



education

Department:
Education
REPUBLIC OF SOUTH AFRICA

TOURISM

**GUIDELINES FOR
PRACTICAL ASSESSMENT TASKS**

2010

This guideline consists of 13 pages.

1. THE PRACTICAL ASSESSMENT TASK FOR TOURISM

The Practical Assessment Task for Tourism should allow the learner to display understanding of the tourism industry as a dynamic economic sector. It should enhance the knowledge, values and skills learners acquire in Grades 10, 11 and 12 about travel practice.

It should provide the opportunity for learners to establish connections outside the classroom by addressing real-world challenges and develop life skills.

2. OVERVIEW

For the Practical Assessment Task in 2010 learners will plan a tour for 2 married couples from Brazil during the World Cup Soccer tournament. These couples are soccer fans, and also interested in wildlife and photography. They will attend two soccer matches, visit a game park in South Africa, and then experience an adventure in Mozambique. The duration of the tour should be a minimum of 11 days.

3. PLANNING FOR THE TASK

1. Guidance from the teacher will be needed in all phases of the task.
2. The school should provide resources. Learners may add additional resources if they are able to access other resources.
3. Learners should complete the PAT in terms 2 and 3, according to timeframes determined by the school and the district, for each stage of the task.
4. The teacher should set regular periods, e.g. a double period every second week, for learners to work on the PAT under his / her guidance.
5. Alternatively, the teacher could set aside 3 - 4 weeks to work on the PAT. This could be done in term 2 or the beginning of term 3
6. The PAT includes work in class as well as homework
7. The PAT for 2010 requires the planning of a tour in Southern Africa.
8. Content from Grades 10 and 11 may be included if it provides underpinning knowledge for Grade 12 content.

4. RESOURCES FOR THE TASK

- Any 2007, 2008, 2009 or 2010 edition of the GSA Travel Marketing Magazine
- A road map of South Africa and Mozambique
- Koki pens
- Application forms for a South African visa
- In-flight magazines, travel magazines, the world time zone map in the telephone directory, advertisements, brochures, etc.
- A schedule of the World Cup Soccer matches to be played in South Africa in 2010
- Information about Game Parks in South Africa
- Information about adventure tourism in Mozambique

Backdated copies of the GSA Travel Marketing Magazine (published monthly) can be ordered in bulk by the teacher at a reduced cost from GSA Marketing: Telephone 011 4425200; Fax 011 4427295; Postal address: PO Box 1542, Parklands, 2121 or visit www.the-gsa.co.za. Learners should not phone or place individual orders.

Application forms for a South African visa can be obtained from the Department of Home Affairs or their Internet website. (www.home-affairs.gov.za)

ASSESSMENT SHEET**Phase 1**

Question		Answer	Marks	
1	Cover page	Name of company√, dates of tour√, and names of clients√, name of tour√, departure point and destination√, creative √. Subtract marks for spelling errors and untidiness	5	
	Introductory page	Excellent explanation of tour: Mention soccer events, game parks and adventure in Mozambique. Introductory page should encourage clients to go on this tour. Subtract marks for spelling errors and untidiness	5	
2	Route planning and route map	<ul style="list-style-type: none"> • Route from arrival to departure must be clearly indicated • All airports used (4) • All places / towns of accommodation (<i>marks given in no 7</i>) • Route to game park (1) • Route to soccer matches (3) • Route to Mozambique and back to OR Tambo airport. (2) • Calculation of the estimated total distance to be travelled by road (2) • <i>The map must reflect understanding of logical route planning and realistic daily travel distances. (A distance of ± 100 km is travelled in one hour)</i> (3) 	15	
3	Match against Brazil	<ul style="list-style-type: none"> • Name of the stadium and the city (2) • Any three special features of this stadium, with illustrations / pictures / photos of the stadium (3) (2) • Name of the team playing against Brazil, and their country of origin (2) • Short paragraph√ on the location of the stadium in terms of surrounding infrastructure√ and businesses√ that will be of interest to your clients (3) • Price of tickets (realistic estimated prices are acceptable) (1) • Starting time of the match in South Africa and local time in Brazil. Show calculations (2) 	15	
4	Match to be watched in Fan Park	<ul style="list-style-type: none"> • Name of the fan park and the city (2) • Special features of this viewing area (any interesting information such as size of area, number and type of seats, type and size of screen, other facilities available such as food and drinks) (5) • Starting time of the match in South Africa and local time in Brazil. Show calculations (3) 	10	
5	Game park in South Africa	<ul style="list-style-type: none"> • Name and location (2) • Illustrations/pictures/photos (2) • Type of park√ (describe what fauna/flora) is found in this park)□□ (3) • Entrance fees to the park (estimated fees are acceptable) (1) • Description of three types of facilities available (any, such as swimming pool, shops, etc. Do not simply name facilities, describe, e.g. large heated covered swimming pool, rates (Rand pp) (3) • Other points of interest e.g. short history of park, geographical features, other special features. Excellent description (4) 	15	
6	Adventure in Mozambique	<ul style="list-style-type: none"> • Name the type of adventure and the location (2) • Excellent description of the adventure (3) • Illustrations/pictures/photographs (1) • Description of other interesting facts about this adventure such as role of local community, type of nature/vegetation (3) • realistic rates (1) 	10	

