



basic education

Department:
Basic Education
REPUBLIC OF SOUTH AFRICA

TOURISM

GUIDELINES FOR PRACTICAL ASSESSMENT TASKS (REVISED)

GRADE 12

2020

These guidelines consist of 25 pages.

TABLE OF CONTENTS

1. INTRODUCTION	3
2. TEACHER GUIDELINES	4
2.1 Administration of the PAT	4
2.1.1 The teacher's PAT portfolio	4
2.1.2 Management of the PAT	4
2.2 The responsibility of the province, district and teacher	5
2.3 Moderation of the PAT (internal and external)	5
3. LEARNER GUIDELINES	6
3.1 Requirements of the PAT	7
3.2 Submission date	7
3.3 Absence/Non-submission of the PAT	7
3.4 Declaration of Authenticity	7
3.5 The practical assessment task (PAT)	8
3.6 Assessment instrument	13
4. LIST OF RESOURCES	15
4.1 2020 PAT mark sheet (TOUR01)	16
4.2 National moderation instrument (TOUR02)	17
4.3 Learner's Declaration of Authenticity (TOUR03)	20
4.4 Teacher's Declaration of Authenticity (TOUR04)	21
4.5 Template for e-mail (TOUR05)	22
4.6 Template for the master plan (TOUR06)	23
4.7 Template for a PAT management plan (TOUR07)	24
4.8 Teacher guidelines on how to approach the PAT questions (TOUR08)	25
5. CONCLUSION	25

1. INTRODUCTION

The 17 Curriculum and Assessment Policy Statements subjects which contain a practical component all include a practical assessment task (PAT). These subjects are:

- **AGRICULTURE:** Agricultural Management Practices, Agricultural Technology
- **ARTS:** Dance Studies, Design, Dramatic Arts, Music, Visual Arts
- **SCIENCES:** Computer Applications Technology, Information Technology, Technical Sciences
- **SERVICES:** Consumer Studies, Hospitality Studies, Tourism
- **TECHNOLOGY:** Civil Technology, Electrical Technology, Mechanical Technology and Engineering Graphics and Design

A practical assessment task (PAT) mark is a compulsory component of the final promotion mark for all candidates offering subjects that have a practical component and counts 25% (100 marks) of the end-of-the-year examination mark. The PAT is implemented across the first three terms of the school year. This is broken down into different phases or a series of smaller activities that make up the PAT. The PAT allows for learners to be assessed on a regular basis during the school year and it also allows for the assessment of skills that cannot be assessed in a written format, e.g. test or examination. It is therefore important that schools ensure that all learners complete the practical assessment tasks within the stipulated period to ensure that learners are resulted at the end of the school year. The planning and execution of the PAT differs from subject to subject.

The aims of the Tourism PAT are to:

- Support sustainable tourism in South Africa
- Support government initiatives in promoting sustainable tourism in South Africa with the vision of empowering South African citizens' quality of life
- Promote critical thinking and cognitive flexibility
- Inculcate problem-solving skills among the learners
- Develop research and communication skills
- Promote English across the curriculum
- Promote reading with understanding
- Develop a culture of tourism of millennials as stakeholders in sustaining tourism in South Africa
- Develop digital and social media skills
- Develop financial management skills
- Promote the development of the arts
- Promote originality and creativity/design skills
- Create awareness of new developments in the South African tourism industry
- Allow for multiple learning abilities
- Facilitate subject integration

The 2020 PAT has been designed to be aligned with the pedagogical practices of the 4IR.

Skills developed by the 2020 PAT:

- Complex problem-solving and critical-thinking skills
- Creativity
- Emotional intelligence
- Judgement and decision-making
- Service orientation

2. TEACHER GUIDELINES

2.1 Administration of the PAT

2.1.1 The teacher's PAT portfolio

Every teacher is expected to compile a PAT portfolio containing the following:

- Cover page containing the name of the school, the teacher, the subject and the year of assessment
- PAT management plan according to the 2020 Annual Teaching Plan (ATP) (Revised)
- The PAT document for the year of assessment
- Marking guidelines developed by the teacher
- Official PAT mark sheet (TOUR01)
- Proof of all levels of moderation (moderation reports)
- National moderation instrument (TOUR02)
- Teacher's Declaration of Authenticity (TOUR04)

2.1.2 Management of the PAT

The PAT (Revised) is the only official practical examination for Grade 12 Tourism learners in 2020. Under no circumstances may this PAT be substituted by any alternative practical examination task.

