

2023/24 ANNUAL TEACHING PLANS: TOURISM: GRADE 11 (TERM 1)

TERM 1	WEEK 1	WEEK 2	WEEK 3	WEEK 4	WEEK 5	WEEK 6	WEEK 7	WEEK 8	WEEK 9	WEEK 10	WEEK 11
DATE											
CAPS TOPIC	Introduction	Tourism sectors	Tourism sectors	Tourism sectors	Tourism sectors	Tourism sectors	Tourism sectors	Tourism sectors	Tourism sectors	REVISION & MARCH CONTROLLED TEST	
CAPS REF		p. 23	p. 23	p. 23	p. 23	p. 23	p. 23	p. 24	p. 24		
CONCEPTS, SKILLS AND VALUES	Introduction to Tourism: <ul style="list-style-type: none"> Baseline assessment Grade 11 Tourism content map Grade 11 Tourism programme of assessment Grade 11 Tourism PAT 	Transport services in South Africa: Airports, airlines and airport operations: <ul style="list-style-type: none"> Concepts: Gateway, inbound, outbound, domestic flights, regional flights, inter-continental flights, transatlantic flights, connecting flights Concepts: Long-haul flights, medium-haul flights, short-haul flights, chartered flights, international airports, national airports, privately-owned airports and private landing strips in tourism context 	Airports, airlines and airport operations: South Africa's international and national airports: <ul style="list-style-type: none"> Location on a map. International status of airports (passenger and cargo) Airports operated by Airports Company of South Africa (ACSA) Airlines operating in South Africa, such as SA's national carrier, budget airlines, international carriers operating in South Africa Interpretation of airline timetables, schedules (refer to internet for current examples) <p>(The majority of flight schedules are electronic)</p>	Airport terminology: <ul style="list-style-type: none"> Airport (landside, terminal, airside), gate, check-in counter, speed check-in kiosks, boarding pass, gate, security control points, boarding, carousel, baggage claim area Check-in procedures, boarding procedures Baggage allowances (domestic flights) Safety procedures before take-off Aircraft terminology: <ul style="list-style-type: none"> Aisle, galley, cockpit, overhead storage bins, tray cables, cargo hold, entertainment, and oxygen masks Seating configuration in an aircraft: <ul style="list-style-type: none"> Wide- and narrow-body aircrafts Travel class sections (business class, economy class) Locating your seat in an aircraft Aisle seats and window seats, emergency exit seats (focus on the type of aircraft used by the airlines operating in South Africa) 	Technology used at airports: <ul style="list-style-type: none"> Technology at airports to facilitate travel, such as baggage wrap, equipment, x-ray security scanners, biometric scanners, thermal body scanners, metal detectors, information display boards, touch screen information systems Include any new developments The use of smartphones, internet-enabled devices for air travel ("iTravel") (electronic information, e.g. travel documents, tickets, identification, boarding passes) 	The tourism bus industry: <ul style="list-style-type: none"> Major tourist transporters, different types of buses: Minibuses, coaches, special-purpose buses such as open-top, buses for sightseeing Information provided on bus schedules (refer to internet for current examples e.g. https://www.intercape.co.za/) (The majority of bus bookings are done electronically) 	The tourism train industry: <ul style="list-style-type: none"> Difference between commuter trains (Metrorail) and tourist trains such as Shosholozza Myl Terminology: Schedule, coaches, coupé, compartment, lounges, tourist class, economy class, dining car Luxury trains such as Blue Train, Rovos Rail, Shongololo Express, Premier Class http://premierclasse.co.za) Information provided on train schedules (refer to internet for current examples e.g. https://www.shosholozameyl.co.za) (The majority of train bookings are done electronically) 	The Gautrain: <ul style="list-style-type: none"> Interesting features such as exterior and interior appearance, security, speed Gautrain technology such as ticketing procedures, electronic boarding procedures, electronic arrival and departure announcements Routes, parking facilities and bus service linked to the Gautrain Benefits for the tourism industry <p>Include any new developments</p>	The luxury cruise liner industry: <ul style="list-style-type: none"> Concepts: port, cruise terminal, cabins, suites, decks Facilities and entertainment on board 	Review and consolidate with reinforcement activities in class to assess the learners' grasp. of the learning material Examples of activities may include a class quiz, games, short tests, drawing concept maps, class competitions, working through previous examination question papers, etc.	

