education
DEPARTMENT: EDUCATION
MPUMALANGA PROVINCE

Adapted from Eastern Cape

Grade 10 Task

Tourism Skills Assessment Task

TEACHER INSTRUCTIONS

Dear Teacher

This task will assess:

- Summarising the TGCSA grading process by means of a flow diagram.
- Analysing and tabulating information from a case study.
- Completing an Instagram post to display skills sets of the 21st century.
- Giving feedback in a reflective paragraph.

Tourism Sectors – different types of establishments, facilities and services offered, and the South African grading system.

Term 1 Week 5 of the National 2023-24 ATP is assessed in this task. The CAPS also requires the learner to be able to identify and solve problems and make decisions using critical and creative thinking; to collect, analyse, organise and critically evaluate information and so much more.

The skills that are applied:

- **Critical thinking** by summarising information in a flow diagram.
- **Creative skills** by developing a flow diagram.
- **Planning skills** for selectively organising information in a flow diagram and a table.
- **Design skills** for a flow diagram and creating a caption for an Instagram post.
- **Decision-making skills** to categorise information visually.
- **Reading and writing skills** to convey thoughts effectively.
- **Communication skills** through categorising and summarising important information as well as expressing personal opinions and preferences.

NOTE TO TEACHER:

Each Grade 10 Tourism teacher is expected to compile a **marking guideline**.

Please DO NOT obtain ANY marking guidelines or resources from the internet, social media, or any other source. Aside from jeopardizing the validity of the assessment, when you create your own marking guidelines, you will be better equipped to prepare your learners for the task BEFORE the scheduled assessment session(s) takes place under examination conditions.

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TOURISM SKILLS ASSESSMENT TASK

Grade 10 **Term 1: 2024**

Total: 50 marks

LEARNER INSTRUCTIONS

Read the case study below and follow the instructions to complete the task within the prescribed time limit under controlled examination conditions. Apply the information from Term 1 content and the resource documents on pages 9-11 provided.

Welcome to Nkuhlu Tented Camp in Kruger National Park, a hidden treasure in the heart of this legendary wilderness. Immerse yourself in the untouched beauty where nature's symphony embraces you, and wildlife roams freely in this unfenced tented camp.

Experience the true essence of the African wilderness at Nkuhlu Tented Camp, nestled along the Sabie River. Our seven self-catering tents provide a peaceful and unforgettable safari experience. Each spacious tent accommodates two adults on a twin or double bed, featuring a well-equipped kitchenette with a fridge, gas stove, and microwave.

Step onto your private patio and indulge in the ultimate South African experience with a traditional braai under the sparkling stars.

Committed to sustainability, Nkuhlu Tented Camp relies on solar power and gas, creating a harmonious and eco-friendly environment. Explore Kruger National Park's vast wilderness and uncover adventure at Nkuhlu Tented Camp.

Immerse yourself in the beauty of the park and enjoy unforgettable experiences, including:

- Self-Drive Game Drives: Chart your own course through the park and witness diverse wildlife up close.
- Guided Safaris: Join experienced guides to gain insights into wildlife, ecology, and conservation efforts.
- Relax at the Nkuhlu Picnic Site: Surrounded by lush vegetation and stunning views of the Sabie River, it's an ideal midday break for a picnic lunch in the stillness of nature.

Discover the Nkuhlu Park Shop within the picturesque picnic site, open from 07:00 to 16:00, offering snacks, drinks, and curios. Fuel your adventures or find a memento of your time in Kruger National Park. Note that the shop closes at 16:00, so we encourage guests to arrive early for check-in if they need supplies.

[Adapted from: www.nkuhlu.co.za]

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QUESTION 1: FLOW DIAGRAM FOR TGCSA GRADING PROCESS (25 marks)

Refer to **Addenda A** and **B** to answer this question.

The TGCSA (Tourism Grading Council of South Africa) is responsible for the grading and quality assurance of accommodation establishments and other tourism-related services in South Africa.

Create a flow diagram, using a A4 landscape-orientated page, illustrating the Tourism Grading Council of South Africa grading process for an accommodation establishment like Nkuhlu Tented Camp when applying for grading.

