basic education

Department:
Basic Education
REPUBLIC OF SOUTH AFRICA

SENIOR CERTIFICATE EXAMINATIONS/ NATIONAL SENIOR CERTIFICATE EXAMINATIONS

TOURISM

MAY/JUNE 2026

MARKING GUIDELINES

MARKS: 200

These marking guidelines consist of 13 pages.

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INFORMATION FOR MARKERS

TOPICS IN THE TOURISM *CAPS*		ABBREVIATION
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	B✓/provide international guidelines on disease prevention and health.	**MTP**
	1.1.2	C✓/Taking prescribed oral medication.	**MTP**
	1.1.3	C✓/use well lit, busy routes and avoid isolated streets.	**MTP**
	1.1.4	C✓/red channel	**MTP**
	1.1.5	B✓/complete an online application through the Automobile Association (AA) website.	**MTP**
	1.1.6	B✓/SATourism	**M**
	1.1.7	A✓/ 3	**CH**
	1.1.8	D✓/Nepal	**TA**
	1.1.9	B✓/providing facilities for tourists with physical challenges.	**TA**
	1.1.10	A✓/French Riviera	**TA**
	1.1.11	B✓/outline expected behaviour and guide staff facing ethical issues.	**TS**
	1.1.12	D✓/Providing financial or non-financial support to community projects	**SR**
	1.1.13	C✓/consider social, economic and environmental impacts of their actions.	**SR**
	1.1.14	C✓/reduce waste and protect natural surroundings.	**SR**
	1.1.15	B✓/highlighting eco-friendly certifications and green practices.	**SR**
	1.1.16	C✓/niche	**DRI**
	1.1.17	D✓/adapting products to international preferences.	**DRI**
	1.1.18	A✓/general unrest	**DRI**
	1.1.19	B✓/In-person surveys	**CC**
	1.1.20	C✓/creation of direct and indirect job opportunities.	**DRI**

(20 x 1) (20)

1.2	1.2.1	leave ✓	**TS**
	1.2.2	fringe benefits ✓	**TS**
	1.2.3	grievance ✓	**TS**
	1.2.4	termination of service ✓	**TS**
	1.2.5	working hours ✓	**TS**

(5)

1.3	1.3.1	ramps for wheelchairs ✓	**TS**
	1.3.2	IDL ✓	**TS**
	1.3.3	Biltong ✓	**TS**
	1.3.4	SWIFT ✓	**TS**
	1.3.5	FTT ✓	**TS**

(5)

1.4	1.4.1	F✓/Istanbul	**TA**
	1.4.2	D✓/France	**TA**
	1.4.3	B✓/Yucatán	**TA**
	1.4.4	A✓/Agra	**TA**
	1.4.5	C✓/Jerusalem	**TA** (5)

1.5	1.5.1	D✓/19:00	**MTP**
	1.5.2	A✓/05:00	**MTP**
	1.5.3	F✓/06:00	**MTP**
	1.5.4	C✓/14:00	**MTP**
	1.5.5	B✓/11:00	**MTP** (5)

TOTAL SECTION A: 40

SECTION B: MAP WORK AND TOUR PLANNING; FOREIGN EXCHANGE

QUESTION 2

2.1 2.1.1 (a) Universal Time Coordinate ✓✓ **MTP** (2)
- UTC

(b) east ✓✓ **MTP** (2)
- ahead

2.1.2 It is used as a standard reference to calculate time zones. ✓✓ **MTP** (2)
- It is used as the starting point for determining a country's time zone.

2.1.3 During November it is winter in London. Daylight Savings Time is only practised in summer. ✓✓ **MTP** (2)

2.2.1

London 0	Johannesburg +2
Time difference Time in Johannesburg Time in London	= 2 hours ✓ = 14:00 (- ✓) 2 hours = 12:00 ✓
OR 12:00 ✓✓✓	

MTP (3)

2.2. 2.2.2

London 0	Johannesburg +2
Time difference Local time in Johannesburg Arrival time in Johannesburg	= 2 hours ✓ = 19:00 (+ ✓) 2 hours = 21:00 = 21:00 (+ ✓) 11 hours = 08:00 ✓ 21 November ✓
OR 08:00 ✓✓✓✓ 21 November ✓	

MTP (5)

2.2.3 Yes **MTP**
He will be on time because he arrived at 08:00 the previous day ✓✓ (21 November). (2)

NOTE: *Marks are only awarded for the correct reason.*
Do not award marks for YES/NO.