- It is recommended that the PAT is mediated by the province/district regarding the implementation of the PAT. This will ensure standardisation of PAT.
- The Tourism PAT has been reduced to FOUR questions. The marking of the FOUR questions must be completed by **28 August 2020**.
- The PAT is a compulsory component of the final external examination for Tourism. Each learner is expected to develop and submit his/her own PAT under the guidance of the teacher.
- No part of this official 2020 Tourism PAT document may be retyped, edited or changed. The logo of the National Department of Basic Education (DBE) may NOT be replaced by any other logo.
- The PAT must be done during school hours under controlled conditions to avoid copying and only the questions where research is required can be completed as homework.
- Time should be allocated during Tourism lessons, in order for learners to complete the PAT under the guidance and supervision of the teacher.
- It is strongly recommended that marking of the questions of the PAT be done on a continuous basis to monitor individual progress.
- Evidence of completed questions of the PAT must **always** be available in the classroom during the course of the year for both internal and external verification and monitoring purposes.
- Only templates provided in this official PAT document may be used to standardise the task. Teachers are NOT allowed to develop templates for any other questions of the task.

2.2 The responsibility of the province, district and teacher

It is the responsibility of the province and the districts to ensure that Grade 12 teachers have the necessary resources to ensure successful completion of the PAT. It is the responsibility of the teacher to ensure that all learners complete **QUESTIONS 1 to 4** of the PAT.

- Teachers are expected to complete a PAT management plan (TOUR07) for **QUESTIONS 1 to 4** to show the timeline for the completion of the PAT.
- Each learner must receive a copy of the following pages of the PAT document:
 - Instructions to Learners (pages 6 to 12)
 - Assessment Tool: Rubrics (pages 13 to 15)
 - TOUR03, TOUR05 and TOUR06
- It is the responsibility of the province, district, school and the Tourism teacher to provide the resources. Learners could also access additional resources on their own.
- It is the responsibility of the teacher to guide and support the learner throughout the task.
- The teacher **MUST** use the Assessment Tool: Rubrics to assess each PAT individually. The PAT must be assessed, checked and authenticated by the teacher before being presented as the learner's evidence of performance.
- Teachers must provide the learners with the Declaration of Authenticity (TOUR03) before final submission of the PAT.
- The teacher must complete and sign the necessary documentation as required by the DBE:
 1. Official mark sheet (TOUR01)
 2. National moderation instrument (TOUR02) – to be used during moderation
 3. Learner's Declaration of Authenticity (TOUR03)
 4. Teacher's Declaration of Authenticity (TOUR04)

2.3 Moderation of the PAT (internal and external)

Internal and external moderation will ensure that the quality and standard of the PAT, as stipulated in Section 4 of the *Curriculum and Assessment Policy Statement* for Tourism, have been met.

- Departmental officials will randomly select learner PAT portfolios.
- Moderation will be conducted on various levels.
- The moderation tool (TOUR02) provided will be used to standardise marking during the following levels of moderation:
 - Level 1: Internal moderation
 - Level 2: Cluster moderation/PLC
 - Level 3: District moderation
 - Level 4: Provincial moderation
 - Level 5: National moderation
 - Level 6: Umalusi moderation
- Evidence of the history of moderation on the various levels must be filed in the teacher's PAT portfolio.
- It is the responsibility of subject heads, HODs, principals and subject advisors to ensure continued moderation of the PAT.
- The PAT will be externally moderated by DBE.
- Umalusi may identify provinces and schools for additional moderation.



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TOURISM

GUIDELINES FOR PRACTICAL ASSESSMENT TASKS (REVISED)

INSTRUCTIONS TO LEARNERS

2020

Name of learner: Grade 12 _____

Name of school:

Name of teacher:

3. LEARNER GUIDELINES

3.1 Requirements of the PAT

- The PAT is a compulsory component of the National Senior Certificate examination. Learners who do not comply with the requirements of the PAT will not be resulted in Tourism.
- The PAT consists of FOUR questions.
- The PAT must be done **mainly** during school hours under the supervision of the teacher. Only certain questions, such as research, can be completed as homework. Under no circumstances may the entire PAT be completed at home.
- Learners are advised to consult the assessment tool provided for further guidance on what is required in the question.
- One of the aims of the PAT is to develop research skills. It is therefore the responsibility of the learner to do as much research as possible to enhance the learning process.
- The final completed PAT (QUESTIONS 1 to 4) must be compiled in A4 size and presented in the sequence of the questions.
- The final completed PAT must be handed in on the date set by the teacher.
- The completed questions of the PAT must be kept at the school for moderation purposes.