Consider the criteria provided below when planning your response:

- The space on the A4 landscape-oriented page is effectively used.
- A clear and well-organized flow diagram, with rectangles and connecting arrows is drawn.
- The text within the rectangles of the flow diagram highlights key aspects of the TGCSA grading process.
- The content within the sub-rectangles of the flow diagram provides additional details in bullet form for each key aspect of the TGCSA grading process.

QUESTION 2: CASE STUDY ANALYSIS (10 marks)

Read the case study of Nkuhlu Tented Camp on page 2 of this document.

Draw the table below on your ANSWER SHEET.

Categorise the facilities and services offered by Nkuhlu Tented Camp by completing the table below.

FACILITIES	SERVICES

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QUESTION 3: INSTAGRAM POST (10 marks)

You are tasked with promoting Nkuhlu Tented Camp on Instagram. Your goal is to capture the attention of potential guests and showcase the unique experiences offered at Nkuhlu Tented Camp.

Use the provided template **(TOUR01)** to complete the Instagram post based on the following criteria:

- Write a catchy (appealing) caption of between 20 to 25 words that complements the visuals and highlights the unique features and experiences guests can enjoy during their stay.
- Include a clear and persuasive call-to-action inviting potential guests to take specific steps, such as visiting the website, making a reservation, or contacting the establishment for more information.

QUESTION 4: REFLECTIVE PARAGRAPH (5 marks)

Write a reflective paragraph discussing what you have learned during the completion of this Skills Assessment Task.

Focus on the following aspects:

- The skills and insights that you have gained from the Skills Assessment Task.
- The question you enjoyed completing the most and explain why.
- The question you found challenging and explain why.

NOTE: A motivated opinion needs to be given for all aspects included.
Use the bullets as headings for your reflective paragraph. Write full sentences.

TOTAL:	**50**

Refer to the assessment criteria for each question that follows (pages 5 to 7). These criteria will help you to structure your responses.

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ASSESSMENT INSTRUMENT

TOURISM SKILLS ASSESSMENT TASK 2024

Note: *Each learner must receive his/her own copy of the assessment instrument.*

Name of School: _____ Date: _____

Name of Learner: _____ Grade10: _____

Name of Teacher: _____ Mark: _____

QUESTION 1: FLOW DIAGRAM FOR TGCSA GRADING PROCESS [25]

Criteria	0	1	2	3	T	M
An A4 landscape oriented page is effectively used.	A4 landscape orientation page not used.	Ineffective use of A4 landscape orientated page.	The use of space on the A4 landscape oriented page for the flow diagram is partially effective to adequate.	The flow diagram effectively uses space on an A4 landscape-oriented page.		

Criteria	0	1-2	3-4	5-6	7-8	T	M
A clear and well organized flow diagram, with rectangles and connecting arrows is drawn.	• No flow diagram provided. • No use of rectangles and arrows.	• The flow diagram lacks clarity, is poorly organized and difficult to follow. • Significant issues with the use of rectangles and/or arrows are evident.	• The flow diagram is somewhat clear, organized and is slightly difficult to follow. • Some issues with the use of rectangles and/or arrows are evident.	• The flow diagram is mostly clear, well organized and easy to follow. • Mostly proper use of rectangles and arrows.	• The flow diagram is clear, well organized and easy to follow. • Proper use of rectangles and connecting arrows.		

Criteria	0	1	2-3	4-5	6	T	M
The text within the rectangles of the flow diagram highlights key aspects of the TGCSA grading process.	No key aspects are presented.	Few key aspects are presented.	Some key aspects are presented.	Most key aspects are clearly presented.	All key aspects are clearly presented.		

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Criteria	0	1-2	3-4	5-6	7-8	T	M
The content within the sub-rectangles of the flow diagram provides additional details in bullet form for each key aspect of the TGCSA grading process.	• No information in bullet form. • No coverage of TGCSA grading process.	• Limited or unclear information in bullet form. • Limited coverage of TGCSA grading process.	• Some relevant information provided in bullet form. • Basic coverage of TGCSA grading process.	• Mostly detailed and relevant information in bullet form. • Adequate coverage of TGCSA grading process.	• Detailed and relevant information in bullet form. • Comprehensive coverage of TGCSA grading process.		

