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KWAZULU-NATAL PROVINCE
EDUCATION
REPUBLIC OF SOUTH AFRICA

PROVINCIAL STANDARDISED ASSESSMENT

GRADE 12

TOURISM

PREPARATORY EXAMINATION

SEPTEMBER 2026

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MARKS: 200

TIME: 3 Hours

This question paper consists of 26 pages

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INSTRUCTIONS AND INFORMATION

Read the instructions carefully before answering the questions.

1. This question paper consists of FIVE sections.
2. ALL the questions are compulsory.
3. Start the answer to EACH question on a NEW page.
4. In QUESTION 3, round off your answers to TWO decimal places.
5. Show ALL calculations.
6. You may use a non-programmable calculator.
7. Use the mark allocation at the end of each question as a guide to determine the length of your answer.
8. Write neatly and legibly.
9. Use the table below as a guide to help you allocate your time according to each section.

SECTION	TOPICS	MARKS	TIME (minutes)
A	Short Questions	40	20
B	Map Work and Tour Planning; Foreign Exchange	50	50
C	Tourist Attractions; Culture and Heritage Tourism; Marketing	50	50
D	Tourism Sectors; Sustainable and Responsible Tourism	30	30
E	Domestic, Regional and International Tourism; Communication and Customer Care	30	30
	TOTAL	**200**	**180**

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SECTION A: SHORT QUESTIONS

QUESTION 1

1.1 Various options are provided as possible answers to the following questions. Choose the correct answer and write only the letter (A-D) next to the question numbers 1.1.1 to 1.1.20 in the ANSWER BOOK. EXAMPLE 1.1.21 D

1.1.1 Credit cards used internationally include:

A. Diners Club, Debit cards and Loyalty cards
B. Store cards, Loyalty cards and MasterCard
C. American Express, Visa and MasterCard
D. Travellers cheques, Debit cards and Bank notes

1.1.2 A positive impact of global events is:

A. Increased unemployment
B. Increased tourism arrivals
C. Environmental damage
D. Crime

1.1.3 An example of waste management is:



A. Recycling materials
B. Reducing prices
C. Cycling
D. Advertising

1.1.4 The organisation that promotes sustainable tourism in South Africa is:

A. SATSA
B. FTT
C. UNWTO
D. UNESCO

1.1.5 Supporting local suppliers contributes to:

A. Environment
B. Culture
C. Economy
D. Pollution

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1.1.6 The concept of meeting present needs without compromising future generations refers to:

A. Mass tourism
B. Domestic tourism
C. Cultural tourism
D. Sustainable Tourism

1.1.7 The image of a tourism company is influenced by:

A. Staff behaviour only
B. Company behaviour only
C. Staff behaviour and company branding
D. Branding only

1.1.8 Professional accountability means:

A. Taking responsibility for actions
B. Ignoring mistakes
C. Blaming others
D. Avoiding work

1.1.9 Service ethics refers to:

A. The legal rules that all tourism businesses must follow when serving customers.
B. The technical skills needed to operate equipment in the tourism industry.
C. The process of charging customers the highest price possible for a service.
D. The moral principles and values that guide the behaviour of service providers when interacting with customers.

1.1.10 The organisation responsible for marketing South Africa internationally is:

A. Tourism Marketing South Africa
B. Tourism Grading Council of South Africa
C. South African Revenue Services
D. South African Tourism

1.1.11 The World Travel Market takes place in:

A. Berlin
B. London
C. New York
D. Tokyo

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1.1.12 An example of a promotional technique is:

A. Accounting
B. Advertising
C. Training
D. Transport

1.1.13 A strong rand means:

A. Imports are more expensive
B. Exports decrease in value
C. The rand can buy more foreign currency
D. Tourism decreases

1.1.14 GDP growth is important because it:

A. Reduces employment
B. Improves economic performance
C. Stops tourism
D. Weakens currency

1.1.15 A hotel places QR codes in rooms that link to a short survey. This is an example of:



A. Comment card
B. Telephonic interview
C. Online feedback
D. Focus group

1.1.16 Social media reviews like Google Reviews and Trip Advisor are examples of:

A. Unsolicited feedback
B. Internal feedback
C. Staff appraisal
D. Formal complaints

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1.1.17 The Nelson Mandela Legacy Sites World Heritage Site was declared in 2024 because it:

A. Represents the struggle for human rights and reconciliation
B. Contain fossil evidence of human evolution
C. Is the site of a meteorite impact
D. Protects endangered marine species.