3.2 Submission date

In order for all administrative processes to be completed in time for external moderation, learners must adhere to the submission date of **21 August 2020**.

3.3 Absence/Non-submission of the PAT

Both learners and parents should take cognisance of the fact that the PAT is an essential part of the subject. Should the PAT not be completed because the learner was absent without a valid reason, the learner will receive an 'incomplete' result.

It is therefore imperative that the PAT is completed and submitted on the date determined.

3.4 Declaration of Authenticity

Learners must complete and sign a Declaration of Authenticity form (TOUR03) upon final submission of the PAT. This declaration certifies that the work submitted for assessment of the Tourism PAT is the learner's own work.

The form (TOUR03) will be provided by the teacher.

3.5 The practical assessment task (PAT)

#MMC

**SCENARIO**
#MMC

You are the organiser of #MMC, a **Mega Music Concert** to be held in your province. Your events organising company invited a popular South African or international artist/band to perform at a venue with a capacity of 5 000 or more concertgoers.

For an event to be successful, detailed planning and preparation must be done prior to the event. Therefore, a marketing strategy, a master plan (roll-out plan), an organogram (staffing structure) and a risk factor analysis should be in place.

INSTRUCTIONS

1. As the main organiser, you are expected to compile an A4 planning portfolio for the event. You are required to complete QUESTIONS 1 to 4 for the pre-event planning.
2. The portfolio must also contain a cover page, content page and a bibliography.
3. Your responses must be presented according to the questions.

QUESTION 1: COMMUNICATION

You have already invited an artist/band to perform at the Mega Music Concert that you are organising.

Use the template (TOUR05) to write an e-mail to the agent of the artist/band and Cc other relevant stakeholders confirming the information below.

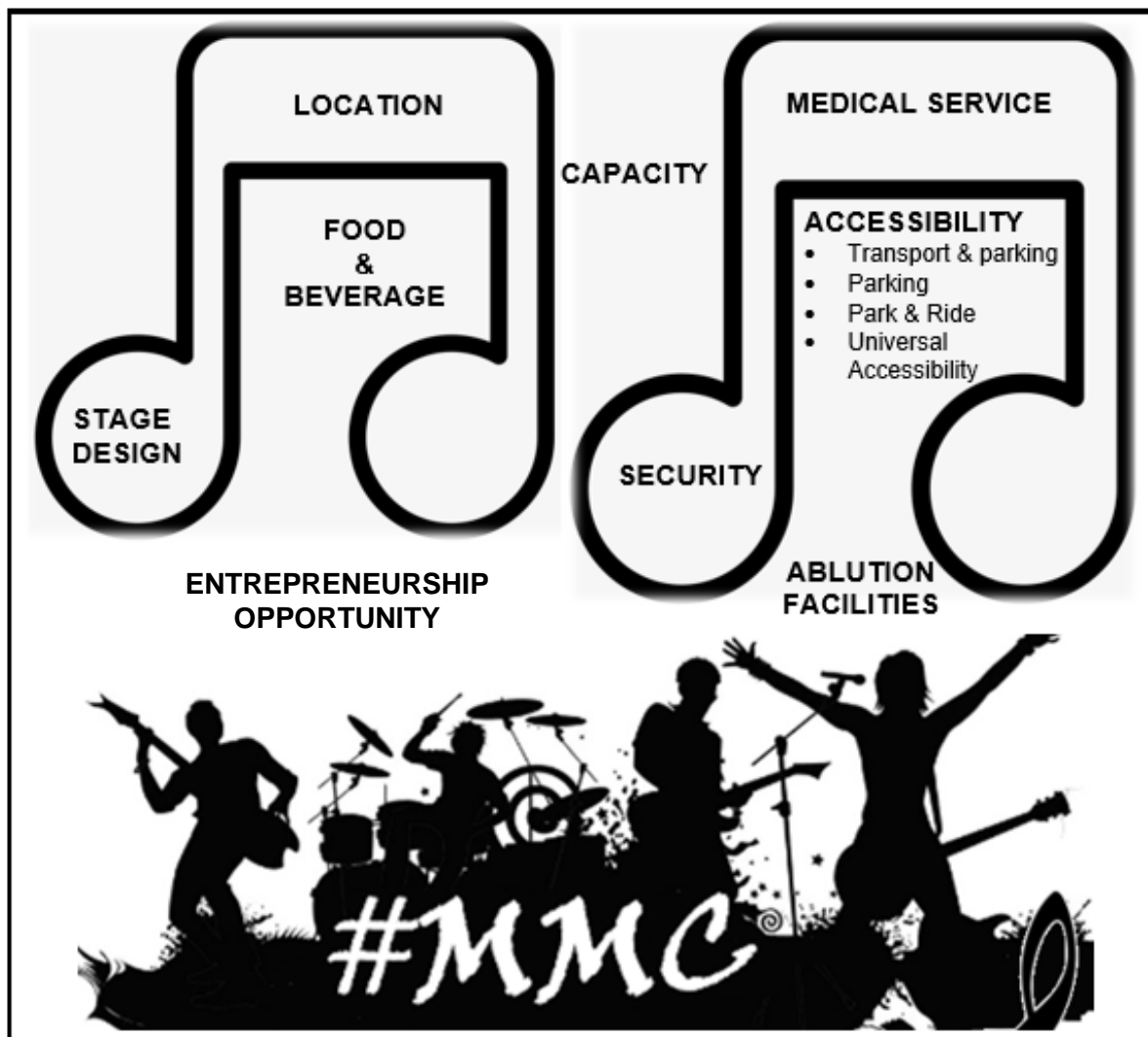
- Date and time
- Venue
- Flight and accommodation details
- Expected number of concertgoers

