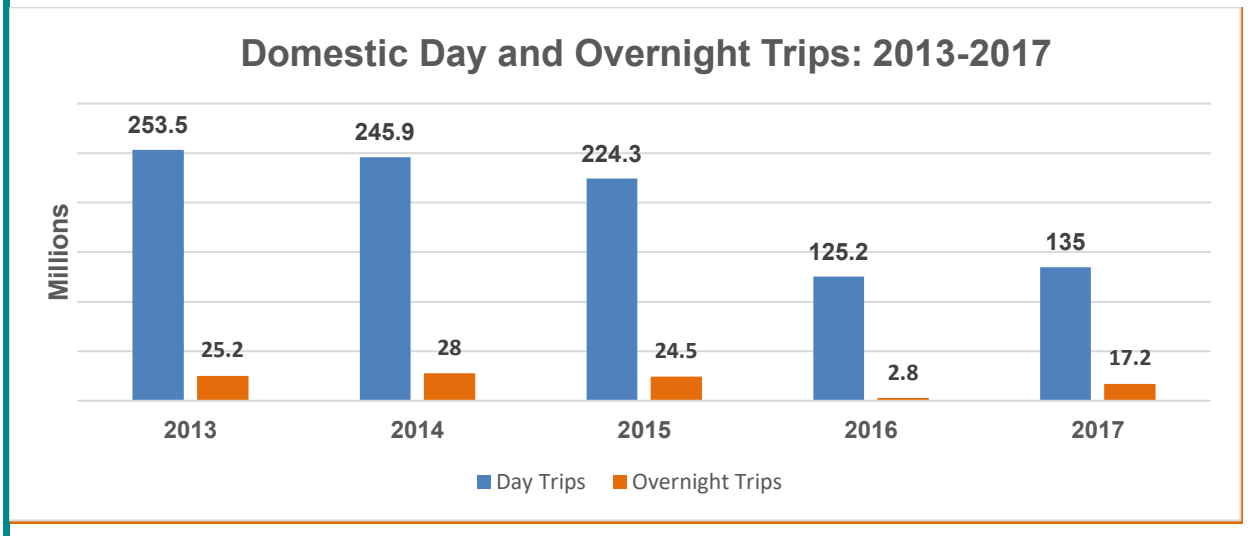
Domestic day and overnight trips: 2013-2017

Graph1 below shows the number of domestic day and overnight trips taken during the period 2013-2017. There were more domestic trips than overnight trips. 2013 had the highest number of domestic day trips and 2016 had the lowest. 2014 had the highest domestic overnight trips and 2016 had the lowest. 2016 had the lowest of both trips.

Graph 1



[Source: SATourismdata cuts.2017]

Average expenditure per tourist

Graph 2 below: The revenue from domestic tourism in 2014 reached 26.8 billion, 23.5 billion in 2015, 26.5 billion in 2016. In 2017 it contributed 22.1 billion with a drop of -4.4 billion compared to 2016. Then in 2018 it was 26.4 billion which is an increase of 4,3 compared to 2017.

Study the graph or table carefully to see if the data is per person or group. Also verify the timeline of the graph e.g. per month, quarter, or year.

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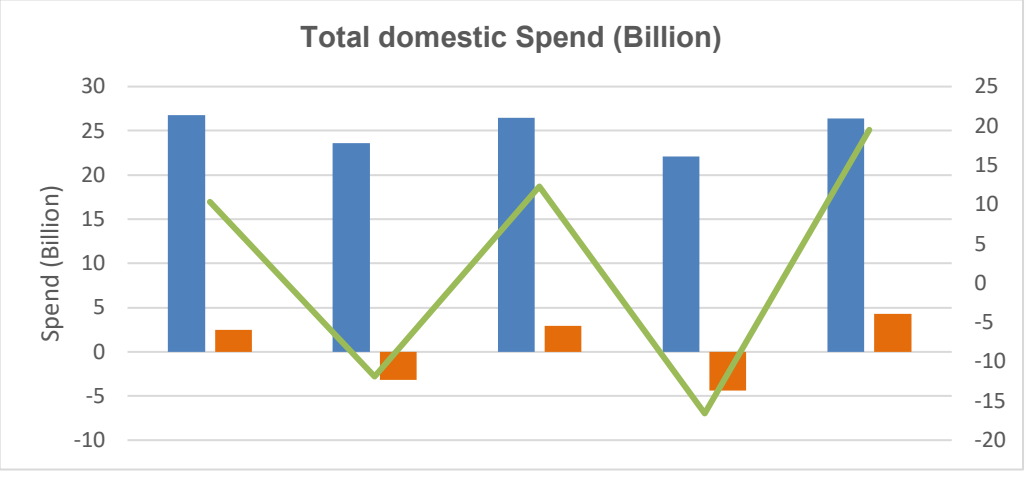
Graph 2

Total domestic spend (2014-2018)



	2014	2015	2016	2017	2018
Total Domestic Spend (Billion)	26.8	23.6	26.5	22.1	26.4
Difference (Billion)	2.5	-3.2	2.9	-4.4	4.3
% growth	10.3	-11.9	12.3	-16.6	19.5

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BENEFITS OF DOMESTIC TOURISM FOR SOUTH AFRICA

CREATE EMPLOYMENT

[Source:www.dreamstime.com]

ECONOMIC GROWTH

[Source: www.vecteezy.com]

ECONOMY

REDUCE LOCAL POVERTY

[Source:https://www.americanprogressaction.org]

UPGRADE OF INFRASTURE THROUGH TOURISM DEVELOPMENT

[Source:https://empyreal.co.za]

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BENEFITS OF DOMESTIC TOURISM FOR SOUTH AFRICA

JOB OPPORTUNITIES

[Source: ccl-interiors.com]

ENTREPRENEURIAL OPPORTUNITIES

[Source: greendropship.com]

PEOPLE

PRESERVATION OF CULTURAL AND HISTORICAL SITES

[Source: www.istockphoto.com, www.theculturetrip.com]

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BENEFITS OF DOMESTIC TOURISM FOR SOUTH AFRICA

PRESERVING WILDLIFE THROUGH PROGRAMS FOR PREVENTING ILLEGAL POACHING

[Source: ccl-interiors.com]

CREATING AWARENESS OF ENVIRONMENTAL PROTECTION AND CONVERSATION

[Source: www.facebook.com/jendequintos]

ENVIRONMENT

PROMOTION OF SUSTAINABLE AND RESPONSIBLE TOURISM

nelson mandela bay MUNICIPALITY
go green
PROMOTING RESPONSIBLE TOURISM

[Source: https://www.nmbt.co.za]

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Grade 12

KEY CONCEPTS		
Market	Foreign Market Share	Marketing
Market Research	Core Markets	New Markets
Exisitng Markets	Emerging Markets	Inbound Markets
Source Markets	Land Markets	Air Travel Markets
Target Markets	Niche Markets	Statistics

KEY CONCEPT	DEFINITION
Market	The number of people who buy a product or service.
Foreign market share	The proportion of the market an organisation or destination holds in relation to its main competitors. The percentage of foreign tourists South Africa gets in comparison to the world.
Marketing	Bringing together customers (tourists), products and services that these customers want and need.
Market research	Finding out all about your customers – what they want, where they come from, what activities they enjoy etc.
Core markets	A market from which a tourism business derives most of its income from due to more visitors from these countries.
New market	International visitors from continents who are visiting South Africa for the first time.
Existing market	International visitors from continents who have visited South Africa before and continue to visit the country.
Emerging market	A growing new market.
Inbound tourists	Foreign tourists coming into South Africa from another country.
Source market	Refers to the countries where your main tourists come from.
Land market	Countries from which more than 60% of the tourists arrive by land.
Air travel markets	Countries from which more than 60% of the tourists arrive by air.
Target market	People who buy into your product or service.
Niche market	A small group of tourists with similar needs and interests.
Statistics	Collection of numerical information which assists people in making effective decisions. Statistics South Africa and SATourism are responsible for compiling this information.

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Notes

Interpretation of statistics

Tips on how to interpret data (graphs, tables, charts, and infographics)

- Always study the heading of the table or the graph to see what the question is all about.
- Study the information provided in the columns of the table – each column will have a heading and measurements.
- Firstly, highlight the important parts of the question and secondly the correlating information in the table or in the graph.

Bar graph

- Bar graphs - rectangular columns of equal width.
- Refer to the Vertical /y-axis of the bar or line graph – what is the information given and the measurements used.
- Refer to the Horizontal /x-axis of the bar or line graph – what is the information given and the measurements used.