1.1.18 If it is 14:00 on Tuesday in London (0°), what time and day is it in Johannesburg (30°E)?

A. 12:00 Tuesday
B. 14:00 Tuesday
C. 16:00 Tuesday
D. 02:00 Wednesday

1.1.19 Countries east of the Prime Meridian are:

A. Behind in time compared to GMT
B. Ahead in time compared to GMT
C. On the same time as GMT
D. Always 12 hours ahead of GMT

1.1.20 A travel expo like the one in the picture below is an example of which type of promotion?



A. Advertising
B. Sales promotion
C. Public relations
D. Personal selling

(20x1) (20)

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1.2 Choose the correct word (s) from those given in brackets. Write only the word (s) next to the question numbers (1.2.1-1.2.5) in the ANSWER BOOK, e.g. 1.2.6 Survey

1.2.1 The (BBR/BSR) is higher for tourists buying foreign currency

1.2.2 The (marketing budget / itinerary) is used to plan promotional spending.

1.2.3 Fringe benefits are (extra benefits / deductions).

1.2.4 A recession is an (a) (economic / natural) occurrence.

1.2.5 The removal of (alien plants / indigenous animals) is beneficial to the natural environment.

(5x1) (5)

1.3 Give ONE word/phrase for each of the following descriptions by choosing a word/term from the list below. Write only the word/phrase next to the question numbers (1.3.1-1.3.5) in the ANSWER BOOK, e.g 1.3.6 Uniform allowance

world heritage convention; bank buying rate; cultural tourism; market segmentation; foreign exchange; economic leakage; foreign currency; itinerary; bank selling rate; eco-tourism, world heritage sites

1.3.1 Dividing the tourism market into smaller groups based on age, income or interest so marketing can be targeted.

1.3.2 The conversion of one country's currency into another country's currency.

1.3.3 A form of tourism where tourists travel to learn about and experience the way of life of local people.

1.3.4 A document issued by UNESCO that requires countries to protect sites of outstanding universal value.

1.3.5 Money spent by tourists that leaves the local economy because products and services are imported.

(5x1) (5)

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1.4 Choose the definition from COLUMN B that matches the concept in COLUMN A. Write only the letter (A-F) next to the question numbers (1.4.1-1.4.5) in the ANSWER BOOK, e.g. 1.4.6 G

	COLUMN A	COLUMN B	
1.4.1	Buckingham Palace	A.	natural attraction formed by erosion over millions of years
1.4.2	Grand Canyon	B.	A historic clock tower and landmark in London
1.4.3	Statue of Liberty	C.	A medieval castle in Spain that inspired fairy-tale designs
1.4.4	Big Ben	D.	A famous royal residence and home of the British monarch
1.4.5	Alcázar of Segovia	E.	A famous theme park in the USA
		F.	A symbol of freedom and democracy located on an island

(5x1) (5)

1.5 StatsSA follows specific steps when working with tourism data. Rearrange the sentences below into the correct logical order. Write only the FIVE steps in the correct sequence next to the question number (1.5) in the ANSWER BOOK, e.g. STEP 6 – Implementation of strategies.

A. The data is examined to identify trends, patterns and totals.

B. Decisions are made and strategies are implemented based on the findings.

C. Raw information is gathered from accommodation establishments, airports and surveys.

D. The results are explained to determine what the data means for tourism.

E. The collected information is sorted into categories such as purpose of visit and country of origin.

(5x1) (5)

TOTAL SECTION A **40**

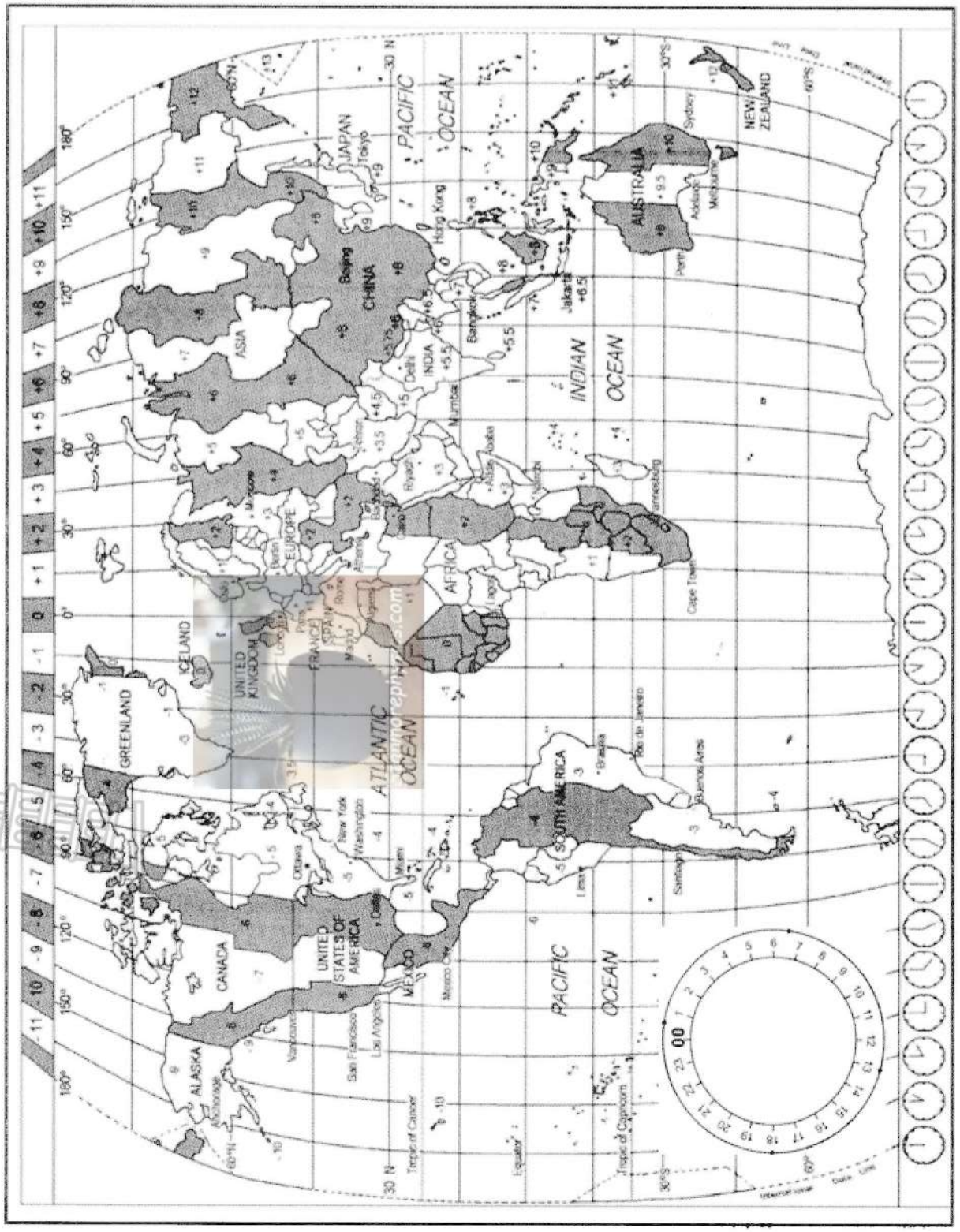
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SECTION B: MAPWORK AND TOUR PLANNING; FOREIGN EXCHANGE