7	Accommodation	Excellent choices made for accommodation (3 or 4 star). Name, location and star grading of each place of accommodation Correctly indicated on route map. (10) <ul style="list-style-type: none"> Excellent description of 3 and 4 star accommodation facilities. (5) <i>(The tourists can stay in one place for one or more nights, providing it is within reach of the activities)</i>	15	
8	International time differences	<ul style="list-style-type: none"> Excellent explanation of the concept of jet lag. (2) Description of FOUR symptoms of jet lag (4) Suggest FOUR ways to reduce the impact of jet lag. (4) 	10	
Total			100	

Phase 2

Question		Answer	Marks	
1	South African Visa	1.1 Good explanation of the requirements for obtaining a SA visa. (4) 1.2 Application form for a visa correctly completed. Subtract marks for errors, spelling errors and untidiness (4)	8	
2	Flights from and to Brazil	2.1 Flights from Sao Paulo to OR Tambo Airport and back to Sao Paulo, highlighted on flight schedules (2) 2.2 The correct flight information for each of the two flights listed: Flight number√, arrival and departure times√, duration of flight (in hours), √ type of aircraft√, passenger capacity of the aircraft√, baggage regulations√ (6) 2.3 Correct calculation of SA local time when the flight departs from Sao Paulo. Calculation√, answer√ (2) 2.4 Correct conversion of airfare of ONE return ticket from ZAR to BRL: Give fare in ZAR√, show calculation using exchange rate to convert to BRL√, fare in BRL√ (3)	13	
3	Boarding pass	Boarding pass for one of the passengers, at least 12 facts (12÷2)	6	
4	Day-by-day itinerary	Each day set out separately, as indicated on the template provided, with the following information included: <ul style="list-style-type: none"> Starting and ending destination for each day Accommodation Meals for the day (where and when) Key attractions and activities for the day Leisure time and shopping time (offer suggestions) Transport details (e.g. flight, routes, hotel shuttle) (Places of accommodation, attractions and activities need only to be mentioned, as they have been discussed in detail in phase 1) (See attached example)	40	2 marks each for day 1 and 11 = 4 4 marks each for days 2 to 10 = 36
5	Car hire	Suitable vehicle selected for visiting the game park, reasons for choice explained (1) Show only the following calculations: 1. Rate per day x 3 days √ (1) 2. Estimated distance to be travelled √ - deduct free kilometres √ (2) 3. Kilometre charge √ (1) 4. Insurances √√ (2)	7	
6	Cost of Accommodation	Realistic accommodation budget for one couple. See attached template (Did at least 4 days) x 3 marks each.	12	

7	Completed PAT	Table of contents: Systematically listed✓ with clear and correct page numbers✓, No spelling / no language errors✓ (3) Resources / Bibliography (3) Excellent use of language. Appropriate terminology as used in the tourism industry✓✓. No spelling and grammar errors✓✓ (4) Professional, creative✓ and logical✓ presentation. Very neat✓✓ (4)	14	
Total				100



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**NATIONAL CURRICULUM STATEMENT
(GRADES 10-12)**

TOURISM

GRADE 12

2010

PRACTICAL ASSESSMENT TASK (PAT)

LEARNER TASK

1. INSTRUCTIONS TO LEARNERS

1. You are required to compile a tour plan. Use the information given in the case study below as background for your tour plan.
2. The criteria as well as the mark allocation are given in the instructions for each phase.
3. The task will be done in **two phases**.
4. The completed task must be submitted in the third term on the date determined by the school.