Practical example: Graph 3

[Source:Stats SA]

Analyse the graph:

- Vertical /Y-axis (***Number of participants***)
- Horizontal /X-axis (***Number of times travelled abroad***)
- Heading of graph: ***(How often do you travel abroad?)***

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Possible questions to expect

- Determine the number of participants who travel abroad at least once a year.
- Determine the participants with the lowest contribution.
- State the highest number of times travelled abroad per year.

Tables

- Always study the heading of the table to see what is required, for example: Number of stay units: 2017 – 2018
- Study the information given in the columns of the table – each column will have a heading and a measurement they use.

Practical example Table 3

Table 3 Number of Stay units 2017-2018

Stay units available (000)	2017	2018	% Change
Stay units available-Hotels	992,1	99,0	0,4%
Stay units available-Caravan Park and camping sites	93,6	93.1	-0,5%
Stay units available-Guest houses and guest farms	100.8	100,8	0,0%
Stay units available-Other accommodation (lodges, bed and breakfast, self-catering and 'other' establishments not classified elsewhere).	326,4	326,3	-0,03%
Stay units available-Total industry	1°512,9	1°516,2	0,2%

[Source: Stats SA: Accommodation data cuts May 2019]

Analyse the table

- Column 1: Stay units available
- Column 2: the year 2017 – this is a number
- Column 3: the year 2018 – this is a number
- Column 4: the % change between the 2 years – this is a %

Possible questions to expect

1. State the name of the stay unit with the highest number of stay units in 2017
2. State the name of the stay unit with the lowest number of stay units in 2017
3. Identify the difference between the hotels in 2017 and 2018.

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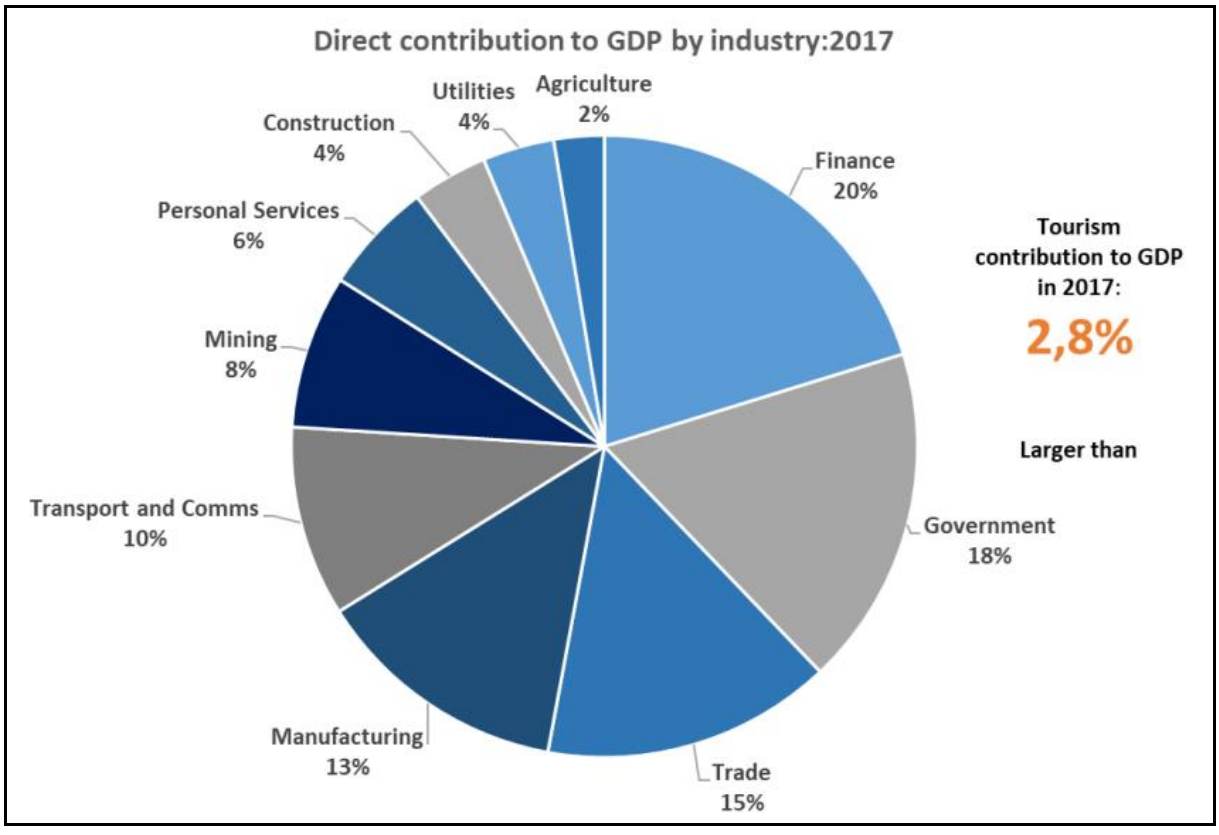
Pie chart

- Study the heading of the chart.
- Study the percentages (%) given.

Practical example Graph 3



[Source: Media Presentation for the Tourism Satellite Account for South Africa, final 2015 and provincial 2016 and 2017,2018]

Possible questions to expect

1. Determine which sector's contribution is the highest.
2. Determine which sector's contribution is the lowest.
3. State the percentage that the tourism sector contributed to the GDP.

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SUB-TOPIC 3: GLOBAL EVENTS, POLITICAL SITUATIONS, AND UNFORESEEN OCCURRENCES OF INTERNATIONAL SIGNIFICANCE

GRADE 12

KEY CONCEPTS		
Global Event	Hosting Country	Summit
Climate Change	Multiplier Effect	Delegates

KEY CONCEPTS	DEFINITIONS
Global event	An **organised event i**nvolving people from other countries.
Hosting country	The country in which the event takes place.
Summit	A gathering of Head of States or representatives of countries.
Climate change	Changes in temperature and weather patterns.
Multiplier effect	Money that is generated within the tourism industry and re-spent in the country.
Delegates	People who represent the country at a summit or global event.

Examples of sporting events and other events

Soccer	Marathon
[Source:www.cafonline.com]	[Source:Facebook.com]

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Olympic Games	Tennis Tournament
[Source: www.:thevidetimes.com]	[Source:www.lobandsmash.com]
Cycling Race	**Summit**
[Source: www.en.wikpedia.org]	[Source: www.belsat.eu]

POSITIVE IMPACT OF A GLOBAL EVENT ON INTERNATIONAL TOURISM	NEGATIVE IMPACT OF A GLOBAL EVENT ON INTERNATIONAL TOURISM
• Offers the hosting country an opportunity to showcase what they have to offer. • Direct and indirect jobs are created. • Economic growth for the hosting country. • Media exposure for the host nation. • Investment opportunities.	• More money is spent on building tourism infrastructure that may not be used after the event. • Facilities built for the event may not be beneficial to tourism. • Accommodation built to host the event remains empty afterwards.

The impact of hosting a global event on domestic tourism and the economy of the host country

- It increases the flow of foreign revenue into the country.
- Events may attract investors thus helping to improve the economy of the host country.

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ADVANTAGES FOR THE HOST COUNTRY	DISADVANTAGES FOR THE HOST COUNTRY
• Generation of foreign income. • Development of infrastructural services e.g., upgrading of airports, stadiums, roads, conference centres and improvement of communication services. • National pride is enhanced. • Leads to job creation and skills development/enhancement. • Entrepreneurial opportunities. • Multiplier effect. • Increased security efforts. • Increased international investment.	• Increased cost of goods and services. • More money is spent on the improvement and development of infrastructure. • Economic leakage: money spent by visitors may go back towards imported goods. • Relocation of communities to make way for new infrastructure development. • Higher pollution levels. • Restricted movement of locals. • Depletion of resources. • Increased crime levels.

Positive impact of hosting global events

Infrastructure development

Foreign currency benefits

Increased tourist numbers

[Sources:wwwskysports.com https://in.pinterest.com/ https://www.vecteezy.com]

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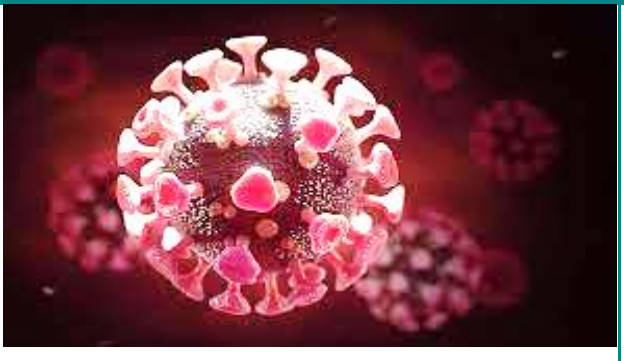
Examples of recent political situations

CIVIL WARS	TERRORISM
[Source: www.independent.co.uk]	[Source:bradtaylorbook.com]

GENERAL UNREST
[Source:dw.com]

EXAMPLES OF UNFORESEEN OCCURENCES

CORONAVIRUS	ACCIDENTS
	
[Source:news.yale.edu]	[Source: timesofindia.indistimes.com]

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EARTHQUAKES	
[Source:www.dw.com]	
TSUNAMI	**ECONOMIC RECESSION**
[Source: www.reddit.com]	[Source: https://sourceessay.com]

The impact of political situations and unforeseen occurrences on international tourism

- A decline in international arrivals.
- Tourists will have a fear to visit affected areas.
- Negative media attention for the affected areas.
- Outbreak of disease may prevent people from travelling.
- Possible cancellation of flights or trips.

