

MARKING GUIDELINES

EXAMINATION		NATIONAL SENIOR CERTIFICATE	
GRADE		12	
DATE		NOVEMBER 2025	
SUBJECT		TOURISM	
PAPER		1	
MARK TOTAL		200	
DURATION (HOURS)		3	
NUMBER OF PAGES		14	



SOUTH AFRICAN COMPREHENSIVE ASSESSMENT INSTITUTE
SUID-AFRIKAANSE KOMPREENSIEWE ASSESSERINGSINSTITUUT

FINAL APPROVED MARKING GUIDELINES

DATE OF MEETING	
UMALUSI MODERATOR	
CHIEF MARKER	
INTERNAL MODERATOR	

TOPICS IN TOURISM CAPS	ABBREVIATION
Tourism Sectors	TS
Mapping and Touring Planning	MTP
Tourist Attractions	TA
Sustainable and Responsible Tourism	SRT
Domestic, Regional and International Tourism	DRI
Culture and Heritage Tourism	CH
Foreign Exchange	FE
Communication and Customer Service	CC
Marketing	M

REFERENCES	
1	https://www.theworldgames.org/editions/Chengdu-CHN-2025-14
2	https://ruqintravel.com/china-destination-guides/safety-concerns-in-Chengdu
3	https://iantaylortrekking.com/blog/summit-night-climbing-mount-everest-to-the-top-of-the-world/
4	https://www.southafrica.net/uk/en/travel/article/south-africa-s-treasures-discover-the-new-unesco-world-heritage-sites]
5	https://modernmarketing.co.za/south-african-tourisms-latest-brand-campaign-is-rooted-in-the-authentic-human-experience/
6	https://depositphotos.com/vector/sloppy-man-cartoon-3902957.html]
7	https://www.linkedin.com/pulse/carbon-emissions-steps-i-took-reduce-my-part-2-kritika-kumar]
8	https://www.isibindi.co.za/blog/the-three-pillars-of-sustainable-tourism/]
9	https://www.sowetanlive.co.za/opinion/columnists/2024-12-04-sowetan-says-sas-g20-presidency-must-push-continent-potential/]
10	https://www.jw.org/en/news/region/united-states/Hurricane-Milton-Batters-Florida-USA/
11	Statistics South Africa
12	https://searchengineland.com/negative-reviews-ex-employees-finally-googles-guidelines-288390

SECTION A: SHORT QUESTIONS

QUESTION 1

1.1

1.1.1	D	TS
1.1.2	C	TA
1.1.3	B	DRI
1.1.4	C	TS
1.1.5	B	MTP
1.1.6	B	MTP
1.1.7	B	MTP
1.1.8	D	CH
1.1.9	B	TA
1.1.10	A	SRT
1.1.11	C	DRI
1.1.12	D	MTP
1.1.13	B	CH
1.1.14	D	M
1.1.15	D	FE
1.1.16	B	SRT
1.1.17	A	CC
1.1.18	B	TS
1.1.19	A	CH
1.1.20	B	DRI

(20x1) **(20)**

1.2

1.2.1	F	SRT
1.2.2	E	MTP
1.2.3	A	MTP
1.2.4	G	M
1.2.5	B	MTP

(5x1) **(5)**

1.3

1.3.1	Embassy	MTP
1.3.2	Jet lag	MTP
1.3.3	Khomani Cultural Landscape	CH
1.3.4	Bank buying rate	FE
1.3.5	Dome of the Rock	TA
		(5x1) (5)

1.4

1.4.1	1½ times	TS
1.4.2	Weak	FE
1.4.3	Bilharzia	MTP
1.4.4	Tour de France	DRI
1.4.5	2 liters	MTP
		(5x1) (5)

1.5

1.5.1	Rainbow Nation/Variety of cultures	
1.5.2	Sunny weather/ nice climate/weather conditions	
1.5.3	Good value for money/cheap for foreigners	M
1.5.4	Wildlife/Big 5	
1.5.5	Adventure activities/Variety of activities	
		(5x1) (5)