QUESTION 2

2.1 Use the Time Zone Map below and the Case Study to answer the questions that follow.



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CHINA IS A POPULAR DESTINATION FOR INTERNATIONAL TRAVELLERS

Amahle Mlotshwa, a tourist from South Africa, is preparing for a holiday to China. Before travelling, she realised that she needs the correct travel documents, must take the necessary health precautions and should follow safety guidelines while staying at a hotel and moving through the airport.

She also learned that travellers need to be cautious about the food and water they consume while abroad in order to prevent illness.

Original Text

2.1.1 State **ONE** health precaution Amahle should take before travelling to China. (1)

2.1.2 Amahle needs **TWO** essential documents for her trip to China. Name and explain why each document is important for international travel. (2x2) (4)

2.1.3 Advise Amahle and substantiate on what she should avoid drinking and eating whilst away. (2x2) (4)

2.1.4 Suggest **ONE** safety tip she should follow:

(a) While staying in a hotel
(b) At the airport (2x2) (4)

2.1.5 Amahle departs from Johannesburg, O.R Tambo International Airport (30°E) at 11:00 on a flight to Beijing (120°E). The flight duration is 15 hours.

Calculate her arrival time in Beijing. Show ALL calculations. (4)

2.1.6 Amahle decided to call her parents in Johannesburg and let them know she has arrived safely in Beijing.

Since she made a call at 12:00, in Beijing what time did the parents receive her call back in South Africa? (3)

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2.2 Study the infographic below and answer the questions that follow.



"Self-Composed by Author"

2.2.1 Explain what is meant by **duty-free allowance**. (2)

2.2.2 Clarify to your classmates why China is considered an attractive shopping destination for tourists. (2)

2.2.3 Identify **ONE** item from the list that is most likely to:

a) Exceed duty-free limits (2x2) (4)
b) Be considered restricted or controlled goods

2.2.4 Discuss **ONE** possible consequence if Amahle exceeds South Africa's customs limits when entering the country. (2)

[30]