The impact of political situations and unforeseen occurrences on the economy of the affected country

- A decrease in economic growth.
- Less spending on tourism products and services.
- Infrastructure such as roads and bridges can be damaged.
- Job losses due to declining tourist arrivals.
- Tourism businesses shutting down.

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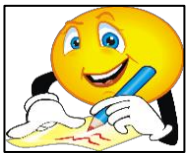
3.2. ACTIVITIES



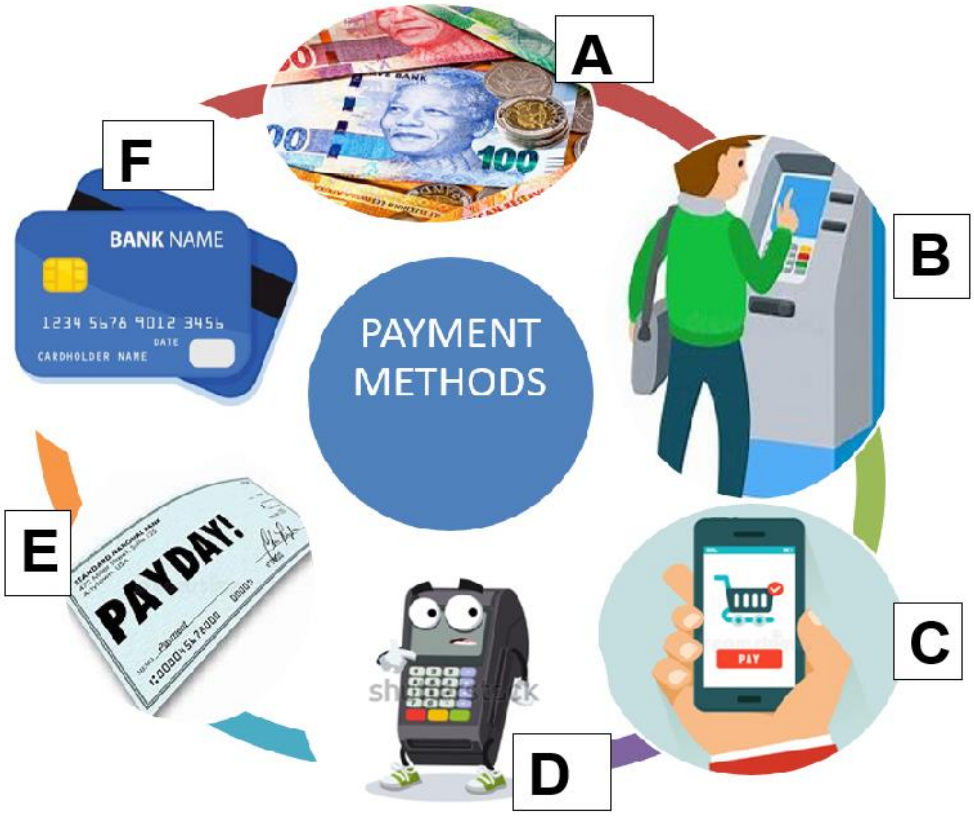
Study and work through the questions that follow. It will assist to determine how well you understood and mastered the content. First attempt the questions on your own.

Sub-topic 1: Forms of payment when travelling internationally

Grade 10

Activity 1

1 Study the pictures below and answer the questions that follow.



[sources; www.thumbsdreamstime.com]

1.1	Identify the forms of payment labelled B, C and D.	(3)
1.2	Identify TWO forms of payment from the pictures provided which are not technological forms of payments.	(2)
1.3	Identify ONE popular and contactless payment method.	(1)
1.4	Explain TWO advantages of using payment method labelled D.	(4)
1.5	Discuss TWO disadvantages of payment method labelled F.	(4)
		[14]

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Grade 12

Activity 1

1.1 Read through each description and match the correct form of payment to the description.

Credit cards, electronic fund transfers (EFT), Telegraphic transfers (SWIFT transfers), Foreign bank notes, Preloaded foreign currency debit cards, Internet payments

1.1.1. Transferring money from one bank account to another using the internet. (1)

1.1.2. Currency of a foreign country. (1)

1.1.3. Method of paying money electronically from one bank account into another. (1)

1.1.4. A prepaid card with foreign currency which is then deducted each time it is used. (1)

1.2. Suggest the best method of payment in each of the following scenarios. Give ONE reason for your answer.

1.2.1. Diana needs to pay for her accommodation in London immediately, however she is delayed in her in Cape Town offices. (3)

1.2.2. Zoe wants to hire a car and cash payment is not accepted by the car hire company. (3)

[10]

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Activity 2

Study the picture below and answer the questions that follow.

2.1. Select the correct form of payment (A-E) for each of the descriptions below.

2.1.1 Currency of a foreign country. (1)

2.1.2 Payments made electronically from your bank account to someone else's account. (1)

2.2. From the picture above, identify THREE services that can be undertaken using the method of payment labelled C. (6)

2.3. You are the owner of a successful tourism business. (2)
Suggest the most unsafe method of payment for day-to-day business operations.

2.4. Online payment plays an important role in the tourism industry. (4)
Suggest at least FOUR tourism products or services that can be purchased using online payment.

2.5. Mention ONE disadvantage of credit card payments. (2)

[16]

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Sub-topic 2: Foreign market share – statistics regarding inbound international tourism

Grade 10

Activity 1

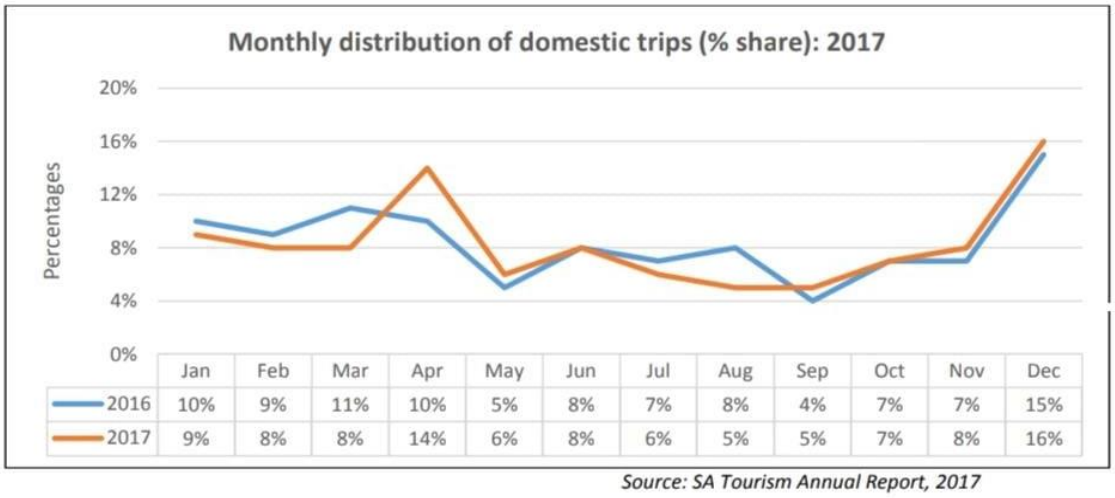
1. Choose a description from COLUMN B that matches the term in COLUMN A. Write only the letter (A–C) next to the question numbers (1.1.1 to 1.1.3) e.g. 1.1.4 D

COLUMN A (terms)		COLUMN B (description)
1.1.1. Domestic Tourism	A	A tourist travels to another country within a defined geographical region.
1.1.2. Regional Tourism	B	Tourists travel to other countries outside their own country of residence.
1.1.3. International Tourism	C	Tourists that travel within the borders of their own country.

