



LIMPOPO

PROVINCIAL GOVERNMENT
REPUBLIC OF SOUTH AFRICA

DEPARTMENT OF
EDUCATION

NATIONAL SENIOR CERTIFICATE

GRADE 12

TOURISM
PREPARATORY EXAMINATION 2026
MARKING GUIDELINE

MARKS: 200

This Marking Guideline consists of 19 pages

SECTION A: SHORT QUESTIONS**QUESTION 1**

1.1.1	D ✓	(1)
1.1.2	A ✓	(1)
1.1.3	B ✓	(1)
1.1.4	A ✓	(1)
1.1.5	D ✓	(1)
1.1.6	C ✓	(1)
1.1.7	B ✓	(1)
1.1.8	A ✓	(1)
1.1.9	B ✓	(1)
1.1.10	A ✓	(1)
1.1.11	C ✓	(1)
1.1.12	C ✓	(1)
1.1.13	B ✓	(1)
1.1.14	B ✓	(1)
1.1.15	A ✓	(1)
1.1.16	D ✓	(1)
1.1.17	B ✓	(1)
1.1.18	C ✓	(1)
1.1.19	A ✓	(1)
1.1.20	C ✓	(1)
		(20)

1.2

- | | | |
|-------|-----|------------|
| 1.2.1 | C ✓ | (1) |
| 1.2.2 | D ✓ | (1) |
| 1.2.3 | A ✓ | (1) |
| 1.2.4 | B ✓ | (1) |
| 1.2.5 | F ✓ | (1) |
| | | (5) |

1.3

- | | | |
|-------|---|------------|
| 1.3.1 | Barberton Makhonjwa Mountain ✓ | (1) |
| 1.3.2 | Mapungubwe cultural landscape ✓ | (1) |
| 1.3.3 | Cape floral regions and protected areas ✓ | (1) |
| 1.3.4 | Fossil Hominid Sites of South Africa ✓ | (1) |
| 1.3.5 | ±Khomani Cultural Landscape ✓ | (1) |
| | | (5) |

1.4

- | | | |
|-------|--|------------|
| 1.4.1 | Do not Flash your wealth ✓ | (1) |
| 1.4.2 | Blend in with your surroundings ✓ | (1) |
| 1.4.3 | Keep your belongings safe ✓ | (1) |
| 1.4.4 | Do research ✓ <ul style="list-style-type: none">• Get travelling insurance | (1) |
| 1.4.5 | Have emergency information at hand ✓ | (1) |
| | | (5) |

1.5

1.5.1 Triple Bottom Line ✓ (1)

1.5.2 Summit ✓ (1)

1.5.3 Global warming ✓ (1)

1.5.4 Sustainability ✓ (1)

1.5.5 CSI ✓ (1)

(5)**TOTAL SECTION A: [40]**

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

2.1

2.1.1 Cape Town International Airport ✓✓ (2)

2.1.2 Valid Passport ✓✓

- Valid Visa (2)

2.1.3 Sydney +10

SA +2

10-2

= 8hrs (TD) ✓✓

OR

8hrs (TD) ✓✓ (2)

2.1.4 Sydney +10

SA +2

10-2= 8hrs (TD)

14:00 – ✓8hrs (TD)

= 06:00✓

06:00 + ✓14 hours (FT)

= 20:00 ✓

OR

20:00 ✓✓✓✓ (4)

OR

*(ALTERNATIVE WAY OF CALCULATING TIME ZONE WHERE LEARNER START WITH
FLIGHT TIME AND THE CALCULATING TIME ZONE DIFFERENCE.)*

Sydney +10

SA +2

 $10 - 2 = 8 \text{ hrs (TD)}$ $14:00 + \checkmark 14 \text{ hrs (FT)}$ $= 04:00 \checkmark$ $04:00 - \checkmark 8 \text{ hrs (TD)}$ $= 20:00 \checkmark$ 2.1.5 $20:00 + 8 \text{ hrs (TD)}$ $= 04:00 \checkmark \checkmark$

(2)

2.1.6 He should be in possession of an International Driver's Permit. $\checkmark \checkmark$

(2)

- Have an IDP

NOTE: DO NOT AWARD A MARK FOR IDL

2.1.7 Make sure that the car has enough petrol✓✓ (2)

- Have a map / GPS system so that you don't get lost
- Keep all the doors and windows always closed.
- Always have a cellphone on hand
- Never give strangers lift
- Don't display gadgets / handbag or other sensitive item on the sits.

(Accept any other relevant answer)

[16]

2.2

2.2.1 Drink plenty of liquids before during and after flight✓✓

Plenty of rest before, during and after your flight✓✓

- Drink lot of water
- Avoid drinking alcohol and caffeine
- Stretch your legs during the flight
- Try to get enough sleep.