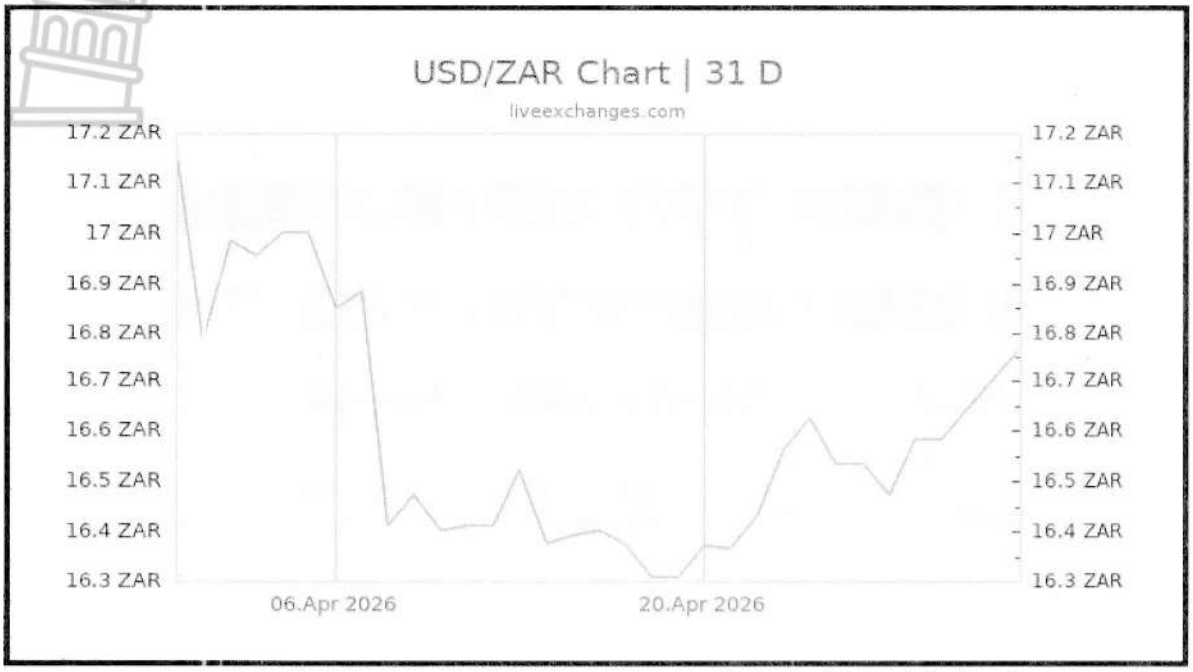
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QUESTION 3

3.1 Study the USD/ZAR exchange rate chart for April 2026 and answer the questions that follow.



Adopted from LiveExchange.com

3.1.1 Identify the overall trend of the USD/ZAR exchange rate during April 2026. (2)

3.1.2 Describe the movement of the exchange rate during:

a) The first week of April
b) The last week of April (2x2) (4)

3.1.3 During which period did the rand appear to be the strongest? Provide evidence from the graph. (1+2) (3)

3.1.4 Explain **ONE** possible economic reason for the fluctuation in the exchange rate during April. (2)

3.1.5 Discuss **ONE** possible impact of a weaker rand on the South African tourism industry. (2)

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3.2

Mr Thompson, a government official from South Africa travelled to attend an IMF and World Bank Spring Meetings held in Washington DC, USA from 13 April - 18 April 2026. The meetings focusing on the global economy and international development.

"Self-composed"

FOREIGN EXCHANGE RATES Rand per currency unit			
COUNTRY/REGION	**CURRENCY CODE**	**BANK BUYING RATE (BBR)**	**BANK SELLING RATE (BSR)**
US Dollar	USD	16,52	16,95

3.2.1 Give the code for the currency Mr Thompson will have to convert his money to. (1)

3.2.2 Calculate how many dollars he received when exchanging **R50 000.00** just before his trip. (3)

3.2.3 Upon his return, Mr Thompson had **$150** that he wanted to exchange.

Convert the amount he brought back to the ZAR. (3)

[20]

TOTAL SECTION B: 50

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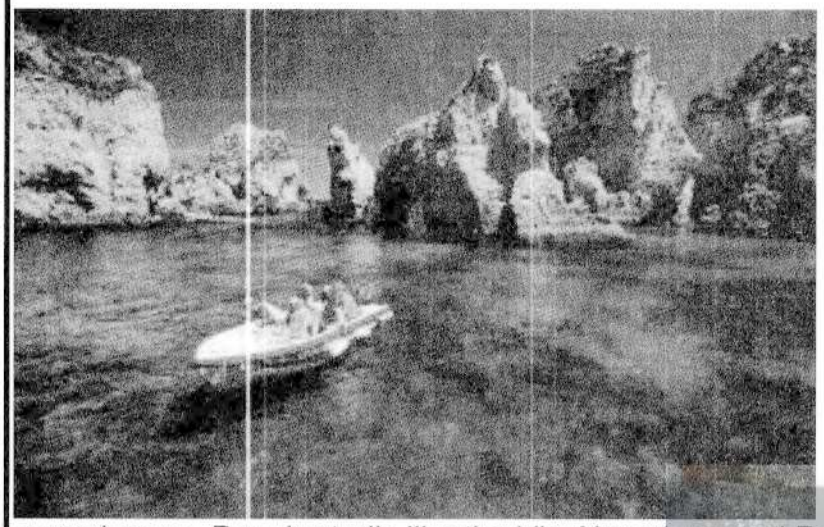
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SECTION C: TOURISM ATTRACTIONS; CULTURE AND HERITAGE; MARKETING

QUESTION 4

4.1 Study the article below and answer the questions that follow.

ALGARVE RANKED AMONG EUROPE'S TOP HIKING DESTINATIONS FOR 2026



The Algarve has been ranked as one of Europe's top hiking destinations for 2026, placing third in a poll by Trekking Magazine. It follows Italy's Dolomites and France's Brittany, based on votes from about 35,000 readers.

