

Generally speaking, candidates had not been well prepared for this examination .

Much of the content for the 2007 exam is now part of the Grade 10 syllabus.

Questions 1 and 2 (now Grade 10 work). The candidates must be taught to understand what is meant by *continent, country, neighbouring state, province* and *city*. They must also understand why people visit popular destinations. This applies to Question 11 as well.

Question 3: It is necessary in the world of work to be able to read statistics. Practice is needed. A trend is not a number. VFR tourists visit friends and relatives and will not usually stay in hotels or eat in restaurants.

The hospitality industry does not involve nurses or illness. The difference between "hospital" and "hospitality" must be made clear. Candidates must also understand that "SIGNIFICANT" means "NOTEWORTHY". Taking the family out to a restaurant will not make a significant contribution to the hospitality industry. Hotels will not benefit at all.

Too many candidates thought that tourists go to a country on purpose to 'boost its economy'.

Question 4. The incident describes requires a thorough understanding of service. Too often the passage was simply regurgitated, without an understanding of the questions. Candidates did not know the difference between "employer" and "employee". Personal attributes are not actions.

Question 5: Understanding the questions is important. Regurgitation of the text was again a problem here.

Question 6: Terminology is important. The PAX is the reason for the tourism industry and is airline terminology for "passenger", now also used for "tourist" or "client" in hotels, restaurants and the tourism business.

The difference between a direct flight and a non-stop flight should be easy to understand. The meaning of "non-stop" should be obvious. A direct flight flies directly, but may stop on the way. The pax does not change planes.

Questions 7 and 8: Calculations were very badly done. Time zones and time changes seemed not to have been taught. The length of time of a flight may never be subtracted; it is time the pax spends on the plane. Calculating the time differences between two points and then not using them was a common error. The question on common abbreviations involving time was poorly answered.

Money: The exchange rate applies to the currency, not to the country in which it is being used. US dollars being used in Botswana do not exchange at the rate for the pula.

Question 9: The candidates were asked to write a piece for ecotourists, giving the important points from the passage. Lovely pieces were written, but too many saw this as a creative writing opportunity and produced advertisements, thereby ignoring the instructions.

"Biodiversity" is not the same as "ecosystems". The former means the variety of life forms in an area (simple version), the latter means the interaction of biotic and abiotic forms.

Transfrontier parks, also known peace parks, have nothing to do with the absence of war. They have to do with co-operation across frontiers, thus promoting peace. As a spin-off, they allow wild animals to live in their normal habitats without fences and tourists can move freely within the park without passports. Regional tourism is promoted.

.Question 10: Regurgitation! The information asked for was not provided. If the local population is to be discussed, all information regarding the local population is relevant, and nothing else. Marine conservation relates to the sea and visual pollution refer to things that are ugly. This is fairly simple ecology terminology.

"Black and grey water" is very topical in South Africa at present and ecology articles appear in many newspapers and magazines.

Question 12: The questions from 12.2 to 12.7 were all part of Grade 11 work and should have been used in the itinerary task for CASS.

The difference between checked luggage and hand luggage should be obvious, even if it has not been taught. Questions should always be answered in the context of tourism. Also beware of using words that have many meanings. "Drugs" may mean aspirin, which is not illegal anywhere. Alcohol is not forbidden, only containers of it containing more than 100ml.

This question was badly answered, probably because teachers and candidates do not read newspapers. This question is easily resolved by remembering that substances that may explode and damage the plane may not be included in checked luggage. No matches in the hold, but firearms must be checked. Articles that may be used to attack the crew may not be included in hand luggage. No umbrellas or knitting needles in the cabin. All cigarette lighters must be in the cabin, they may explode or ignite in the hold. Aerosols are not forbidden in either checked or hand luggage, but must be properly closed and may not exceed 2 kg or 2 litres.

12.8 & 12.10: The itinerary and budget were supposed to be in the grid, and copied into the answer book. Candidates must be taught to follow instructions. The information needed was given in the Addendum. Candidates must be told that creative writing is restricted to languages. The ability to use information and devise a tour plan was being tested. The headings are very clear. Meals cannot be the main activity for a whole morning or afternoon (unless it is a gastronomic tour). If information is not given, it must not be invented. So menus for lunches and dinners were instantly deleted, no matter how delicious they seemed.

This question was often not completed because too much time was wasted on writing instructions to the examiner (Please turn page) or decorating the pages.

General: It is not necessary to write only on one side of the paper, but leaving a line or two open between questions does aid the markers. Writing answers next to each other, instead of one below the other, makes marking difficult.