QUESTION 2: CASE STUDY ANALYSIS [10]

Criteria	0	1-3	4-6	7-8	9-10	T	M
• **Redraw the provided table.** • **Categorise the facilities and services offered by Nkuhlu Tented Camp in the table.**	• No table drawn. • No facilities or services categorised.	• Significant issues with table, structure. • Lack of clarity in labelling. • Significant inaccuracies in categorisation of facilities and services. • Facilities and services are listed and not presented in the table.	• Some issues with table structure. • Some clarity in labelling. • Some inaccuracies in categorisation of facilities and services.	• Mostly proper table structure. • Mostly clear labelling. • Mostly accurate categorisation of services and facilities.	• Properly structured table with accurate labels. • Accurate categorisation of facilities and services.		

QUESTION 3: INSTAGRAM POST [10]

Criteria	0	1-2	3-4	5-6	7	T	M
Write a catchy (appealing) caption of between 20 to 25 words that complements the visuals and highlights the unique features and experiences guests can enjoy during their stay.	• No caption provided. • No mention of unique features. • No mention of guest experiences.	• Caption is too brief or exceeds the word range. • The caption does not align well with the visuals. • The caption lacks mention of unique features and or guest experiences.	• Adequate caption but lacks a strong connection with the visuals. The caption • mentions basic features and some guest experiences.	• Engaging caption within the specified word range that complements the visuals. • The caption mentions the most unique features and guest experiences.	• Exceptionally captivating and concise (20-25 words) caption enhancing visual appeal. • The caption effectively highlights the unique features and guest experiences.		

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Criteria	0	1	2	3	T	M
Clear and persuasive call-to action inviting potential guests to take specific steps, such as visiting the website, making a reservation, or contacting the establishment for more information.	No call-to-action provided.	Call-to-action is somewhat clear but lacks a strong persuasive appeal.	Call-to-action is clear and invites specific actions but might lack some persuasive elements.	Clear and compelling call-to action, guiding viewers to take specific actions persuasively.		

QUESTION 4: REFLECTIVE PARAGRAPH [5]

Criteria	0	1	2-3	4-5	T	M
Reflective paragraph discussing what was learned during the completion of this Skills Assessment Task	No attempt was made to write a paragraph. OR The paragraph written shows no reflective skills.	• The paragraph contains poor reflective skills. • The skills and insights gained are only listed. • Poor demonstration of understanding of skills and insights. • Questions enjoyed and found challenging are named without expressing a motivation.	• An acceptable reflective paragraph has been written, discussing what was gained from the TSA. • The skills and insights discussed show some personal gain. • Questions enjoyed and found challenging show an acceptable level of self-awareness. • Most aspects express a motivated opinion.	• An insightful reflective paragraph has been written discussing what was gained from the TSA. • The skills and insights discussed excellently show personal gain. • Questions enjoyed and found challenging show a high level of self-awareness. • All aspects express a well-motivated opinion.		