The recognition is due to the region's strong efforts to promote hiking tourism, its diverse landscapes, mild climate, and authentic experiences. Popular trails like the Via Algarviana and Rota Vicentina attract many visitors.

Tourism officials highlight that hiking supports sustainable development by boosting local economies, especially in less developed areas, while preserving nature and culture. The Algarve is also expanding beyond traditional beach tourism to attract international visitors interested in nature-based experiences.

This achievement reflects collaboration among tourism stakeholders and comes just before the Algarve Walking Season, which promotes tourism outside peak periods.

Adapted from www.portugalresident.com

4.1.1 State the country where the Algarve is located. (1)

4.1.2 Name **TWO** natural features of the Algarve mentioned in the source (2)

4.1.3 Give **TWO** characteristics that describe the Algarve as a tourist destination. (2)

4.1.4 The Algarve is one of the most popular and Europe's favourite holiday destinations.

(a) Identify **TWO** types of tourists to whom this attraction appeal. (2)
(b) Explain why these tourists are attracted to the Algarve. (2)

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4.1.5 Refer to the article above; explain **TWO** ways hiking in the Algarve benefits the local economy. (2X2) (4)

4.1.6 Discuss **TWO** factors that contribute to the success of the Algarve as a tourist destination. (2x2) (4)

4.1.7 Suggest **TWO** ways in which the Algarve promotes sustainable tourism. (2x2) (4)

4.1.8 The Algarve shows how beach tourism brings money but threatens the very environment and culture tourists come to see.

(a) Explain how over-tourism at beach destinations threatens environmental sustainability. (2)

(b) Recommend a strategy to ensure beach tourism is more sustainable. (2)

[25]



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QUESTION 5

Study the image below and answer the questions that follow.



"Self-composed by Author"

5.1 State the name of the international organisation responsible for declaring World Heritage Sites. (1x1) (1)

5.2 Explain the main function of this organisation in relation to World Heritage Sites. (2)

5.3 From the image, identify whether the site shown (iSimangaliso Wetland Park–Maputo National Park) is likely a natural or cultural World Heritage Site. Motivate your answer using evidence from the image. (1+2) (3)

5.4 Explain **ONE** possible reason why this site qualified as a World Heritage Site based on UNESCO criteria. (2)

5.5 In a short paragraph, discuss how the development of eco-tourism activities such as biking, boat cruises can contribute to the sustainability of a World Heritage Site.

Your paragraph must focus on environmental, social and economic sustainability of the World Heritage Site. (2x3) (7)

[15]

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QUESTION 6

Study the information before answering the questions that follow.

WTM AFRICA 2026 SEES RECORD GLOBAL PARTICIPATION

The WTM Africa 2026, held at the Cape Town International Convention Centre from 13–15 April 2026, recorded its highest level of international participation. The event attracted 8,000 tourism professionals from 63 countries, highlighting Africa's growing importance in global tourism.



Photo Source: WTM Africa

A total of 780 exhibitors from 40 countries, including 43 tourism boards, participated. Over 13,500 business meetings were scheduled, showing a significant increase in tourism trade activity. Many countries attended for the first time, reflecting expanding global interest in African tourism markets.

The event emphasised the importance of relationship building and human interaction in tourism marketing, supported by technology. Industry leaders noted that despite global challenges affecting travel, strong partnerships remain key to growth.

Hosting WTM Africa has a positive impact on Cape Town's economy. The city has over 230 international flights per week, and tourism supports more than 106,000 jobs. The event promotes future bookings, increases international demand, and strengthens South Africa's global tourism brand.

http://www.bizcommunity.com

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6.1 Explain ONE economic benefit that South Africa can gain from hosting WTM Africa. (2)

6.2 Discuss how international trade shows such as WTM Africa contribute to increasing foreign tourist arrivals to South Africa. (2)

6.3 Analyse the role of relationship building (human interaction) at WTM Africa in strengthening South Africa's tourism marketing strategy. (2)

6.4 Recommend TWO ways the Tourism Marketing South Africa (TOMSA) levy can be used effectively to maximise South Africa's impact at the World Travel Market International trade show in London. (2x2) (4)

[10]

TOTAL SECTION C 50

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SECTION D

QUESTION 7

7.1 Study the infographic below and answer the questions that follow.



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7.1.1	Identify TWO aspects of professional image shown in the infographic above.		(2)
7.1.2	Give TWO examples of fringe benefits from the case study		(2)
7.1.3	Explain the importance of the code of conduct depicted in the scenario above.		(2)
7.1.4	Differentiate between remuneration and fringe benefits.	(2x2)	(4)
7.1.5	Explain how professional accountability is demonstrated in this scenario.	(2x2)	(4)

[14]



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QUESTION 8

8.1 Study the extract below and answer the questions that follow.

Hotel Verde
CAPE TOWN AIRPORT
Africa's greenest hotel

Having won multiple sustainability awards and retaining the title of Africa's Greenest Hotel, Hotel Verde Cape Town Airport has sustainability at its core.

The hotel offers 100% offset carbon-neutral accommodation and conferencing. Its operations include energy efficiency, water saving, waste management, and sustainable design.