TOTAL SECTION A: [40]

SECTION B: MAPWORK AND TOUR PLANNING; FOREIGN EXCHANGE

QUESTION 2

2.1

2.1.1 China 20:00 +8
SA? +2
6 hours difference
20:00 – ✓ 6 ✓ = 14:00 ✓

OR

14:00 ✓✓✓

MTP
(3)

2.1.2 18:00 + 19 ✓ = 37 – 24 = 13:00 (3 Aug)
NY 13:00 -5 + 1(dc) = -4 ✓
China? +8
12 hours difference
13:00 + ✓ 12 = 25 – 24 = 01:00 ✓ August 4 ✓

OR

NY 18:00 -5 +1(dst) ✓ = -4
China? +8
12 hours difference
18:00 + ✓ 12 = 30 – 24 = 06:00
06:00 + 19 hrs ✓ = 25 – 24 = 01:00 ✓ 4 August ✓

MTP
(5)

2.1.3 08:00 – 17 ✓ = -9 + 24 = 15:00 (4 Aug)
China 15:00 +8
SA? +2
6 hours difference
15:00 – ✓ 6 = 09:00 ✓ August 4 ✓

OR

China 08:00 +8
SA? +2
6 hours difference
08:00 – ✓ 6 = 02:00
02:00 – 17 ✓ = -15 +24 = 09:00 ✓ August 4 ✓

MTP
(4)

2.1.4 Before the flight:

- Change your sleeping routine ✓
- Get enough sleep before you fly ✓
- Stay calm at the airport
- Get medication from the doctor
(Any TWO)

During the flight:

- Drink plenty of fluids/water ✓
- Try to sleep ✓
- Avoid caffeine
- Avoid alcohol
- Eat light, healthy meals
- Stay active/stretch/walk around
- Set your clock to your destination's time
(Any TWO)

MTP
(2x2) (4)

2.1.5 a) Red ✓

- b) Doctor's prescription/doctor's letter ✓

MTP
(2)

2.1.6 • Passport ✓

- Visa ✓
- International Driving Permit (IDP) ✓
- Flight ticket
(Any THREE)

MTP
(3)

2.2

2.2.1 • Drink only bottled water ✓

- Avoid street food ✓
- Use hand sanitizer regularly
(Any TWO)

MTP
(2)

2.2.2 Safety on the street:

- Do not showcase valuables ✓✓
- Avoid contact with people who want to sell items to you ✓✓
- Do not accept rides from strangers ✓✓
- Use a credit card and carry small amounts of cash
- Be aware of your surroundings
- Study a map before you go out/Do not get lost
- Stay in well-lit streets in the evening
(Any THREE = 2 marks each)

(3x2) (6)

2.2.3 Recommended vaccination:

- Cholera ✓
 - Rabies
 - Tetanus
 - Malaria
 - Covid-19
- (Any ONE)

MTP
(1)

[30]

QUESTION 3

3.1

3.1.1 American dollar/USD /US Dollar ✓

FE
(2)

3.1.2 R53 500 / ✓ 18.85 ✓ = €2 838.20 ✓

FE
(3)

3.1.3 R49 800 / ✓ 22.72 ✓ = £2 191.90 ✓

FE
(3)

3.1.4 R76 700 / ✓ 17.63 ✓ = \$4 350.54 ✓

FE
(3)

3.1.5 £98.32 x 22.59 = R2 221.05 ✓

FE
(3)

3.1.6 If the rand is strong ✓

South Africans can get more value for their money/travel longer ✓

FE
(2)

3.1.7 • The Tourism industry contributes a lot to the country's GDP ✓✓

• Grow the economy ✓✓

• Create jobs

• Attract investors

• Provide entrepreneurial opportunities

(Any TWO for TWO marks each)