(3)

Activity 2

2 Study the graph below and answer the questions that follow.



	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2016	10%	9%	11%	10%	5%	8%	7%	8%	4%	7%	7%	15%
2017	9%	8%	8%	14%	6%	8%	6%	5%	5%	7%	8%	16%

Source: SA Tourism Annual Report, 2017

2.1 Seasonality contributes to the number of domestic visitors per month. State the month and the percentage where the least domestic trips were undertaken (2)

2.2 Explain TWO reasons why December 2016 and 2017 received the highest percentage of domestic trips. (4)

[6]

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Grade 12

Activity 1

1 Define the following concepts:

1.1 Niche markets (2)

1.2 Air travel markets (2)

1.3 Foreign market share (2)

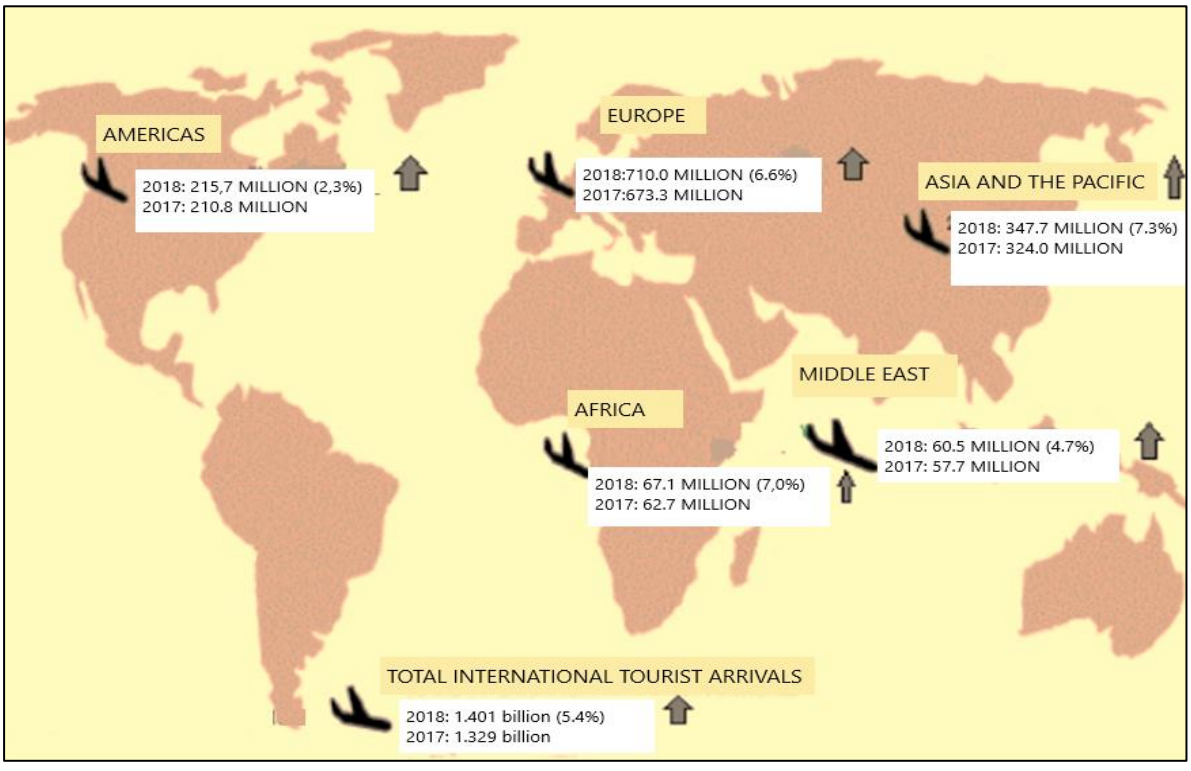
1.4 Land travel markets (2)

1.5 Source markets (2)

[10]

2 Study the map below and answer the questions that follow.

Regional International arrivals: 2018 -vs- 2017



2.1 Name the THREE regions from where the highest tourists visited South Africa. Arrange your answer in descending order (from highest to lowest). (3)

2.2 State the total number of tourist arrivals in 2017. (2)

2.3 Identify the travel trend of the international arrivals above. (2)

[7]

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Sub-topic 3: Global events, political situations, and unforeseen occurrences of international significance

Grade 12

Activity 1

1.1 Various options are provided as possible answers to the following questions.
Choose the answer and write only the letter (A-D) next to the question numbers (1.1.1 to 1.1.5)

1.1.1 An example of an unforeseen occurrence:

A Inauguration of the state president

B Wimbledon Tennis tournament

C Earthquake

D Comrades Marathon (1)

1.1.2 ... is an example of political situation

A Tsunami B Accident

C Civil war D Covid-19 pandemic (1)

1.1.3 The logo represents the … Summit

A Gauteng Seven leaders

B Great Britain regions

C Group of Seven countries

D Group of Seven islands (1)

1.1.4 A/an… is when participants from all over the world travel to a specific country to participate in the Olympic Games.

A conference B global event

C unrest D music festival (1)

1.1.5 During the year 2022 South Africa experienced heavy rainfalls causing flooding in most areas. This type of occurrence is referred to as a …

A xenophobia B natural disaster

C global disaster D protest action (1)

[5]

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ACTIVITY 2

Match the description in Column A with the Global Events in Column B. Write the question number and letter, e.g., 2.6 G

	COLUMN A		COLUMN B
2.1	The Comrades Marathon is an example of a/an …	A	Natural disaster
2.2	Responsible for the distribution of information on contagious diseases.	B	Example of summit on climate change
2.3	Wildfires and drought are good examples of...	C	Unrest
2.4	Outbreak of the COVID-19 pandemic	D	WHO
2.5	Looting and vandalism	E	Global sports event
		F	Unforeseen occurrence

[5]

Activity 3

Study the information below and answer the questions that follow.

Qatar has predicted that hosting the FIFA World Cup will create more than 1.5 million new jobs in the construction, real estate, and hospitality sectors. The tourism industry is also expected to benefit from the event.

[Source: www.democracylab.uwo.ca]

3.1 Identify the type of global event in the pictures above. (2)

3.2 Name the country in which the event will be hosted. (1)

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3.3 From the extract, determine how many jobs will be created for the hosting country. (2)

3.4 In a paragraph, discuss the impact of the event. Include the following:

- TWO positive impacts on the economy of the host country (4)
- TWO negative impacts on domestic tourism of the host country (4)

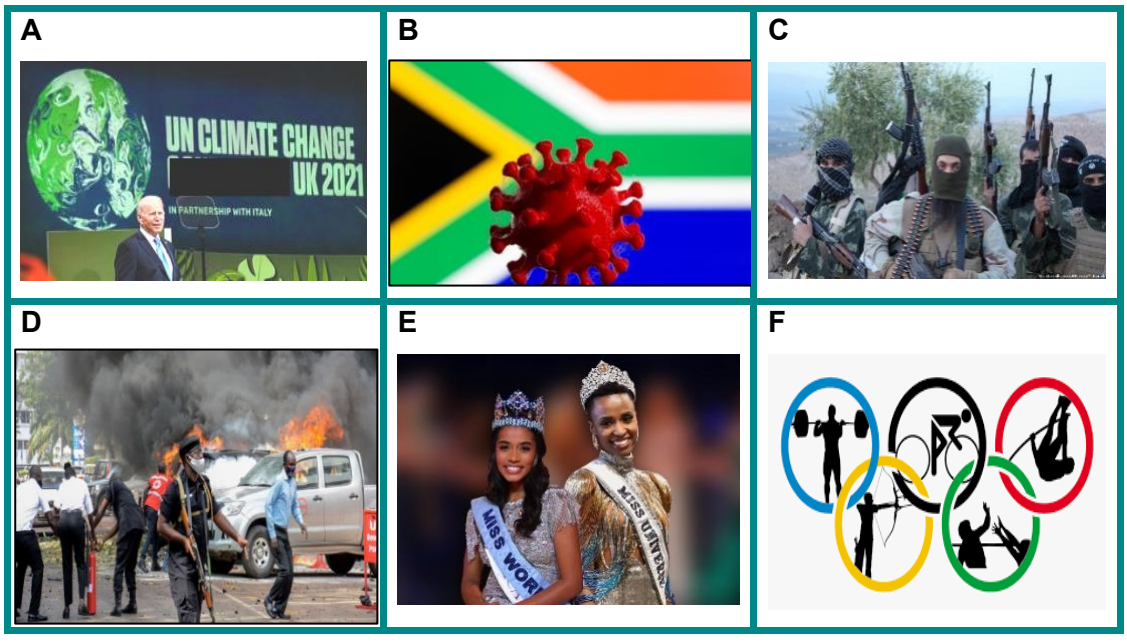
3.5 From the extract list THREE sectors which will benefit from this event. (3)

3.6 In your own words explain the phrase: (2)
"Thanks Russia, See you in Qatar 22 ".

[18]

Activity 4

4 Study the information below and answer the questions that follow.



4.1 Identify the global events and occurrences A - F. (6)

4.2 Define the concept "Global event". (2)

4.3 With reference to global event labelled F.

(a) Discuss the positive impact of the event for the hosting country. (2)

(b) Give TWO safety protocols which the host country must have in place to curb the spread of COVID-19 pandemic to ensure the success of the event. (2)

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4.4 Discuss THREE ways in which the unforeseen occurrence labelled B impacted on the global tourism industry since March 2020. (6)

4.5 Suggest TWO negative impacts caused by the occurrence labelled D. (2)

[20]

Activity 5

Read the extract below and answer the questions that follow.