2. RESOURCES

You will need the following resources

- Any 2007, 2008, 2009 or 2010 edition of the GSA Travel Marketing Magazine
- A road map of South Africa and Mozambique
- Application forms for a South African visa
- In-flight magazines, travel magazines, the world time zone map in the telephone directory, advertisements, brochures, etc.
- A schedule of the World Cup Soccer matches to be played in South Africa in 2010
- Information about the soccer World Cup stadiums that will be used in 2010.
- Information on Game Parks in South Africa
- Information on adventure tourism in Mozambique



CASE STUDY

You recently started to work as a tour operator for a South African company specialising in tours for smaller groups from Brazil. Your company uses the following airlines: SAA, SA Airlink, SA Express and Mango.

You have been requested to plan a trip for two married Brazilian couples in their early twenties. They are soccer fans and will travel to South Africa for the World Cup in 2010. They are also interested in wildlife and keen on photography.

The couples want to watch one match against Brazil, watch another match on a big screen at a fan park and attend a Quarter Final match. The three matches should be on 3 different days at 3 different venues. They want to visit a game park in South Africa for three days. They are also adventure junkies and want to go on any kind of adventure in Mozambique for three days. The total duration of the tour must be a minimum of 11 days.

The couples will depart from Sao Paulo. They will land at OR Tambo International Airport and may take a connecting flight on the same day to the first province where they are scheduled to watch their first soccer match.

The first and last day of their tour will be used for travelling between the place of accommodation and the airport. It is not a requirement that the same international airport be used for arrival and departure.

Their mode of transport will be flights and vehicles hired and handed in at the airport. They have to fly whenever possible. When hiring a vehicle, no PAI is taken.

They want to be accommodated in 3 or 4-star facilities, except for the adventure in Mozambique, where the accommodation will depend on the type of activity.

Phase 1: Planning the tour

	Criteria	Description	Marks
1	1.1 Cover page 1.2 Second page	Name of company, dates of tour, names of clients, name of tour, departure and destination etc. Creative. No spelling errors. (5) Introductory paragraph to explain the aim of the tour (5)	10
	<i>Do research</i>	<i>Select 3 soccer World Cup events as requested by the tourists. Select a game park in South Africa Do research on adventure tourism in Mozambique and choose a 3-day trip for your clients.</i>	
2	Route planning and route map.	Use a road map of South Africa to plan a route for the tour through SA and Mozambique. Now use an outline map of SA and a felt-tipped pen (Koki/highlighter) to indicate the route to be followed from arrival at OR Tambo Airport to the day of departure to Brazil. Distances to be travelled for the different legs (day 2 – day10) of the tour should be indicated on the map. Indicate airports that will be used as well as towns /cities of accommodation <i>The map must reflect understanding of logical route planning and realistic daily travel distances. (A distance of ± 100 km is travelled in one hour)</i>	15
3	Match against Brazil	Give the following information on the match against Brazil: <ul style="list-style-type: none"> • Name of the stadium and the city (2) • Special features of this stadium, with illustrations / pictures / photos of the stadium (5) • Name of the team playing against Brazil, and their country of origin (2) • Short paragraph on the location of the stadium in terms of surrounding infrastructure and businesses that will be of interest for your clients (3) • Price of tickets (realistic estimated prices are acceptable) (1) • Starting time of the match in South Africa and local time in Brazil. Show calculation (2) 	15
4	Match to be watched in a fan park	Give the following information on the match to be watched in a fan park <ul style="list-style-type: none"> • Location and city (2) • Any information about this fan park (what do you take with, on what do you sit, etc.) (4) • Starting time of the match in South Africa and local time in Brazil. Show calculation (4) 	10
5	Game park in South Africa	Give the following information on the game park <ul style="list-style-type: none"> • Name and location (2) • Illustrations / pictures / photos (2) • Type of park / (describe what fauna/flora is found in this park) (3) • Entrance fees to the park (estimated fees are acceptable) (1) • Facilities available (3) • Other interesting facts such as a short history of the park, geographical features, other special features (4) 	15

6	Adventure in Mozambique	Give the following information on the adventure trip to Mozambique <ul style="list-style-type: none"> Name the type of adventure and the location (2) Describe the adventure and illustrate with pictures / photographs (4) Other interesting facts on this adventure, e.g. facilities available, realistic rates (4) 	10
7	Accommodation	<ul style="list-style-type: none"> Select places of accommodation (3 or 4 star) for the tour. Give the names and location of the establishments and indicate them with red stars on your route map. (10) Explain to your clients what they can expect in these 3 and 4 star accommodation facilities. (5) <i>(The tourists can stay in one place for one or more nights, as long as it is within reach of the activities)</i> 	15
8	International time differences	<ul style="list-style-type: none"> Explain the concept of jet lag. (2) List FOUR symptoms of jet lag that the tourists from Brazil may experience. (4) Suggest FOUR ways in which the tourists from Brazil can reduce the impact of jet lag. (4) 	10
Total			100