[10]

QUESTION 2: CONCERT VENUE

Do research and select a suitable venue for the concert in your province.

Discuss the suitability of the chosen venue. Use all NINE elements in the infographic below as subheadings in your discussion.



[20]

QUESTION 3: MARKETING

Design an advertisement to be used for online marketing on any social media platform for the event.

Your advertisement should include:

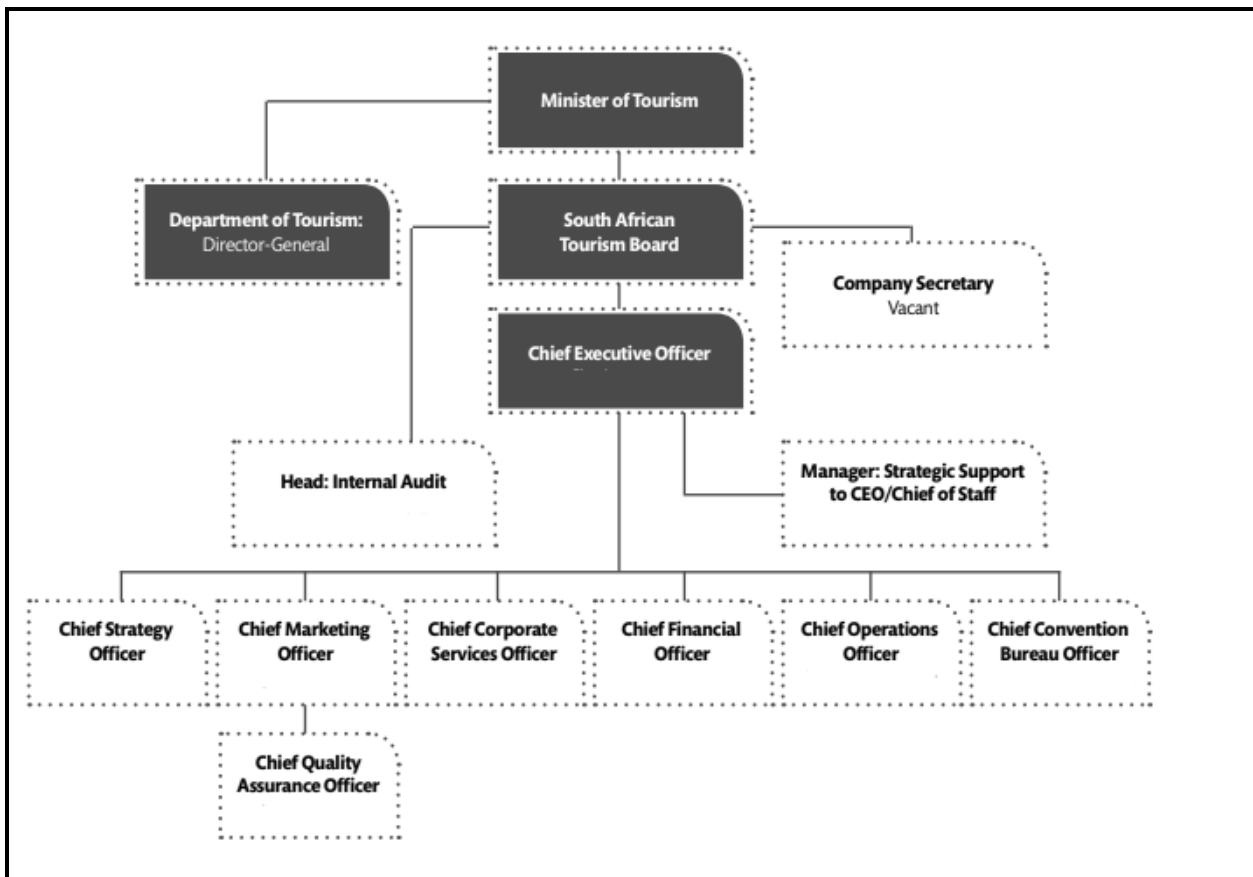
- Brand image (Design your own for your event.)
- Picture of the performing artist/group
- Ticket pricing
- Booking information
- Venue/date and time