2.3 2.3.1 Jet fatigue ✓✓ **MTP** (2)

2.3.2 Coffee contains caffeine which might keep the passenger awake. ✓✓ **MTP** (2)
- Might result in headaches.

2.4	2.4.1	10 ✓✓ • ten	**MTP**	(2)
	2.4.2	A completed application form ✓✓ (DHA-73 form) • A valid ID (or birth certificate for minors) • Two colour photos • Fingerprints • Application fee	**MTP**	(2)
2.5	2.5.1	For the smooth entry and exit of the VIP delegates. ✓✓ • For the safety and privacy of the VIP delegates. • Convenience and speed of the arrival and departure processes.	**MTP**	(2)
	2.5.2	(a) For the personal protection of the VIP delegates. ✓✓ • The VIP protection teams had specialised training on the use of those particular weapons.	**MTP**	(2)
		(b) To accommodate special dietary requirements and preferences of the VIP delegates. ✓✓ • To minimise the risk of food contamination and poisoning of the VIP delegates.	**MTP**	(2)
				[32]

QUESTION 3

3.1 3.1.1 British Pound ✓✓ **FX** (2)
- GBP
- Pound sterling
- British pound

NOTE: *Do not accept the pound symbol.*

3.1.2 The value of one unit of a currency compared to the value of another currency. ✓✓ **FX** (2)
- The price of one currency compared to another.

3.1.3 18,88 – 18,60 = R0,28 ✓✓ **FX** (2)

3.1.4 It will reduce the number of tourists that choose South Africa as a destination of choice. ✓✓
Tourists will receive less rand for their currency, making accommodation, meals and activities more expensive. ✓✓ **FX** (4)
- Tourists will shorten their stay.
- Reduce the number of activities to participate in.
- South Africa's status as a value for money destination is reduced.

3.1.5 Generation of income ✓✓ **FX** (2)
- Improved standard of living
- Alleviation of poverty
- Infrastructure development
- Entrepreneurial opportunities
- Skills development
- Sense of pride in the community

3.2 3.2.1 USD10 000 (x ✓) 15,80 ✓
= R158 000,00 ✓ **FX** (3)

OR

R158 000,00 ✓✓✓

NOTE: *Do not penalise if the currency code is omitted in the final answer.*

3.2.2 R12 000 (÷ ✓) 15,99 ✓
= USD750,47 ✓ **FX** (3)

OR

USD750,47✓✓✓

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TOTAL SECTION B: 50

SECTION C: TOURIST ATTRACTIONS; CULTURE AND HERITAGE TOURISM; MARKETING

QUESTION 4

4.1 4.1.1

A	Swiss Alps ✓	TA
B	Mount Fuji ✓	TA
C	Windmills ✓	TA
D	Mecca ✓	TA
E	Dome of the Rock ✓	TA (5)

4.1.2 (a) Mount Fuji ✓✓ TA (2)
- Swiss Alps

(b) Windmills ✓✓ TA
- Swiss Alps (2)

(c) Mount Fuji ✓✓ TA (2)
- Dome of the Rock

(d) Mecca ✓✓ (2)

4.2 4.2.1 Jordan ✓✓ TA (2)

4.2.2 It gives exposure (awareness) to the attraction. ✓✓ TA (2)
- It can lead to more tourists visiting the area.
- More tourists will result in a higher income for the attraction.
- It is an effective way of marketing the attraction.

4.2.3 World Heritage Site status ensures protection and preservation of the site. ✓✓ TA (2)
- It creates awareness of the attraction.
- It attracts more tourists to the site.

4.3 4.3.1 Athens ✓✓ TA (2)

4.3.2 Tourists interested in history ✓ TA
Cultural tourists ✓
Tourists interested in architecture ✓ (3)
- Leisure tourists
- Educational tourists

4.3.3 The site is preserved for future generations.✓✓ TA
It ensures that the site is neat and safe for tourists. ✓✓ (4)
- A clean and neat appearance increases photographic opportunities.
- It will gain more exposure via social media platforms.

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QUESTION 5

5.1 UNESCO – United Nations Educational, Scientific and Cultural Organisation. ✓✓ **CH** (2)

5.2 5.2.1 C – Barberton Makhonjwa Mountains ✓✓ **CH** (2)

5.2.2 A – Vredefort Dome ✓✓ **CH** (2)

5.2.3 D – Richtersveld Cultural and Botanical Landscape ✓✓ **CH** (2)

5.2.4 B – iSimangaliso Wetland Park ✓✓ **CH** (2)
- iSimangaliso Wetland Park-Maputo National Park

5.2.5 E – ǂKhomani Cultural Landscape ✓✓ **CH** (2)

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QUESTION 6

6.1 1 ✓✓ **M** (2)
- one

6.2 **M**

STEPS	NAME OF THE ROLE PLAYER
Step 1	TOMSA ✓✓ • Tourism Marketing Levy of South Africa
Step 2	TBCSA ✓✓ • Tourism Business Council of South Africa
Step 3	SATourism ✓✓ • South African Tourism
Step 4	WTM ✓✓ • World Travel Market

(8)

[10]

TOTAL SECTION C: 50

SECTION D: TOURISM SECTORS; SUSTAINABLE AND RESPONSIBLE TOURISM

QUESTION 7

7.1 7.1.1 Toiletries ✓✓ **TS** (2)
- Amenities

7.1.2 The overall impression created by the hotel ✓✓ through appearance, behaviour, and service standards that includes physical environment (rooms, amenities, décor), staff presentation, and service delivery. **TS** (2)

7.1.3 (a) Hotel A ✓✓ **TS** (2)

(b) All amenities have the hotel's branding. ✓✓ **TS**
Neat presentation of the amenities show the hotel is professional and pays attention to detail. ✓✓ (4)
- The professional packaging shows high standards of the hotel.
- Quality products offered to guests make them feel special.
- A variety of amenities is available for the guest.
- Amenities look new, clean and unopened/unused.