Verdinos (Green Rewards System)

Guests earn Verdinos by making environmentally friendly choices:

- Using stairs instead of lifts
- Sorting waste correctly
- Reusing towels
- Using power-generating gym equipment
- Walking or jogging in the wetland



Verdinos can be used to:

- Offset accommodation costs
- Reduce restaurant bills

Green Features and Practices

- Living green wall and eco-pool
- Water-saving systems (greywater recycling)
- Waste separation bins
- LED lighting and energy-saving systems
- Double-glazed windows
- Sustainable furniture and materials

https://www.hotelverde.com

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8.1.1 Identify TWO sustainable practices used by Hotel Verde. (2)

8.1.2 Explain how the Verdinos system encourages responsible tourist behaviour. (2)

8.1.3 Discuss **ONE** benefit of sustainable practices for the environment. (2)

8.1.4 Evaluate how Hotel Verde contributes to the three pillars of sustainable tourism (People, Planet, Profit). (2x3) (6)

8.2 Read the case study below and answer the questions that follow.

> A lodge in Kruger National Park uses solar energy, recycles water, employs local community members, and funds a local school. The lodge also encourages tourists to respect wildlife and local culture.

8.2.1 Describe **ONE** social benefit of the lodge's CSI initiative. (2)

8.2.2 Discuss how the lodge can attract environmentally and socially responsible tourists. (2)

[16]

TOTAL SECTION D **30**

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QUESTION 9

9.1 Study the collage below and answer the questions that follow.



Source: SABC News, IOL, News 24, eNCA, Reuters-30 June 2026

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9.1.1 Explain **ONE** negative impact that this general unrest could have on the tourism industry in South Africa. (2)

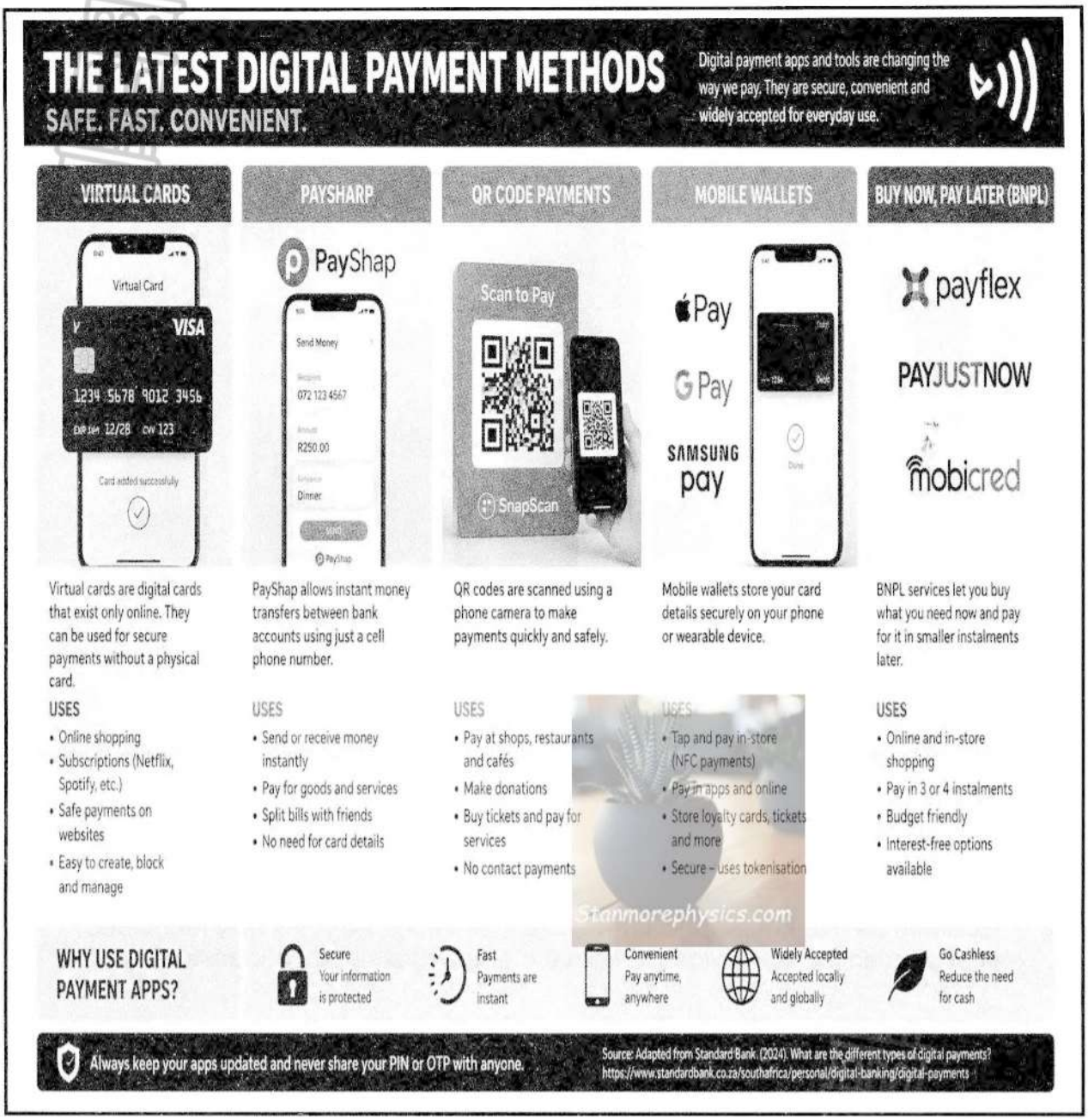
9.1.2 Suggest **TWO** actions that government could take to ensure that tourism does not suffer during periods of unrest. (2X2) (4)