[15]

QUESTION 4: PRE-EVENT PLANNING

For an event to be successful, detailed planning and preparation must be done prior to the event. Therefore, a master plan (roll-out plan), an organogram (staffing structure) and a risk factor analysis should be in place.

Example of an organogram – SATourism 2018:



- 4.1 Use the template (TOUR06) provided to complete the master plan for the planning of the event. Include the elements given below.

licensing rights; post-event management; staffing; booking of the venue; permission rights; floor plan; meetings and negotiations; ticket sales; advertising
--

(30)

- 4.2 Develop a simple organogram showing the structure of your team responsible for organising the event.

(10)

- 4.3 As the main organiser you need to train your staff on possible risk factors and how they should be dealt with.

Choose any THREE scenarios below and discuss how EACH factor should be addressed to resolve the risk.

Stampede	
Financial irregularities	
Slow ticket sales	
Concertgoer slips down a flight of stairs and is injured	
Electricity failure during the event	

(15)
[55]

TOTAL: 100

ASSESSMENT INSTRUMENT



Name of Learner:Grade:

QUESTION 1: COMMUNICATION [10]

Criteria	0	1-4	5-7	8-10	T	M
Write an e-mail to the agent of the artist/band	Unable to meet any of the criteria Did not attempt to write the e-mail	Two or less of the criteria were met	Three or four of the criteria were met	All the criteria were met		

QUESTION 2: CONCERT VENUE [20]

Criteria	0	1-5	6-10	11-15	16-20	T	M
Research on the venue	Did not attempt any research or discussions did not relate to the venue	Four or less elements relating to the venue were discussed	Five to six elements relating to the venue were discussed	Seven to nine elements relating to the venue were discussed	All the elements relating to the venue were discussed		

QUESTION 3: MARKETING [15]

Elements	0	1-3	4-7	8-11	12-15	T	M
Online advertise-ment	Did not attempt to design the online advertise-ment	Two or less of the elements were included in the advertise-ment	Three or less of the elements were included in the advertise-ment	Four or less of the elements were included in the advertise-ment	All the elements were included in the advertise-ment		

QUESTION 4: PRE-EVENT PLANNING [55]

QUESTION 4.1: Master plan (30)

Action	0	1-9	10-15	16-18	19-23	24-30	T	M
Development of the master plan	Did not attempt to develop the master plan	Two or less of the actions were included in the master plan	Four or less of the actions were included in the master plan	Six or less of the actions were included in the master plan	Eight or less actions were included in the master plan	All actions were included in the master plan		

QUESTION 4.2: Organogram (10)

Criteria	0	1-4	5-7	8-10	T	M
Organogram	Did not develop an organogram	Format of an organogram is used Two or less staff members have been included	Format of an organogram is used Five or less staff members have been included Organogram not fully completed	Well-developed completed organogram with all the relevant staff included		

QUESTION 4.3: Risk factors (15)

Risk factors	0	1-6	7-11	12-15	T	M
Risk management	No risk factors were resolved	One or less risk factor was resolved	Two or less risk factors were resolved	All risk factors were resolved		

					T	M
TOTAL [100]						

SIGNATURE OF TEACHER
DATE:

SIGNATURE OF MODERATOR
DATE:

4. LIST OF RESOURCES

- 4.1 PAT mark sheet (TOUR01)
- 4.2 National moderation instrument (TOUR02)
- 4.3 Learner's Declaration of Authenticity (TOUR03)
- 4.4 Teacher's Declaration of Authenticity (TOUR04)
- 4.5 Template for e-mail (TOUR05)
- 4.6 Template for the master plan (TOUR06)
- 4.7 Template for a PAT management plan (TOUR07)
- 4.8 Teacher guidelines on how to approach the PAT questions (TOUR08)

4.1 2020 PAT mark sheet (TOUR01)



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SCHOOL STAMP
 &
 SIGNATURE
 OF
 PRINCIPAL

2020 PAT MARK SHEET (TOUR01)

School:	
Teacher:	

	NAME OF LEARNER Example: Tambo, Johannes, CP (Not per class – list ALL learners alphabetically)	TOTAL QUESTIONS 1–4	Moderated mark (Internal)	Moderated mark (External)
		100	100	100
1				
2				
3				
4				
5				
6				
7				
8				
9				
10				
11				
12				
13				
14				
15				
16				
17				
18				
19				
20				

TEACHER: _____

DATE: _____

4.2 National moderation instrument (TOUR02)



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CHECKLIST	✓ or X
School moderation	
Diagnostic analysis	
PAT management plan	
Levels of moderation	
Comments:	

NATIONAL PAT MODERATION INSTRUMENT FOR TOURISM (TOUR02)

PROVINCE	
DISTRICT	
CENTRE NAME	
TEACHER	
MODERATOR	
MODERATION DATE & LEVEL	

PAT MODERATION		
NAMES OF SELECTED CANDIDATES	100	
	T	M
1.		
2.		
3.		
4.		
5.		
6.		
TOTAL		
AVERAGE OF SAMPLE = (Total ÷ number of selected candidates)		
AVERAGE DIFFERENCE (%)		

MONITORING SECTION		YES	NO	COMMENT
1.	TEACHER			
	The PAT guidelines are available.			
	The teacher's marking guidelines are available.			
	Official mark sheets: Completed and signed	<input type="checkbox"/>		
	Stamped	<input type="checkbox"/>		
	SASAMS included	<input type="checkbox"/>		
	All learners have a mark for QUESTIONS 1 to 4			
All marks are correctly added, converted, recorded and transferred.				
Declaration form signed.				
2.	LEARNER PAT EVIDENCE			
	Declaration form signed.			
	QUESTIONS 1 to 4 have been assessed with the appropriate assessment tool.			
	All marks are correctly: Added	<input type="checkbox"/>		
Recorded	<input type="checkbox"/>			
Transferred	<input type="checkbox"/>			
3.	MODERATION PROCESS			
	Moderation date honoured.			
	All learners' books/files are available as per selection.			Number of books/files: _____
	Were there any irregular activities during the moderation process?			
	Moderation was conducted according to national policies and guidelines.			
4.	QUALITY AND STANDARD OF PAT			
	Based on the observations during the moderation session and the moderation of the evidence provided, it appears that the quality and standard of the PAT is:			
	Exemplary	Acceptable	Partially acceptable	Unacceptable

RESULTS OF FINDINGS:			
1. Based on the sample moderated, the marks are accepted as valid, fair and reliable without any adjustments.			
2. Based on the sample presented, the PAT must be resubmitted.			
3. Based on the sample moderated, the marks were adjusted as follows:			
Adjusted upward (Indicate %)		Adjusted downward (Indicate %)	

COMMENTS	
Signature: Teacher:	Moderator:
Subject Advisor:	Date:

4.3 **Learner's Declaration of Authenticity (TOUR03)**
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**LEARNER'S DECLARATION OF AUTHENTICITY
(TOUR03)**

NAME OF SCHOOL:	
NAME OF LEARNER:	
EXAMINATION NUMBER:	
GRADE:	

I hereby declare that ALL ITEMS contained in this portfolio are my own, original work and that where I made use of any source, I have acknowledged this.

SIGNATURE: LEARNER

DATE:

To my knowledge the above statement by the learner is true and I accept that the work offered is his/her own.