GRAND TOTAL: 50

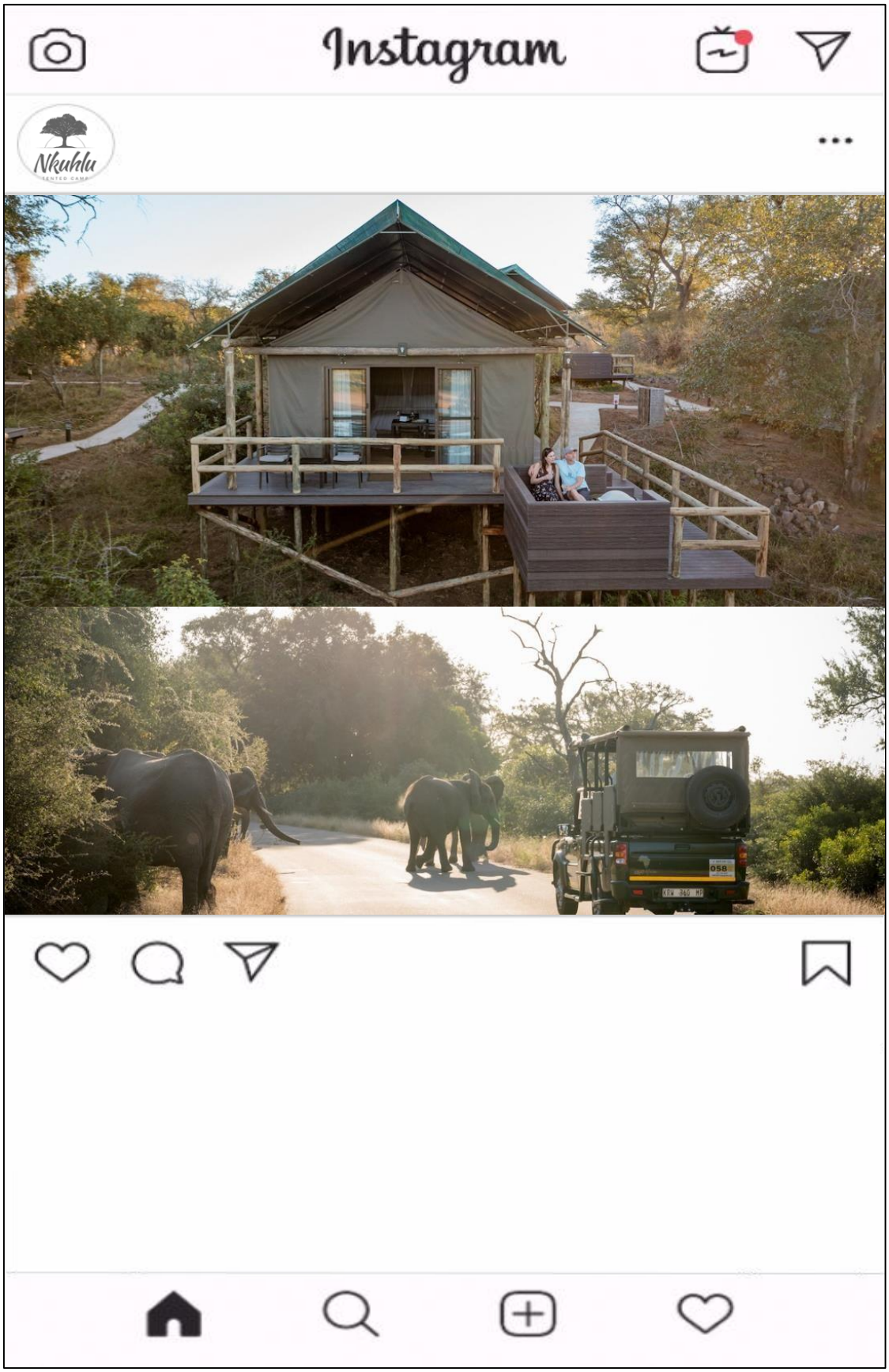
EDUCATOR SIGNATURE		**DATE**	

MODERATOR SIGNATURE		**DATE**	

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TOUR01 - Template for QUESTION 3

NAME & SURNAME: _____ CLASS: _____



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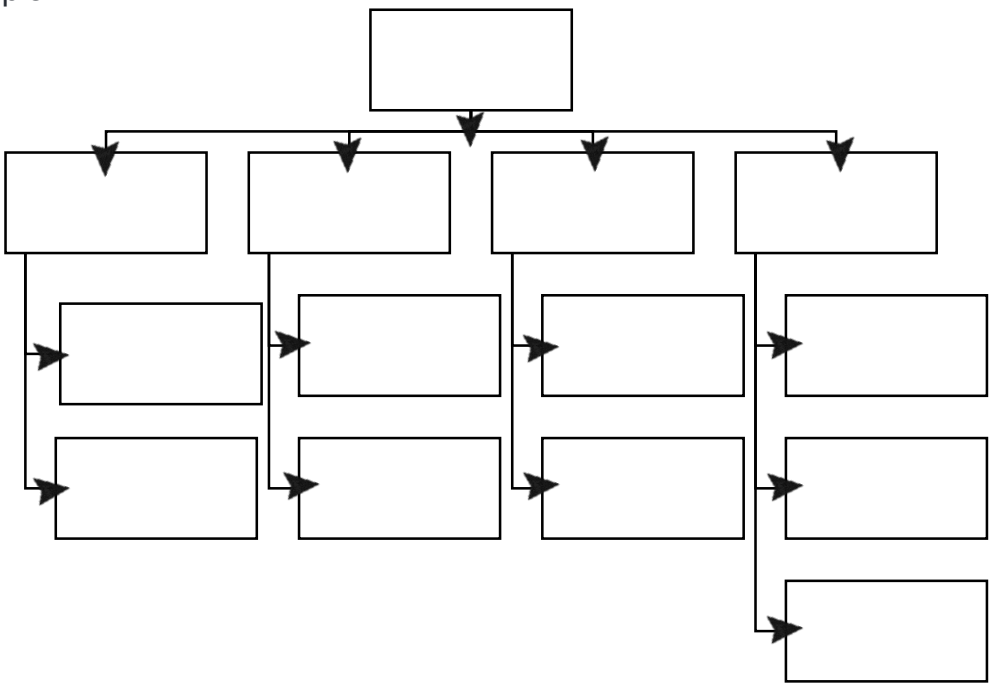
ADDENDUM A: FLOW CHARTS