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9.2 Study the information below and answer the question that follow.



9.2.1 Explain **TWO** advantages of using digital payment apps instead of cash. (2x2) (4)

9.2.2 Discuss how PayShap and QR code payments improve convenience for users in everyday transactions. (2)

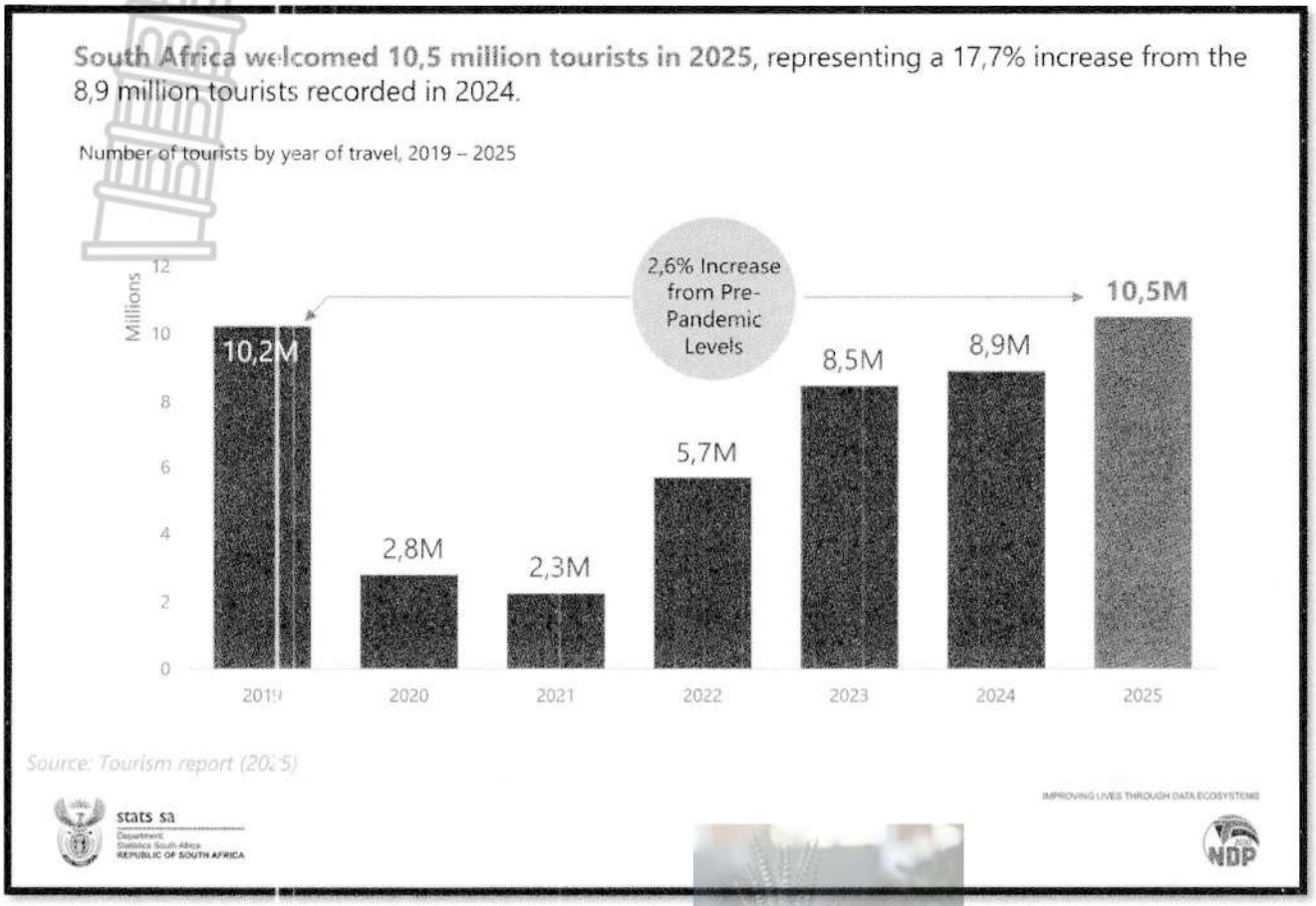
9.2.3 Evaluate the impact of Buy Now, Pay Later (BNPL) services on consumer spending behaviour. (2x2) (4)

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9.3 Study the graph below and answer the questions that follow.