SIGNATURE: TEACHER

DATE:

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4.4 **Teacher's Declaration of Authenticity (TOUR04)**
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**TEACHER'S DECLARATION OF AUTHENTICITY
 (TOUR04)**

NAME OF SCHOOL:	
NAME OF TEACHER:	

I hereby declare that:

- I have done everything in my power to ensure that learners comply with the instructions set out in the PAT document
- I made sufficient research information available to learners
- I supported and guided learners throughout the PAT process
- All items contained in this portfolio have been marked by me
- The marks awarded to learners and transcribed onto the mark sheet are valid and fair

SIGNATURE: TEACHER	DATE:
---------------------------	--------------

To my knowledge, the above statement by the teacher is true.

SIGNATURE: PRINCIPAL	DATE:
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4.5 Template for e-mail (TOUR05)

The image shows a screenshot of an email composition window titled "New Message". The window has a dark header bar with the title and standard window control icons (minimize, maximize, close). Below the header, there are four input fields: "To", "Cc", "Bcc" (with a vertical cursor), and "Subject". The main body of the window is a large, empty white area for writing the email content. At the bottom, there is a rich text editor toolbar with icons for undo, redo, font face (set to "Sans Serif"), font size, bold, italic, underline, and text color. Below the toolbar is a row of action buttons: a blue "Send" button, a text color button, an attachment icon, a link icon, an emoji icon, a gallery icon, a calendar icon, a vertical ellipsis menu icon, and a trash icon.

4.6 **Template for the master plan (TOUR06)**

ACTION	RESPONSIBILITY (Who does it?)	TIME FRAMES (By when must it be done?)	EXECUTION (How is it done?)

4.7 **Template for a PAT management plan (TOUR07)**

TEMPLATE FOR A MANAGEMENT PLAN FOR THE COMPLETION OF THE GRADE 12 TOURISM PAT

To be completed by each teacher and filed in the teacher's PAT portfolio.

Name of school:		<i>LOGO OF SCHOOL HERE</i>
Name of teacher:		
Name of HOD/subject head		

ACTIVITY 2020		APPROACH	RESPONSIBILITY
1–5 June	<ul style="list-style-type: none"> Hand out the required pages of the PAT to each learner Develop a resource pack to assist with the research of the questions Introduce learners to PAT Complete the management plan for the PAT using the template (TOUR07) provided 	<ul style="list-style-type: none"> Pages to be handed to learners: 6 to 15, together with forms TOUR03, TOUR05 and TOUR06 (Learners must sign on a class list to acknowledge receipt thereof.) The PAT to be mediated by the teacher (Use the PowerPoint presentation where possible.) Use AT LEAST three periods for introduction. 	Tourism teacher
8–12 June		•	
15–19 June		•	
22–26 June		•	
29 June–3 July		•	
6–10 July		•	
13–17 July		•	
20–24 July		•	
27–31 July	SCHOOL HOLIDAYS		
3–7 Aug.		•	
11–14 Aug.		•	
17–21 Aug.		•	
21 Aug.	<ul style="list-style-type: none"> 2020 PAT to be submitted for marking 		Learner
28 Aug.	Marking and internal moderation of the PAT completed	District/Provincial/National moderation	

SIGNATURE: SUBJECT HEAD and/or HOD		SIGNATURE: PRINCIPAL	
Date:		Date:	

4.8 Teacher guidelines on how to approach the PAT questions (TOUR08)*This guideline is intended FOR TEACHERS ONLY.*

Introducing the PAT to the learners: Spend enough time on the introduction of the PAT. It is important that learners understand what the organisation of a concert entails.	
1.	Provide template TOUR05 to learners. Discuss the format of an e-mail and alert learners to include all relevant information contained in an e-mail.
2.	Teachers must discuss each element contained in the infographic with their learners. Refer to case studies used in previous events.
3.	Do not assume that all learners are aware of online advertisements and how it is used in social media. Provide learners with examples of online advertisements on music concerts.
4.1	Provide learners with template TOUR06. Guide learners through each requirement of the template and give an example. Discuss each element of the master plan.
4.2	Provide learners with examples of organograms. Discuss the purpose and hierarchy associated with an organogram. Highlight various roles of team members in organising an event of this magnitude.

The PAT document must be packed in the order of the questions. A neat, interesting and colourful cover page will make a good impression.

5. CONCLUSION

On completion of the practical assessment task learners should be able to demonstrate their understanding of the industry, enhance their knowledge, skills, values and reasoning abilities as well as establish connections to life outside the classroom and address real-world challenges. The PAT furthermore develops learners' life skills and provides opportunities for learners to engage in their own learning.