Rising water levels in the Caprivi region have been a cause for major concern for travellers recently. Many roads have been washed away and some lodges are experiencing operational difficulties as a result of the flooding.

Fearing that guests' experiences at Ntwala Island Lodge might be compromised by the rising water levels, the lodge has decided to decline bookings for the next two weeks. All existing reservations are currently being transferred to neighbouring lodges.

[Source: Adapted from www.tourismupdate.co.za]

5.1 Classify the above unforeseen occurrence. (2)

5.2 Outline the negative impact it will have on the affected lodge. (2)

5.3 Discuss TWO negative impacts that the occurrence had on the economy of this area. (4)

[8]

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3.3. MARKING GUIDELINE FOR ACTIVITIES

Sub-topic 1: Forms of payment when travelling internationally

Grade 10

Activity 1

1.1 B- ATM payment ✓ (3)
C- Cell phone Payment✓
D-Speed point payment✓

1.2 A/ Cash payment✓
E/ Payment cheque✓ (2)

1.3 C/ Cell phone payment. ✓ (1)

1.4 Quick and simple way of payments.✓✓
Tap to pay option reduces risk of transmittable diseases. ✓✓ (4)

- Payments approvals within a few seconds.
  Reduced transaction costs

1.5 Potential debit order fraud. ✓✓

- Increased transaction fees for using a different bank's ATM✓✓ (4)

[14]

Grade 12

Activity 1

1.1 1.1.1. Electronic Fund Transfers (EFT) ✓ (1)
1.1.2. Foreign bank notes. ✓ (1)
1.1.3. Internet payment/ EFT ✓ (1)
1.1.4. Preloaded foreign currency ✓ (1)

1.2 1.2.1. Internet payment ✓ (1)
Fast and convenient, online payment can be done from anywhere in the world, available 24 hours a day and 7 days a week. ✓✓ (2)

1.2.2. Credit card payment ✓ (1)
Credit card serves as assurity of payments. ✓✓

- The rental company trusts renters with good credit scores. (2)

[10]

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Activity 2

2.1 (a) Foreign bank notes/ Cash/ D ✓ (1)

(b) Online Payment/ C ✓ (1)

2.2 Transfer cash ✓✓

Bill payments ✓✓

Accessing account/ Credit Card ✓✓ (6)

- Applying for loans
- Checking of balance
- Stop cards in the event of suspect of fraud on account.

2.3 Cash payment/ Bank notes ✓✓ (2)

2.4 Attractions/ Entertainment ✓

Accommodation ✓

Transport/ Car hire services ✓

Restaurants /food service ✓ (4)

2.5 Expensive –high interest rates on outstanding balances ✓✓ (2)

- Not always accepted in smaller shops or by street vendors.
- Tempt people to spend more than they can afford.
- The card can be lost or stolen.
- Not safe – can't carry large sums of foreign bank notes.

[16]

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Sub-topic 2: Foreign market share – statistics regarding inbound international tourism

Grade 10

Activity 1

1. 1.1 C✓
   1.2 A✓
   1.3 B✓ **[3]**

Activity 2

2 2.1 September 2016✓
4%✓ (2)

2.2 Domestic travel tends to be high during school holidays. ✓✓
Domestic travel tends to be high during December because people travel to celebrate holidays while creating memories. ✓✓ (4)

- Good weather for travelling
- Opportunities to see family and friends.

[6]

Grade 12

Activity 1

1 1.1 A small group of tourists with similar needs and interests. ✓✓ (2)

1.2 Those countries where at least 60% of arrivals from the country arrive by air e.g., for SA it is UK. ✓✓ (2)

1.3 The proportion of the markets in the hands of international organisations or businesses ✓✓. (2)

- The foreign market share will show the number of foreign tourists you had in your country and how much they spend.
- Foreign market share refers to the percentage of foreign tourists South Africa gets in comparison to the rest of the world.

1.4 A market where at least 60% of arrivals by land e.g., for South Africa it is Botswana, Lesotho. ✓✓ (2)

1.5 Countries from which South Africa gets the most tourists.✓✓ (2)

2 2.1 Europe✓

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Asia and the Pacific✓

Americas✓ (3)

2.2 2017 – 1.329 billion✓✓ (2)

2.3 There was an increase in tourist numbers in all the regions ✓✓ (2)

[17]

Sub-topic 3: Global events, political situations, and unforeseen occurrences of international significance

Grade 12

Activity 1

1.1.1 C / Earthquake ✓ (1)

1.1.2 C / Civil war ✓ (1)

1.1.3 C / Group of seven countries✓ (1)

1.1.4 B / Global event ✓ (1)

1.1.5 B / natural disaster ✓ (1)

[5]

Activity 2:

2.1 E /Global sports event ✓ (1)

2.2 D / WHO ✓ (1)

2.3 A / natural disasters ✓ (1)

2.4 F / unforeseen occurrence ✓ (1)

2.5 C/ unrest ✓ (1)

[5]

Activity 3:

3.1 Sports event ✓✓ (2)

3.2 Asia, Qatar✓✓ (2)

3.3 More than 1.5 million ✓✓ (2)

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3.4 **Positive impacts on the economy** (4)

Increase in international tourism ✓✓

Creation of jobs ✓✓

Negative impacts on the domestic tourism (4)

Domestic tourism may slow down✓✓

Host country may be target of terrorism✓✓

Crime may increase

Pollution may result around stadium and large garbage may be disposed

3.5 Constructions✓ (3)

Real estates✓

Hospitality✓

3.6 Fans and spectators are happy that Russia has won the bid to host FIFA world cup 2022 ✓✓ (2)

[19]

Activity 4:

4.1 A: Summit ✓

B: Covid-19 / pandemic /disease ✓

C: Terrorism/ Political situation ✓

D: Political situation/ unrest/terrorism ✓

E: Miss World/Universe beauty pageant ✓

F: Olympic Games ✓ (6)

4.2 An organised event involving people from countries around the world ✓ (1)

4.3 a) Offers the hosting country the opportunity to showcase their products and services. ✓ ✓ (2)

- Economic growth
- Media exposure

b) Wearing of masks should be compulsory in public places. ✓✓ (2)

- Maintain social distance amongst each other.
- Encourage the washing of hands with soap and use of sanitizers.
- Proof of vaccination should be presented.

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4.4 Decrease in all inbound tourists ✓✓

Decline in foreign revenue ✓✓

Shutting down of tourism businesses ✓✓ (6)

- Loss of jobs
- Loss of profits
- Reversal of the multiplier effect

4.5 General unrest ✓ (1)

Loss of international tourists ✓

Destruction of the infrastructure ✓

- Loss of foreign revenue (2)

[20]

Activity 5:

5.1 Floods/ heavy rains ✓✓ (2)

5.2 The lodges will be closed/shut down ✓✓

- the lodges' infrastructure will be destroyed (2)
- Cancellation of bookings
- Loss of profit

5.3 Loss of revenue✓✓

Slow motion on multiplier effect ✓✓ (4)

Loss foreign income

[8]

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3.4. EXAMINATION TIPS TO MASTER THIS TOPIC

How to prepare/study for the examination on this topic

This topic will be assessed in question 9 of the NSC final paper

- ✓ Be able to identify and explain the Forms of Payment for travelling internationally e.g. **EFT, SWIFT internet payments/Cash/Credit Cards, Pre-loaded foreign travel card**.
- ✓ Use previous question papers to work through the data with interpretive questions.
- ✓ Know terms such as data analysis and trends.
- ✓ Always read the question well to give the required number of recommendations.
- ✓ Know how to analyse and interpret Statistics on e.g., graph and bar graphs
- ✓ Know concepts: Foreign Market share, core markets, emerging markets, source markets, existing markets, inbound tourists, land, and air markets.
- ✓ Make sure you can classify the global events and natural disasters.