(4)

(Accept any other relevant answer)

2.2.2 Feeling dehydrated✓✓

Tiredness and sleepy✓✓

- Nauseous and headache
- Stomach upset
- Loss of appetite
- Indigestion
- Insomnia (Lack of sleep)
- Feeling constantly thirsty
- Impaired concentration
- Mood swings
- Lack of focus
- Dizziness

(Accept any other relevant answer) (4)

2.2.3 Jet Fatigue✓✓ (2)

2.2.4 The airline will check the camera equipment in as part of her checked luggage and label it as fragile. ✓✓

- The airline will allow him to take the camera equipment as part of the hand luggage. (2)

2.2.5 Red Channel, because the camera equipment is above the Duty-Free Limits allowance of R5000 per person. (2)

(14)

QUESTION 3

3.

3.1. Money in the form of paper or coins used as a medium of payment. ✓✓ (2)

3.2. To generate profit and cover operational costs. ✓✓ (2)

3.3. Commercial Banks ✓✓

Foreign Exchange Bureaus ✓✓

- Major Airports
- Major Malls & Hotels
- Cruise liners (4)

3.4. 3.4.1 €1750 x ✓ 20.17 ✓
= R35 297.50 ✓

OR

R35 297.50 ✓✓✓ (3)

3.4.2 R 8950.00 ÷ ✓ 20.84 ✓
= €429.46 ✓

OR

€429.46 ✓✓✓

(3)

3.5 Fluctuation: the variation or rapid changes in the relative value of one country's currency against another currency in the foreign exchange market. ✓✓

- Constantly changing value of the price of one currency compared to another.
- The rising and falling of the price of money in the global market where prices change daily.

(2)

(16)

TOTAL SECTION B: [46]

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

4.1

4.1.1 Thailand ✓

Asia ✓

(2)

4.1.2 Goods such as fresh produce and traditional foods are sold directly from the boats. ✓✓

- Symbol of the traditional way of life in Thailand.
- It symbolise the nations agricultural heritage.

(2)

4.1.3 While navigating the canals there are opportunities for shopping and bargaining. ✓✓

Fresh produce directly from the farms are sold at the floating markets. ✓✓

(4)

4.1.4 Tourists and locals have chosen other transport options available to them with fewer choosing to use the boats. ✓✓

- Less demand for water-based shopping resulting in decreased profits.
- The daily routes used by commuters are a distance away from the river canals.
- Loss of authentic traditional practices.
- Dependency on land-based transport has now placed the future of the floating markets under threat.

(2)

4.1.5 Generates income for reinvestment within the area. ✓✓

- It has economic and social benefits for the local people which have improved their quality of life.
- Due to its uniqueness, it attracts both foreign and domestic tourists.
- The government wishes to protect their heritage and culture of the floating markets.

(2)

(12)

4.2

4.2.1 Previously it was used as a mass extermination site Nazi concentrate for primary killing people. ✓✓

- Today it is used as a museum and memorial. ✓✓

(4)

4.2.2 Poland. ✓✓

(2)

4.2.3 To learn about the Holocaust and pay respect to the victims and understand the tragic history and concentration camp. ✓✓

- To understand the atrocities committed inside the fences.

(2)

4.2.4 Dark Tourism. ✓✓

- Grief tourism
- Special interest tourism
- Historical tourism

(2)

(10)

4.3

4.3.1 Alcazar of Segovia ✓✓ (2)

4.3.2 The Alcazar was originally built as a fort in the 12th century. ✓✓

- Most well-known oldest fortress or castle in Spain
- It depicts the kings and the Queens on a wall painting.
- To experience its iconic fairy-tale architecture.
- To explore its rich history as a former royal palace.
- Visitors are drawn to its unique ship-like structure.

(2)

4.3.3 Tower of London ✓✓ (2)

4.3.4 Crown jewels for King Charles ✓✓

- Reigning monarch of United Kingdom

(2)

(8)

QUESTION 5

5.1

5.1.1	Diepkloof Rock Shelter ✓	Western Cape ✓
	Pinnacle Point Site Complex ✓	Western Cape ✓
	Sibhudu Cave ✓	KwaZulu Natal / KZN ✓

NOTE: Learners can answer in any order but the Province must be correctly mentioned. (6)

5.1.2 Human Rights, Liberation and Reconciliation: The Nelson Mandela
Legacy Sites. ✓✓ (2)

NOTE: Learners must mention the full name in the correct order

5.1.3 **iii)** to bear a unique or at least exceptional testimony to a cultural tradition or to a civilization which is living, or which has disappeared. ✓✓

- **(iv)** to be an outstanding example of a type of building, architectural or technological ensemble or landscape which illustrates (a) significant stage(s) in human history.
- **(v)** to be an outstanding example of a traditional human settlement, land-use, or sea-use which is representative of a culture (or cultures), or human interaction with the environment especially when it has become vulnerable under the impact of irreversible change. (2)