FE
(2x2) (4)

[20]

TOTAL SECTION B: [50]

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

QUESTION 4

4.1

4.1.1 A: Eiffel Tower ✓
 B: Windmills ✓
 C: Swiss Alps/Alps ✓ TA
(3)

4.1.2 Paris ✓ TA
(1)

4.1.3 • More than 1 000 windmills in the region ✓✓
 • Symbol of the Netherlands
 • Built to generate energy
 • Especially in Kinderdijk there are many windmills
 (Learner's own description) TA
(2)

4.1.4 • Mountaineering ✓
 • Skiing ✓
 • Snowboarding
 • Hiking TA
(2)

4.2

	FULL NAME OF ICON	COUNTRY
4.2.1	Taj Mahal ✓	India ✓
4.2.2	Wailing Wall ✓ Western Wall Kotel	Israel ✓
4.2.3	Blue Mosque ✓	Turkey ✓
4.2.4	Petra ✓	Jordan ✓

TA
(4x2) (8)

4.3

4.3.1 Parthenon ✓ TA
(1)

4.3.2 Greece TA
(1)

4.3.3 • Temple dedicated to the Greek goddess Athena ✓✓
 • One of the most perfect buildings in the world
 • Very historic
 • Tourists want to say they have visited this famous place
 (Learner's own explanation) TA
(2)

4.3.4	With a tour guide ✓ Better experience if a tour guide tells the history and points out details; otherwise it is just a ruin/obtain additional information that could be interesting ✓✓	TA (3)
4.4		
4.4.1	Nepal ✓	TA (1)
4.4.2	A sherpa is a tour guide that accompaniestourists ✓✓ Sherpa escorts the climbers	TA (2)
4.4.3	<ul style="list-style-type: none"> • Very little oxygen; people can die ✓ • Very cold; people can freeze/get frostbite ✓ • Very dangerous; people can slip and fall (Any TWO or similar)	TA (2)
4.4.4	Learner's own opinion ✓✓	TA (2)
		[30]
QUESTION 5		
5.1		
5.1.1	Richtersveld Cultural and Botanical Landscape ✓	CH (1)
5.1.2	Cape Floral Protected Areas ✓	CH (1)
5.1.3	Northern Cape ✓	CH (1)
5.1.4	Natural ✓ The variety and rare plant species ✓	CH (2)
5.2		
5.2.1	<ul style="list-style-type: none"> • Gauteng ✓ • Eastern Cape ✓ • Kwazulu Natal / KZN ✓ • Free state (Only THREE)	CH (3)

5.2.2 **Sharpeville:**

- Police started shooting ✓ at people who were protesting ✓
 - 69 people were shot dead in the shooting ✓
- CH
(3)

5.2.3 Western Cape ✓ CH
 Kwazulu Natal / KZN ✓ (2)

5.2.4 MORE incoming tourists, as foreigners will be attracted to the country
 because of more new sites ✓✓ CH
 Good publicity from these two new sites will attract more people
 More income for the country
 Job creation in the province (2)

[15]

QUESTION 6

6.1

6.1.1 ITB ✓ M
 World Tourism Market/WTM ✓ (2)

6.1.2 Step 1: Tourists pay 1% levy on tourism services ✓
 Step 2: TBCSA collects all the money from the tourism institutions ✓
 Step 3: TBCSA gives the money to SATourism to market South Africa ✓ M
(3)

[5]

TOTAL SECTION C: [50]

SECTION D: TOURISM SECTORS; SUSTAINABLE AND RESPONSIBLE TOURISM

QUESTION 7

7.1

7.1.1 No ✓

The worker looks sloppy/smokes/is unfriendly ✓✓

TS
(3)

- 7.1.2
- Staff is easily recognisable
 - All workers look the same
 - Look very professional
 - Then workers cannot look sloppy as in the picture
(Any TWO facts for TWO points each)