How to use the action verbs:

Example 1:

9.1 **Name the province that received the biggest number of foreign arrivals.**

STEP 1 Find the **action verb:**

Name the province that received the biggest number of foreign arrivals

The action verb is **'name'**. Name requires you to list, mention or give an answer without any extra information or a discussion.

STEP 2 Identify the **content**

Name the province that received the biggest number of foreign arrivals:

The **content** is about foreign tourist arrivals in different provinces

STEP 3 **Name the province that received the biggest number of foreign arrivals** **(1)**

Which aspects of the content must be addressed?

The province which received the biggest number of tourist arrivals

STEP 3 Refer to the **mark allocation** for the action verb **'Name'**. **ONE mark is allocated to the answer.**

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Example 2:

9.2 **Predict the negative impact of the event on the domestic tourism of the host country** (2)

(1x2)

STEP 1 Find the **action verb**

Predict **the negative impact of the event on the domestic tourism of the host country** **(2)**

(1x2)

The action verb is **Predict. Predict** refers to anticipating what would happen

STEP 2 Identify the **content**

Predict the negative impact of the event on the domestic tourism of the host country

The **content** is about the impact of hosting global event on the domestic tourism of the host country.

STEP 3 **Predict the negative impact of the event on the domestic tourism of the host country**

The third step tells you which aspect of the content to address

Which part of the impact of hosting global event on the domestic tourism of the host country is required? **the negative impact**

STEP 4 Refer to the **mark allocation** for the action verb '**Predict**'. **TWO marks** were allocated to the answer. **(1 x 2)** indicates that ONE fact must be stated and use full sentences to earn 2 marks. **(2)**

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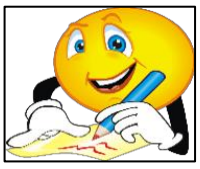
3.5. PREPARATION FOR THE EXAMINATION IN THIS TOPIC



Question 1

Various options are provided as possible answers to the following questions. Choose the answer and write only the letter (A-D) next to the question number (1.1 – 1.6) for example 1.7 D

1.

The year 2020 had unprecedented (never experienced before) political social uprisings. This type of occurrence is referred to a…

1.1 A world war.

B natural disaster.

C protest action.

D global disaster.

Answer: C ✓ (1)

1.2

An annual event hosted in South Africa

A Wimbledon

B Winter Olympic

C Tour de France

D Comrades Marathon

Answer: D ✓ (1)

1.3

African land markets refer to inbound tourists arriving…

A from transatlantic destinations.

B from intercontinental destinations.

C through neighbouring provinces.

D through South Africa's border posts.

Answer: D ✓ (1)

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1.4 The percentage of foreign tourists South Africa gets in comparison to the world.

A Niche market

B Air travel markets

C Foreign market share

D Target market

Answer: C ✓ (1)

1.5 Europe and North America are known as … markets of South Africa.

A emerging

B source

C new

D land

Answer: B✓ (1)

Question 2:

Choose the correct word(s) from those given in brackets. Write only the word(s) next to the question number (2.1 – 2.3) for example 2.4 Robben Island.

2.1 The Wimbledon Tennis Tournament has a positive impact on the economy of (London/New York) as a host country.

Answer: London ✓ (1)

2.2 According to SATourism, tourists arriving from Mauritius are regarded as South Africa's (air/land) source of markets.

Answer: air ✓ (1)

2.3 A payment method which allows users to borrow money is a (debit/credit) card.

Answer: credit card ✓ (1)

[3]

Question 3:

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Give ONE word(s)/term for each of the following descriptions by choosing a word(s)/term from the list below. Write only the word(s)/term next to the question number (3.1 – 3.2).

unforeseen event, core market, global sporting event, new market, global market, political event

3.1 The term used to describe the 2023 Rugby World Cup. (1)

Answer: Global sporting event ✓

3.2 A market that tourism business derives most of its income from due to increasing number of tourists.

Answer: core market ✓ (1)

[2]

Question 4

Choose the term from Column B that matches the description in Column A. Write only the letter (A – F) next to the question number (4.1 – 4.5) in the ANSWER BOOK, for example 4.6 G

Column A		Column B	
4.1	The WHO issues a worldwide health warning on an outbreak of the Zika virus	A	Unrest
4.2	Violent service delivery protests across South Africa	B	Global recession
4.3	On-going conflict in Syria between the government and opposing forces that led to a refugee's crisis	C	terrorism
4.4	The weakening of major currencies across the world resulting in negative GDP growth	D	Civil war
4.5	Creating panic and fear by killing and injuring innocent people across the world	E	Global warming
		F	Disease

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Answers:

4.1	F/ disease✓	(1)
4.2	A / unrest ✓	(1)
4.3.	D/ civil war ✓	(1)
4.4	B/ global recession ✓	(1)
4.5	C / terrorism ✓	(1)
		[5]

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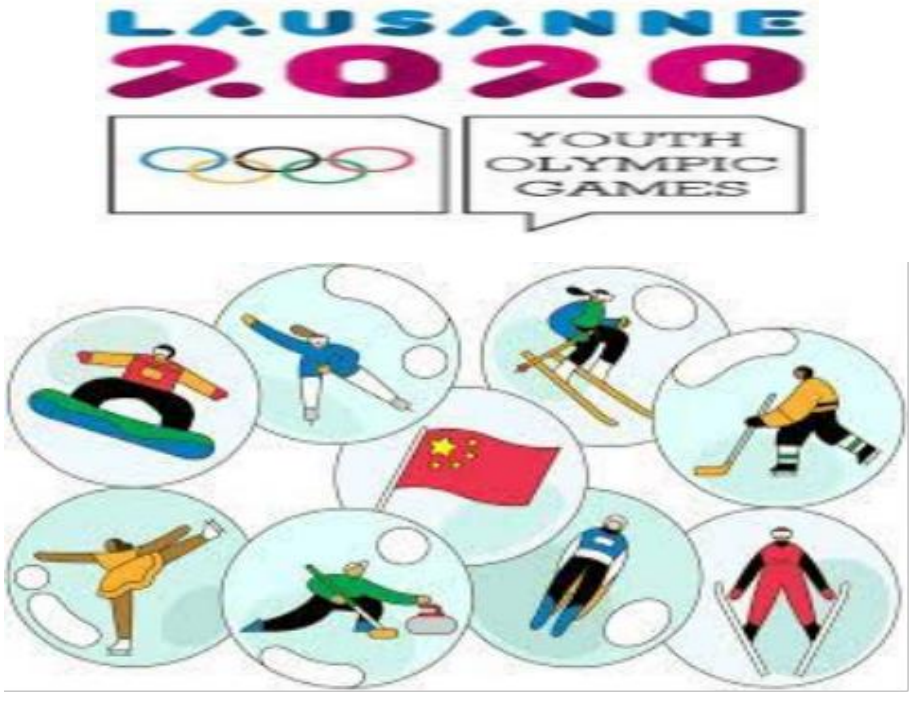
Question 5

5.1 Study the information below and answer the questions below.

THE YOUTH OLYMPIC GAMES 2020
Lausanne, Switzerland
9-22 January 2020

The Youth Olympic Games (YOG) is a major international multisport event and cultural festival for the teenagers held every four years. At the heart of this project are the main concepts of sustainability and responsibility.it also focuses on involving the youth between 15 and 18.



[Source: isidethegames.biz]

5.1.1 Identify the major sports code teenagers will participate in at the winter Youth Olympic Games. (2)

5.1.2 Give ONE reason why this event is held in the European winter every year. (2)

5.1.3 Explain TWO characteristics of this event that makes it unique in comparison with other Olympic Games. (4)

5.1.4 The event attracts young people from across the world. (4)
Recommend TWO ways in which the host city can manage such large numbers of international teenage visitors

[12]

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Answers

5.1.1 Skiing ✓✓ (2)

- Snow / ice / alpine sports
- Bobsleigh / sledging / tobogganing
- Ice hockey / Ice skating
- Snow boarding
- Speedskating
- Curling
- Cross-country skiing
- Ski jumping

Note: Accept any examples related to snow/ice sport.

5.1.2 This is when there is enough snow on the mountains in Switzerland to host the games✓✓ (2)

- There is enough snow and ice during this time.
- Many countries across Europe experience snow in the winter months, therefore hosting of the event can be shared by multiple countries.

5.1.3 It is focusing on the youth from the ages of 15 to 18. ✓✓
The games include a cultural festival and instil cultural pride. ✓✓ (4)

- The event helps to make the youth aware of sustainable practices and responsible tourism.
- The event ensures that the youth become responsible future tourists.
- There has to be snow in winter for the Games to take place.
- A new code could have been added at the Youth Olympic.
- Games and not at other Olympics.