Phase 2: Arrangements for the tour

	Criteria	Description	Marks
1	South African Visa	1.1 State the requirements for obtaining a SA visa. (4) 1.2 Complete an application form for a SA visa for one of the tourists (4)	8
2	Flights from and to Brazil	2.1 Use an SAA flight schedule and select a flight from Sao Paulo to OR Tambo Airport and back to Sao Paulo. Highlight the flights on the flight schedule. (2) 2.2 List the following flight information for each of the two flights: Flight number, arrival and departure times, duration of flight (in hours) type of aircraft, number of passenger that can be transported in this aircraft, baggage regulations. (6) 2.3 What will the time in South Africa be when the flight departs from Sao Paulo? Show calculations. (2) 2.4 Give the airfare of ONE return flight ticket in ZAR. Use current exchange rate and convert fare to BRL. Show calculations (3)	13
3	Boarding pass	List TWELVE information facts found on a South African Airways boarding pass.	6
4	Day-by-day itinerary	Use the template provided as an example to compile the itinerary. Set out each day separately. Accommodation, attractions and activities need only be mentioned.	(2 each for day 1 and 11, 4 each for 9 days) 40
5	Car hire	Use an advertisement from any car rental company. Select a suitable vehicle for visiting the game park. (1) Show only the following calculations: 1. Rate per day x 3 days (1) 2. Estimated distance to be travelled - deduct free kilometres (2) 3. Kilometre charge (1) 4. Insurances (2)	7

6	Cost of Accommodation	Calculate the accommodation cost for any FOUR days for one couple. Use the template provided. (4x3)	12
7	Completed PAT	Table of contents (3) Resources / Bibliography (3) Use of language and appropriate tourism terminology, spelling (4) Professional, creative and logical presentation. Very neat (4)	14
		Total	100

TEMPLATES

Accommodation cost for one couple (Example)

Accommodation and meals taken at the place of accommodation	Calculations	Total
Accommodation 1	<i>Example</i> B&B = R1 500.00 Dinner = R300 Drinks = R60 <hr/> R1 860 x 4 nights	
Accommodation 2		
Accommodation 3		
Accommodation 4		
TOTAL		

Car rental for trip to Game Park (Example)

Trip to game park	Calculations
1. Rate per day x 3 days	<i>Example</i>
2. Estimated distance to be travelled, deduct free kilometres	Rate per day (R400) x 3 = R1 200.00 Estimated km to be travelled = 800km Free km per day(200) x 3 days = 600km 800 km – 600 km = 200km
3. Kilometre charge	Rate per km (R1.20) x 200 km = R240 CDW or SCDW per day (R90) = R270
4. Insurances	TLW or STLW per day (R40) = R120

TEMPLATE FOR A TIMED ITINERARY

DAY: 1		DAY OF THE WEEK:	DATE:
DESTINATION FOR THE DAY			
TIME	ACTIVITY	ADDITIONAL INFORMATION	

EXAMPLE OF A TIMED ITINERARY

DAY: 1		DAY OF THE WEEK: FRIDAY	DATE: 11 JUNE 2010
DESTINATION FOR THE DAY: JOHANNESBURG TO DURBAN			
TIME	ACTIVITY	ADDITIONAL INFORMATION	
07:15	Depart from O R Tambo International Airport to Durban	SA Express Flight number SA1102 (light breakfast will be served on the aircraft)	
08:30	Arrive at Durban International airport	Hotel shuttle available @ R25 pp (not included in tour price)	
09:00	Check in at Protea Hotel North Beach	Rate includes only DBB	
09:00 – 10:30	Unpack and explore beach area around hotel		
10:30 – 13:00	Guided tour to Indian Market. Your tour guide will meet you in the hotel lobby. Transport will be provided. Shopping opportunity.	<ul style="list-style-type: none"> • Included in the tour price • Operator: Market Tours Inc. • Wear walking shoes 	
13:00	Lunch at Ocean Basket (1234 Esplanade Rd, Marine Parade)	<ul style="list-style-type: none"> • Included in tour price • No alcohol is served or allowed • A la carte menu 	
14:30 – 17:30	Guided tour to uShaka Marine World and leisure time (water activities / shopping)	Entrance fees included.	
17:30 – 19:00	Leisure time and relaxation – explore area around hotel		
19:00 – late	Supper – hotel restaurant. Live band and dancing on terrace	<ul style="list-style-type: none"> • Included in tour price • Semi-formal (no jeans/short pants) 	