9.3.1 Analyse the trend in tourist arrivals from 2022 to 2025. State what this suggests about the recovery of the tourism industry. (2)

9.3.2 Evaluate the statement: "South Africa's tourism industry has fully recovered post-pandemic." Use evidence from the graph to support your answer. (2)

[20]

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QUESTION 10

10.1 Study the cartoon below and answer the questions that follow.



"Self-composed by Author"

10.1.1 Identify TWO methods that Dream Destinations could have used to obtain customer feedback before the complaint occurred. (2)

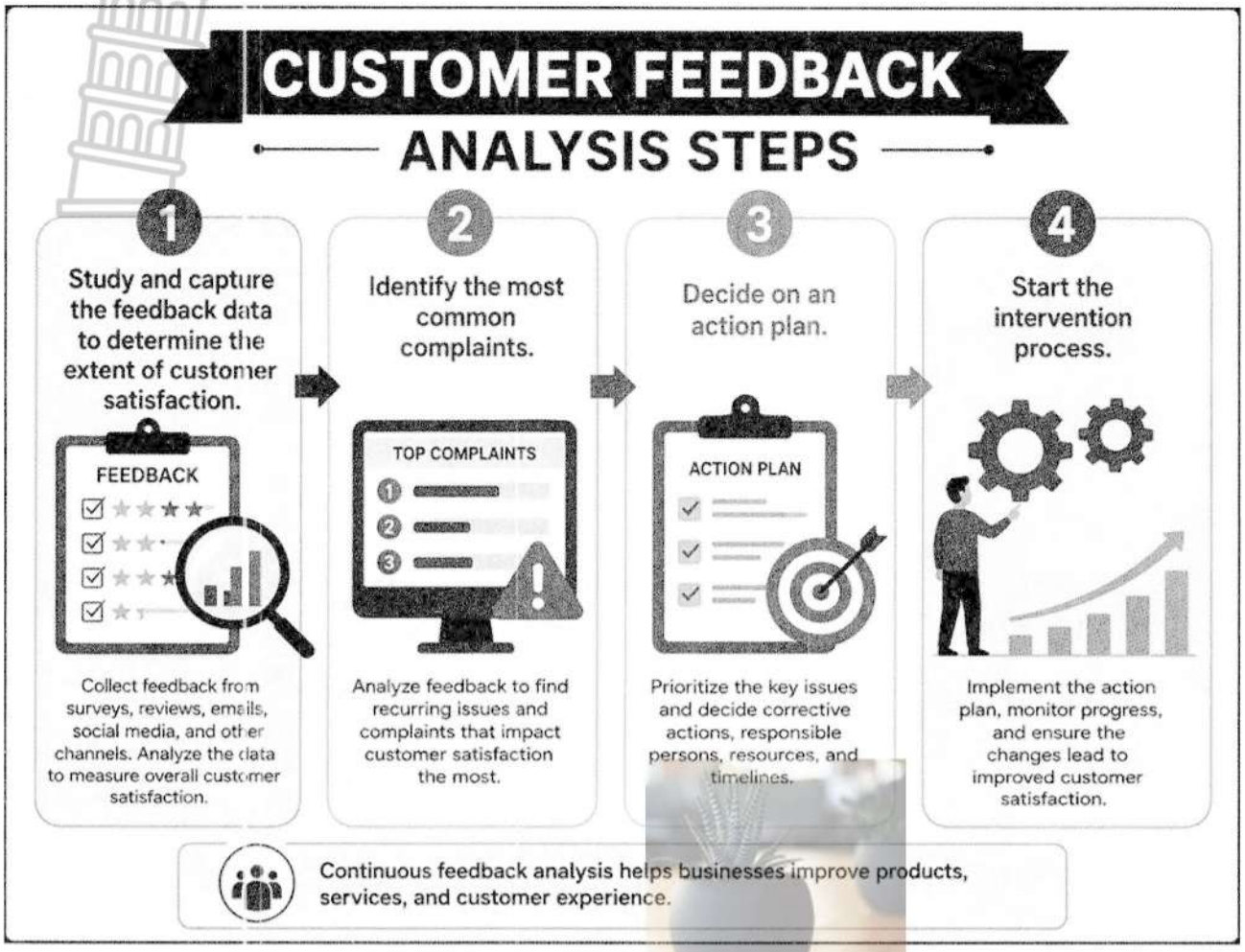
10.1.2 Explain how the travel agent's verbal response reflects good customer service when handling complaints (2)

10.1.3 Recommend ONE action plan that Dream Destinations should implement to prevent similar customer dissatisfaction in future. Motivate the answer with reference to the cartoon. (2)

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10.2 Study the infographic below and answer the questions that follow.



10.2.1 Discuss the importance of identifying the most common complaints. (2)

10.2.2 Evaluate the benefits of continuous feedback analysis for an organisation. (2)

[10]

TOTAL SECTION E: 30

GRAND TOTAL: 200

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