5.1.4 UNESCO. ✓✓

- United Nations Educational, Scientific and Cultural Organization (2)
- (12)**

QUESTION 6

6.1

6.1.1 Increase in the volume of tourists visiting the country, which will result in creation of job opportunities. ✓✓

It contributes to the country's GDP growth, which will set the multiplier effect into motion. ✓✓

- Encouraging repeat visits (4)

6.1.2 Tourism Business Council South Africa. ✓✓ (2)

6.1.3 TOMSA ✓✓ (2)

6.1.4 Focuses on digital innovation. ✓

Improved visitor experience ✓

- Sustainable Growth

- Offer incentives

(2)

6.1.5 ITB ✓✓

WTM (World Travel Market) ✓✓

(4)

(14)

TOTAL SECTION C: [56]

SECTION D: TOURISM SECTORS; SUSTAINABLE AND RESPONSIBLE TOURISM**QUESTION 7****7.1**

7.1.1 Professional Image is the impression, perception, or reputation an employee creates in the workplace through their appearance, behaviour, conduct, and attitude. ✓✓ (2)

7.1.2 Professional attire. ✓

Punctuality. ✓

Excellent communication. ✓

- Product knowledge
- Ethical behaviour
- Polite conduct
- Honesty. (3)

7.1.3 Mark was dishonest. ✓

- Shifted blame. ✓
- Failed to take responsibility. ✓
- He did not follow proper grievance procedures
- Treated staff with disrespect. (3)

7.1.4 Sarah's case was procedurally unfair ✓

No proper disciplinary hearing was held ✓

She was not given a chance to defend herself meaning her right to be heard (3)
was violated. ✓

7.1.5 Request a statement of service from the employer. ✓ ✓

Obtain a clean reference from colleagues. ✓ ✓

- Seek legal assistance to clear her name via the CCMA. (4)

(15)

QUESTION 8

8.1

8.1.1 The total amount of greenhouse gas emissions that a person, organisation, or an event produces within a given time frame. ✓ ✓ (2)

8.1.2 (a) Global warming. ✓

Emission of carbon dioxide. ✓

Pollution. ✓ (3)

(b) May lead to extreme weather patterns which may in turn damage the environment (intense heat waves and devastating floods) ✓ ✓

It can cause water shortages ✓ ✓

- Wildlife impacts by losing their habitat and which can deter tourists and damage attractions.
- Rising of sea levels as a result of melting glaciers.
- Reduces air quality. (4)

8.1.3 To stand together as a nation to limit the emission of CO₂ emissions and protect our environment. ✓✓

- We can also work together as a nation by reducing the impact of pollution. ✓✓
- Shift to renewable energy such as solar.
- Use sustainable transport such as electric vehicles or bicycles
- Educate people on the consequences of their actions on the environment (4)

(Award learners marks for any other relevant answer)

8.1.4 Protecting the environment and reducing negative impact on the natural resources. ✓✓

- Travel that is designed to minimise negative environmental impacts, preserve biodiversity and support local communities. (2)

(15)

TOTAL SECTION D: [30]

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

QUESTION 9

9.1

9.1.1 A global event because it attracts participants from all over the world ✓✓ (2)

9.1.2 Return visits ✓✓ (4)

Income generation which sets the multiplier effect into motion ✓✓

- Job creation.
- Improvement of infrastructures.

9.1.3 USA✓

CANADA✓

- MEXICO (2)

(accept the 2 countries in any order)

9.1.4 That South Africa has after 16 years qualified to be part of the 2026 FIFA
World Cup. ✓✓ (2)

9.2

9.2.1 EFT ✓✓

- Electronic Fund Transfer
- Cellphone / Tap payment (2)

9.2.2 Fast and efficient ✓✓

No long queues as it can be done from the comfort of your own home. ✓✓

- 24-hour access.
- Paperless.

- Safe and secure. (4)

9.2.3 E-wallets. ✓✓

- Mobile banking apps. ✓✓
- Contactless payments (tap-to-pay).
- QR code payments. (4)

(20)

QUESTION 10

10.1

10.1.1 The fact that his booking was mistaken for someone else who shared a similar surname. ✓✓

The manager was very slow at resolving the problem as they only called five days after Lustre went to the restaurant. ✓✓

- He was given a wrong order (meals)
- They had to wait to be seated down.
- No one really apologised for what had happened. (4)

10.1.2 YES:

Because the manager did try to give him a free meal on the house ✓✓

Because he was given another table after the misunderstanding ✓✓

NO:

No because he was called five days after the restaurant visit. ✓✓

The table he was made to sit on a table which he clearly did not like. ✓✓

- He turned down the restaurant offer.

NOTE: Do not give marks for Yes or NO (4)

10.1.3 Web based Response ✓✓ (2)

(10)

TOTAL SECTION: [30]

GRAND TOTAL: 200