5.1.4 Keep them occupied by arranging educational and recreation activities in between sporting items. ✓✓
Ensure that all products and service offerings meet the needs and preferences of young people. ✓✓ (4)

- Ensure all participants and visitors to the event are identifiable.
- Ensure there is sufficient internet connectivity.
- Caution taken with age restricted materials.

[12]

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Question 6

6.1 Read the news article below and answer the questions that follow:

POSSIBLE DISASTER -OR NOT?

The outbreak of bird flu and Robben Island ferry (passenger boat) that almost sank in 2017 had negative consequences for the tourism industry in South Africa

BIRD FLU OUTBREAK

The H5N8 bird flu virus (which is not harmful to humans) caused the death of many wild birds throughout South Africa.

Popular attractions reacted to the threat in different ways:

- The Monte Casino Bird Gardens in Gauteng was closed during the school holidays.
- The World of Birds in Cape Town no longer received ducks, geese and chickens from public, but remains open for visits
- To stop the bird flu spreading outside the Johannesburg Zoo, vehicles were sprayed with disinfectant. Visitors were asked to disinfect their shoes and feet. They had to step into a footbath as they left the zoo

A FERRY STARTED TO SINK

In September 2017 a ferry transporting tourists from Robben Island back to Cape Town harbour started to sink. More than 60 tourists and crew had to be rescued by other boats

[Adapted from www.timeslive.co.za and www.ewn

6.1.1	Give ONE reason why Monte Casino Bird Gardens and the World of Birds temporarily stopped their normal activities.	(2)
6.1.2	State ONE positive and ONE negative viewpoint tourists may have on the preventative measures implemented at the Johannesburg Zoo.	(4)
6.1.3	Name the type of incident in September 2017 involving the tourists returning from Robben Island.	(2)
6.1.4	Discuss TWO ways in which the incident named in QUESTION 6.1.3 will impact on the tourists visiting the Western Cape.	(4)
6.1.5	Explain TWO ways in which the two incidents in the extract will impact on South Africa's economy.	(4)

[16]

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Answers

6.1.1 Bird flu outbreak. ✓✓ (2)

- Outbreak of H5N8 bird flu virus
- Infected wild birds
- Caused the deaths of many wild birds
- Stopped the spread of the disease

6.1.2 Positive (2)

Tourist may want to educate their children about the preventative measures in place to stop the spreading of a dangerous virus. ✓✓

- Tourist will appreciate the measures put in place by the zoo to safeguard visitors against contracting and spreading the virus
- Tourists may regard the zoo as a responsible attraction due to its attempts in containing bird flu
- Chemicals used are not harmful to humans

Negative (2)

Some tourists will view the disinfectants used by the zoo as harmful to humans and surrounding environment. ✓✓

- Visitors will put their trips to the attraction on hold until it is safe
- Bad publicity through word of mouth
- Engaging in the process can be time consuming

6.1.3 Unforeseen occurrence. ✓✓ (2)

- Boating/ferry accident

6.1.4 Tourists will be reluctant to use the ferries to Robben Island due to the element of danger. ✓✓ (4)

Tourists may decide not to visit Robben Island but may opt to visit other destinations. ✓✓

- Visitors would be fearful of their safety when visiting other attractions in the Western Cape

6.1.5 A decline in foreign tourist arrivals to South Africa will result in decreased foreign income. ✓✓ (4)

The multiplier effect will be negatively affected due to fewer tourists visiting the attractions. ✓✓

- Domestic travel to the affected areas will decrease resulting in a decrease in visitor numbers and spending
- Will result in job losses **[16]**

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Question 7

7.1 Study the statistics below and answer the questions that follow

SATourism collects and analyses information on foreign tourist arrivals in South Africa.

FOREIGN INBOUND TOURIST ARRIVALS IN SOUTH AFRICA (2016)

PROVINCE	ARRIVALS	EXPENDITURE (MILLIONS)	LENGTH OF STAY
Gauteng	894 287	R8 125	8,4
Western Cape	394 357	R3 481	11,7
Eastern Cape	63 353	R488	9,9
KwaZulu-Natal	146 954	R1 169	8,5
Mpumalanga	202 588	R1 061	5,7
Limpopo	162 796	R1 644	4,3
North West	113 888	R434	5,4
Northern Cape	16 022	R145	7,7
Free State	253 838	R283	8,0

[Adapted from www.southafrica.net]

7.1.1 Give the amount of income generated by the inbound international tourists that travelled to the Free State (2)

7.1.2 Identify TWO provinces on the East Coast with lower tourist arrival numbers than the Free State (4)

7.1.3 Give ONE reason why the province identified in Question 7.3.2 have a higher expenditure than the Free State (2)

[8]

Answer

7.1.1 R283 million ✓✓ (2)

- R283 000 000

7.1.2 Eastern Cape ✓✓ (4)

KwaZulu Natal ✓✓

7.1.3 They had a longer length of stay ✓✓ (2)

- Tourists stayed an average of 9.9 night in the Eastern Cape and 8.5 nights in KwaZulu Natal; longer than 8.0 nights in the Free State.

[8]

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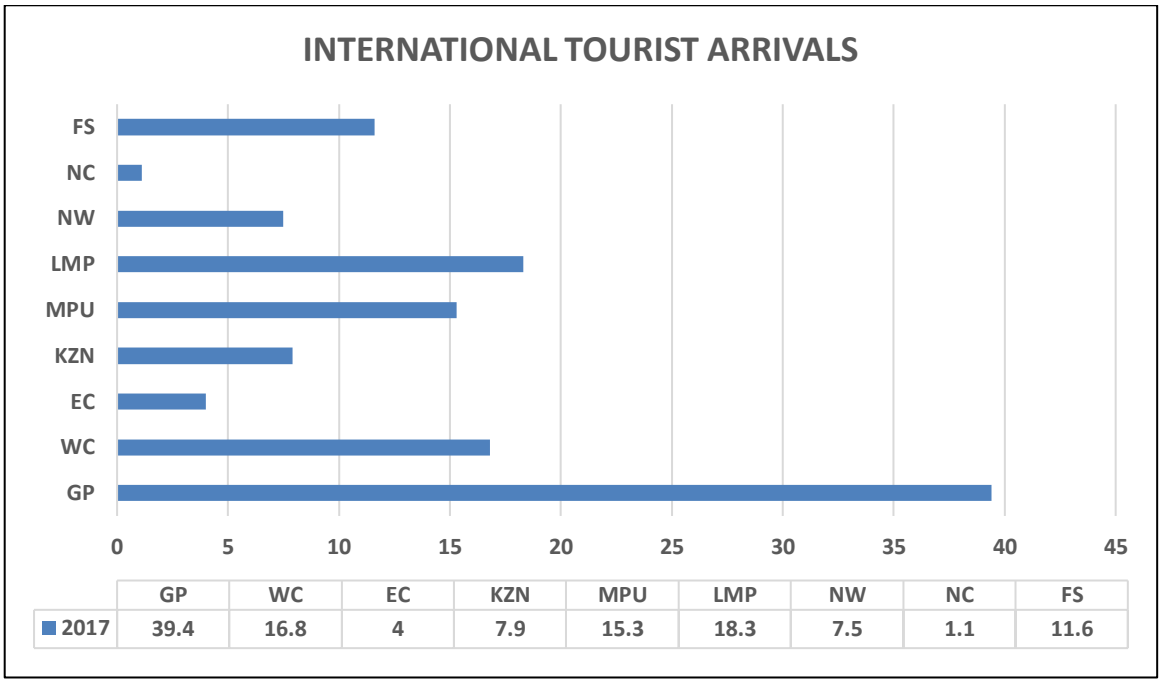
8 Study the statistics in the bar graph and table below and answer the questions that follow



	GP	WC	EC	KZN	MPU	LMP	NW	NC	FS
2017	39.4	16.8	4	7.9	15.3	18.3	7.5	1.1	11.6

[Source: http:/www.statssa.gov.za]

8.1 From the graph above identify in the province that received the largest volume of tourists in 2017. (2)

8.2 Give ONE reason for the trend in QUESTION 8.1 (2)

8.3 Give the percentage of visitors to Limpopo. (2)

8.4 Limpopo shares a border with Zimbabwe (2)
Explain why Limpopo's location attracts high visitor number in comparison to the province.