WHAT IS A FLOW CHART?

A flow chart is a diagram that depicts a process. They are widely used in multiple fields to document, study, plan, improve and communicate often complex processes in clear, easy-to-understand diagrams.

Flow charts use rectangles, ovals, diamonds and potentially numerous other shapes to define the type of step, along with connecting arrows to define flow and sequence. They can range from simple, hand-drawn charts to comprehensive computer-drawn diagrams depicting multiple steps and routes.

Example:



Adapted from https://www.lucidchart.com/pages/what-is-a-flowchart-tutorial#discovery__top

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ADDENDUM B:

TOURISM GRADING COUNCIL OF SOUTH AFRICA (TGCSA) GRADING PROCESS

The Tourism Grading Council of South Africa (TGCSA) plays a pivotal role in maintaining and enhancing the quality of tourism establishments across the nation. Their grading process is a comprehensive evaluation system designed to ensure that accommodations meet specific criteria, providing tourists with a standardized and reliable experience.

Initial Assessment:

The process kicks off with an initial assessment of the establishment's facilities, services, and overall guest experience. This is an online process. The establishments must be identified, and the business owner must create an account and pay their account before the process can start. This stage involves the evaluation of accommodation quality, cleanliness, and adherence to safety standards.

Documentation Review:

Establishments are required to submit comprehensive documentation detailing their operations. This includes information on facilities, services, and any recent upgrades or renovations. The TGCSA carefully reviews these documents to ensure compliance with industry standards.

On-site Inspection:

A crucial step in the grading process involves an on-site inspection by TGCSA assessors. These trained professionals conduct thorough examinations of the premises, assessing factors such as the condition of rooms, the efficiency of services, and the overall ambiance of the establishment.

Grading Criteria Application:

The heart of the TGCSA process lies in the application of specific grading criteria outlined in the standard criteria (the building exterior, bedrooms, bathrooms, public areas and the general facilities) and the specific criteria (dining facilities, general services, housekeeping services, additional facilities and responsible environment). These documents detail the criteria for different types of accommodation, providing a systematic approach to assessment. Key aspects include cleanliness, quality of service, safety measures, and overall guest satisfaction.

Feedback and Improvement Recommendations:

Post-assessment, establishments receive detailed feedback on their performance. This feedback serves as a valuable guide for improvement. Recommendations may include enhancements to facilities, service training for staff, or adjustments to meet safety standards.

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Re-Assessment (Optional):

Establishments that wish to improve their grade have the option to implement suggested changes and undergo re-assessment. This step emphasizes the continuous improvement aspect of the grading process, encouraging accommodations to strive for excellence.

Grading Certification:

Successful establishments receive an official grading certification from the TGCSA. This certification reflects the establishment's commitment to quality and adherence to industry standards. It also serves as a valuable marketing tool, encouraging confidence in potential guests.

Public Display of Grade:

The final step involves the public display of the establishment's grade. This transparency allows tourists to make informed decisions based on the quality and standards maintained by the accommodation.

Adapted from https://www.tourismgrading.co.za/get-graded/whats-in-it-for-me/show-me-the-gradingproccess/

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