7.2 **Brand recognition**: **TS**
The logo helps guests remember the hotel's name long after their stay.✓✓
Professional image:
The neatly packaged and branded items strengthen the hotel's professional appearance.✓✓
Marketing and advertising:
The logos on the packaging give the hotel free advertising.✓✓ (6)
Brand consistency:
- Branded amenities help create a unified look and is easily recognisable throughout the hotel.

Perceived value and luxury:
- Logo-branded amenities make the hotel appear more upmarket and increase guest satisfaction.

Competitive edge:
- Branding helps the hotel stand out from competitors.

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QUESTION 8

8.1 To improve the lives of local residents. ✓✓ **SR**
To provide a safe place where children can play sport, learn and take part in community activities. ✓✓ (4)
- For learners to attend programmes about education and HIV prevention.
- To teach the youth about the importance of life skills such as health awareness, teamwork and respect.
- To learn about protecting the environment.

8.2 8.2.1 Environmental pillar ✓ **SR** (1)
- Planet

8.2.2 Social pillar ✓ **SR** (1)
- People

8.2.3 Environmental pillar ✓ **SR** (1)
- Planet
- Economic / profit

8.2.4 Economic pillar ✓ **SR** (1)
- Profit

8.3 The use of recycled materials✓✓ **SR** (2)
- Collection of rainwater
- The use of natural cooling so that air-conditioning is not needed.

8.4 **YES** **SR**
Youth development programmes are still continuing. ✓✓
Education and health awareness are still provided. ✓✓ (4)
- It is still a safe place for community activities.
- The community still benefits

OR

NO
Some of the sports grounds could no longer be used. ✓✓
Municipal service delivery challenges affect the community's use of the facilities and grounds. ✓✓
- Limited funding
- Challenges with maintenance of the sports grounds.

NOTE: *Do not award a mark for YES/NO.*

[14]

TOTAL SECTION D: 30

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

QUESTION 9

9.1 9.1.1 Unforeseen occurrence ✓ **DRI** (1)

9.1.2 Mpumalanga ✓ **DRI**
Limpopo ✓ (2)

NOTE: *Accept in any order.*

9.1.3 The park was closed ✓✓ **DRI**
Extensive damage to infrastructure ✓✓
Tight time frames for the completion of repairs.✓✓ (6)
- Some areas of the park were inaccessible for visitors and repair teams.
- High cost of repair work.
- Communication channels were disrupted.
- Interruption in water supply.
- Electricity supply was disrupted.

9.1.4 The park must have a disaster management strategy in place. ✓✓ **DRI**
Communicate evacuation plans with all visitors upon entry to the park. ✓✓ (4)

NOTE: *Accept examples of disaster management strategies.*

9.2 9.2.1 Cultural diversity ✓ **DRI**
Natural beauty ✓ (2)
- Cuisine
- Fauna and flora
- Wide variety of attractions/activities
- Value for money destination
- Easily accessible destination due to the country's location.

9.2.2 1. Holiday ✓ **DRI**
2. Business ✓
3. Work ✓ (3)

NOTE: A*ccept in the correct order only.*

9.2.3 Improve and expand transport routes for easy access into the country. ✓✓ **DRI** (2)
- Simplify the visa application process by allowing more multi-visa options.
- Expanding e-visa applications
- Strengthen the conference industry and bid to host more global events.
- Enhance visitor safety and security.

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QUESTION 10

10.1	10.1.1	Buying tickets at the entry gates ✓✓ • Paying for food and snacks • Paying for beverages at the event. • Paying for souvenirs at the event. • Paying for parking facilities.	CC	(2)
	10.1.2	The users card details are encrypted.✓✓ • The electronic payment requires passcodes or biometric recognition. • Each transaction has a unique digital code which cannot be reused. • The tap and pay systems have transaction limits. • No physical contact is required. • The payments are monitored by bank real time fraud detection systems.	CC	(2)
10.2	10.2.1	Customer feedback is the opinions and suggestions customers give about their experience with a business or service. ✓✓	CC	(2)
	10.2.2	E-mail ✓✓ Social media ✓✓ • Electronic surveys • *WhatsApp* • Online reviews	CC	(4)
				[10]

TOTAL SECTION E: 30
GRAND TOTAL: 200

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