[8]

Answer

8.1 Gauteng ✓✓ (2)

- Gauteng Province
- GP

8.2 Gauteng is the gateway into Southern Africa ✓✓ (2)

- Most of the international flights land at OR Tambo international Airport
- Johannesburg is a business shopping and entertainment hub

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- Johannesburg is the economic hub of South Africa

8.3 18.3 % ✓✓ (2)

8.4 Limpopo borders another country and all visitors from neighbouring SADC countries are considered tourists ✓✓ (2)

- Large numbers of tourists cross the Beit Bridge border into South Africa from countries that share borders with South Africa
- The reason of back-and-forth traffic across the Beit Bridge border post is not necessarily for tourism purposes but also for shopping and other activities

[8]

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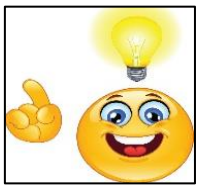
4. GENERAL EXAMINATION TIPS



How to prepare/study for the Tourism examination.

In preparing for your final examination work through as many past examination papers as you can. Remember, your success in the final exam will depend on how much additional time you put into preparing.

1. Have all your stationery ready before you begin studying – pencils, pens, highlighters, paper, etc.
2. Be positive. Study time must become a habit - keep reminding yourself why you are studying.
3. Self-discipline is key. Be strict with yourself.
4. Draw up a study timetable. Include adequate sleep and break times. During break times take a walk outside.
5. Divide your learning sections into manageable parts. Trying to learn too much at one time will only result in a tired, unfocused, and anxious brain.
6. Keep your study sessions short but effective and reward yourself with short, constructive breaks.
7. Teach your concepts to anyone who is willing to listen. It might feel strange at first, but it is worth reading your revision notes out aloud.
8. When you make notes remember your brain learns well with colours when you underline, highlight, circle key words.
9. You can also use Mnemonics – words, or short sentences to help you remember the content.
10. Be confident with the learning areas you know well and allocate more time to focus your brain energy on the sections that you find more difficult to take in.
11. Repetition is the key to retaining information you must learn. Keep going – don't give up!
12. Sleeping at least 8 hours every night, eating balanced meals and drinking plenty of water are all important things you need to do for your brain. Studying for exams is a strenuous exercise, so you must be physically prepared.
13. Use the correct terminology and subject language as you are preparing, in that way you are familiar to them by the time you sit down to the exam (e.g. correct names for icons).
14. Compile a glossary in your notebook for all the sections of the work to be studied.
15. Practise writing paragraph type questions using complete sentences when working through past examination papers.
16. Engage with resources like the ones used in the examination papers while you are studying. For example: study the picture and ask yourself questions like: what is the topic of the

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picture? (look at the heading). What is the resource telling me? Does it show a positive or negative impact?

17. It is important that you practise how to present your answers in a logical way that show clear reasoning. That is when you write down how your thoughts led you to an answer.
18. How to study definitions: Break the word or words up into understandable parts e.g., inter (between) national (nations/ countries) thus international means between different countries.

The Grade 12 Tourism question paper

Format of the written theory exam paper

- The Tourism examination paper consists of a 3-hour paper of 200 marks.
- There are five sections, and all the questions are COMPULSORY
- The format of the exam is shown on the table below. Use the table as a guide to allocate your time according to each section.

SECTION	QUESTION	TOPIC	MARKS	MINUTES
A	1	Short Questions (covering all topics)	40	20
B	2	Map Work and Tour Planning	50	50
	3	Foreign Exchange		
C	4	Tourism Attractions	50	50
	5	Cultural and Heritage Tourism		
	6	Marketing		
D	7	Tourism Sectors	30	30
	8	Sustainable and Responsible Tourism		
E	9	Domestic, Regional and InternationalTourism	30	30
	10	Communication and Customer Care		
			200	**180**

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Read this section in conjunction with the Examination Guidelines for Tourism.

Section A

Section A must not be mistaken as the 'easy' part of the question paper. All topics and sub-topics in Grade 12 CAPS may be assessed in this section.

Type of questions you can expect in this section:

TYPE OF QUESTION	TIPS HOW TO ANSWER THIS QUESTION
Multiple choice questions	• Read through all the distractors • Cancel out the ones that are totally wrong • Read the other distractors again • Decide which one if correct, don't guess
Matching items	• Read all choices before selecting an answer • Try to predict the correct answer before you look at the choices offered • Match the easy ones first using the process of elimination • Look for clues to help match the columns
Choose the correct word from the options given in brackets or from the list	• Know the tourism terminology / abbreviations and acronyms well • Read the entire question then answer it in your mind first • Eliminate the wrong answers • Read the question again using your selected answer • Answer the questions you know first

Section B

Type of questions you can expect:

- Each question will cover a new topic.
- It can include short answers or long answer and include paragraph-type questions.
- Source-based questions like tables, pictures, maps, flow diagrams, case studies, infographic, and cartoons.
- It will vary between remembering to understanding and problem-solving questions.

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How to answer these questions:

1. Read through the paper carefully during the allocated 10 minutes reading time.
2. Read the questions at least twice and underline the important words in the questions. This helps you to focus on what is really required and to understand the question better. Break up the questions.
3. Read carefully, then re-read the question again, to check if you understand. Learners lose marks because they misread exam questions.
4. Engage with the resources in the paper, ask questions like- What is it about (look at the heading), what is it telling me? To which topic does it relate?
5. Questions requiring short answers:
   - Give one word only if you are asked to do so.
   - Do not write full sentences unless you are asked to do this
6. Questions requiring longer answers:
   - Look at the mark allocation as your guide
   - Understand the instructions, for example do you have to explain or compare
   - Highlight/ underline the most important word as your guide
   - Plan your answer
   - Make a few notes to format your response
   - Usually, your answer should be in full sentences
7. Use the time at the end of the paper to reflect on your answers

Action verbs to help you answer questions

It is important to look for the action verbs (the words that tell you what to do) to correctly understand what the examiner is asking. Use the action verbs in the following table as a guide when attempting questions.

ACTION VERB	WHAT IS REQUIRED OF YOU
Analyse	Divide into parts or elements and explain the relationship
Arrange/Order	Order concepts, statements or descriptions according to a particular criterion
Calculate	Apply mathematical calculations to reach an answer
Classify	Divide into groups or types so that things that are similar, are in the same group
Comment	Write generally about an issue under discussion

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Compare	Highlight similarities and differences The learner should not discuss or describe one matter first and then go to the next
Define	Give a clear meaning
Describe	Write down the characteristics of something in a logical and well-structured way
Discuss	Investigate and state critically the aspects of the matter or statement
Evaluate	Assess the basis of a particular point of departure or criterion. Highlight the strengths and weaknesses after the facts and/or points of view have been considered
Explain	Make clear, state simply so that the reader can understand Mere stating of fact is not sufficient
Give	Give the basic facts without discussion
Identify	Select the essential characteristics of the matter
Interpret	Give the intended meaning of
Label	Label for a sketch or a diagram
List	Write a list of items
Mention	Refer to relevant points
Name	State something – give, identify or mention
Plan	Plan a method e.g., an experiment
Predict	Anticipate what would happen
State	Write down information without discussion
Suggest	Offer an explanation or solution
Summarise	Briefly highlight the main aspects of the whole issue/content, but retain the essence – give an overview

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5. GLOSSARY

CONCEPT	DEFINITION
Abroad	Travel to a foreign country.
Conference	A formal meeting of people with a shared interest, normally one that takes place over several days.
Convention	A gathering of individuals who meet at an arranged place and time in order to discuss or engage in some common interest.
Currency	Notes / coins used as a medium of exchange in a country e.g., ZAR (South Africa) to USD (United States Dollar).
Disable	To prevent the transaction to go through.
Disputed transactions	A disagreement or argument, where a customer questions the validity of a transaction initiated through his/her registered Debit/Credit Card account.
Fraudsters	A person who commits fraud, especially in business dealings.
Gadgets	A mechanical or electronic device , especially designed for its purpose.
Geographical region	Based on or derived from the physical features of an area, relating to the geography of a particular area.
Globally	Relating to the whole world/ worldwide.
Hackers	A person who uses computers to gain unauthorised access to data.
In relation to	Used to compare the size, shape, condition, or position of the two things.
Infographics	Information provided in a form of a chart, diagram, or illustration that uses graphic elements to compare two things.
Organised event	These are meetings, protests and events organized by a group of people for a particular purpose.
Residence	The place where a person lives/ resides.
Tourism products	These are natural, cultural, and man-made resources such as attractions, facilities, services, and activities.
Transfer	Movement of money from one bank account to another.
Withdrawals	The act of taking money out of an account.

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6. REFERENCES

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2. DBE/ National Senior Certificate- 2021
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Textbooks

Spot On Grade 11 Learner book. ISBN 9780796236722

Spot On Grade 10 Learner book. ISBN 9780796236708

The South African Dictio-Pedia. ISBN 978-0-620-84094-1

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Teacher reviewers

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