TS
(2x2) (4)

- 7.1.3
- Name, logo, slogan ✓
 - Stationery ✓
 - Physical appearance of the building ✓
 - Promotions, websites, social media
 - Marketing materials
 - Testimonials
 - Environmentalism
 - Customer service policy
(Only THREE)

TS
(3)

7.2

7.2.1 The Basic Conditions of Employment Act ✓

TS
(1)

7.2.2

Correct according to the Law	Against the Law
6 days a week, 8 hours a day/ working hours ✓	Only 10 days of leave per year ✓
1½ times tariffs for working on a Sunday ✓	No rest/ lunch time ✓

TS
(2x2) (4)

[15]

QUESTION 8

8.1

8.1.1 The amount of harmful CO₂ that a person causes throughout his life.
(Learner's own explanation) SRT
(2)

8.1.2 Environmental pillar/Planet ✓ SRT
(1)

8.1.3

- Recycling ✓
- Planting trees ✓
- Ride a bike rather than a car ✓
- Do not litter
- Use water sparingly
- Do not deforest/cut down trees
- Do not use plastic/Rrecycle it
- Use recyclable products, e.g. wooden straws

(Only THREE) SRT
(3)

8.2

8.2.1 Social pillar/People ✓ SRT
(1)

8.2.2

- School feeding scheme ✓
- Grade R classroom built ✓
- School kitchen renovated ✓
- Pay two assistant teachers' salaries ✓
- Provide food and drink to community

(Only FOUR) SRT
(4)

8.2.3

- Good image/publicity ✓✓
- Making a difference in the community
- Give back to the local people
- Can claim from taxes

(Any ONE for two marks) SRT
(2)

8.2.4 Ownership ✓
Employment/Job creation ✓
Use Local Businesses
Encourage partnerships SRT
(Only TWO) (2)

[15]

TOTAL SECTION D: [30]

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

QUESTION 9

9.1

- 9.1.1 A summit held by 20 countries to discuss world issues to try and find solutions. ✓✓ DRI
(2)
- 9.1.2 Johannesburg ✓ DRI
(1)
- 9.1.3 Solidarity ✓
Equality ✓
Sustainability ✓ DRI
(3)
- 9.1.4 • Attract investors ✓
• Multiplier effect ✓
• Good publicity
• Short-term job creation
(Any TWO or similar) DRI
(2)
- 9.1.5 Slogan for G20
Use at least ONE of three words (solidarity, equality, sustainability) ✓✓ M
(2)

[10]

9.2

- 9.2.1 Hurricane ✓
Tornado ✓ DRI
(2)
- 9.2.2 FEWER international arrivals ✓✓
Tourist institutions/accommodation IS ruined ✓✓
Infrastructure e.g. airports are damaged
(Any TWO or similar) DRI
(2x2) (4)

[6]

9.3		
9.3.1	Netherlands/Germany/UK ✓	DRI (1)
9.3.2	UAE ✓	DRI (1)
9.3.3	United Kingdom/UK ✓	DRI (1)
9.3.4	Zimbabwe's people often come to South Africa to look for work or do shopping.	DRI (1)
		[4]

QUESTION 10

10.1	10.1.1	Survey/Electronic Feedback ✓	CC (1)
	10.1.2	<ul style="list-style-type: none"> • Feedback chart ✓ • Questionnaire • Follow-up call • SMS message • Social media • Web-based responses (Only ONE)	CC (1)
	10.1.3	So that they can know what they are doing wrong and improve on it ✓ So that they know what they are doing good and build on it ✓	CC (2)
	10.1.4	Bad ✓ Only one out of 5 stars ✓	CC (2)
	10.1.5	Send employees for training ✓✓ See what the feedback is and change it ✓✓ (Learner's own ideas x 2)	CC (4)
			[10]

TOTAL SECTION E: [30]

GRAND TOTAL: [200]