TERM 1	WEEK 1	WEEK 2	WEEK 3	WEEK 4	WEEK 5	WEEK 6	WEEK 7	WEEK 8	WEEK 9	WEEK 10	WEEK 11	
REQUISITE PRE-KNOWLEDGE	Baseline assessment to determine: Background knowledge and understanding of tourism sectors	Gr 10 Tourism sectors: Different modes of transport CAPS ref. p. 13	Gr 10 Tourism sectors: Different modes of transport CAPS ref. p. 13	Gr 10 Tourism sectors: Different modes of transport CAPS ref. p. 13	Gr 10 Tourism sectors: Different modes of transport CAPS ref. p. 13	Gr 10 Tourism sectors: Different modes of transport CAPS ref. p. 13	Gr 10 Tourism sectors: Different modes of transport CAPS ref. p. 13	Gr 10 Tourism sectors: Different modes of transport CAPS ref. p. 13	Gr 10 Tourism sectors: Different modes of transport CAPS ref. p. 13	Gr 10 Tourism sectors: Different modes of transport CAPS ref. p. 13		
RESOURCES (NOT TEXTBOOK) TO ENHANCE LEARNING	<ul style="list-style-type: none"> PowerPoints Resource material and activities provided by subject advisors, lead teachers and teachers YouTube videos <i>Refer to the list of suggested resources</i>											
INFORMAL ASSESSMENT: REMEDIATION	<i>To be completed by the teacher</i>											
SBA FORMAL ASSESSMENT	Planning and preparation: <ul style="list-style-type: none"> Tourism skills assessment task 			Task 1 Tourism skills assessment task			Planning and preparation: <ul style="list-style-type: none"> March controlled test 			Task 2 March controlled test		

2023/24 ANNUAL TEACHING PLANS: TOURISM: GRADE 11 (TERM 2)

TERM 2	WEEK 1	WEEK 2	WEEK 3	WEEK 4	WEEK 5	WEEK 6	WEEK 7	WEEK 8	WEEK 9	WEEK 10	WEEK 11
DATE											
CAPS TOPIC	Tourism sectors	Tourism sectors	Domestic, regional and international tourism	Domestic, regional and international tourism	Culture and heritage tourism	Culture and heritage tourism	Marketing	Marketing	REVISION & MID-YEAR EXAMINATION		
CAPS REF	p. 24	p. 24	p. 25	p. 25	p. 25	p. 25	p. 28	p. 28			
CONCEPTS, SKILLS AND VALUES	<p>Car rental:</p> <ul style="list-style-type: none"> Introduction to the car rental industry in South Africa (use major car rental companies in South Africa) Conditions for renting a vehicle (age, driver's licence, creditworthy, signing of contract) Different rental packages, options Insurances: CDW, TLW vs SCDW, STLW and PAI 	<p>Car rental:</p> <ul style="list-style-type: none"> Additional costs and charges: Tourism levy, fuel deposits and charges, airport surcharges, additional driver charges, contract fee, delivery and collection charges, cross-border fees, optional equipment Incidental costs: Administration fee for accidents, traffic fines Payment options and payment methods for car rental 	<p>The Domestic Tourism Growth Strategy (DTGS) 2012 – 2020</p> <ul style="list-style-type: none"> The state of domestic tourism in South Africa Why a DTGS? (problem statement and vision) (no statistics) List current trends influencing tourism, with very short explanation The domestic marketing campaign (refer current Sho't Left marketing campaign) 	<ul style="list-style-type: none"> The five (5) domestic market segments Focus on the profile of the segment, why they travel (or not) and the type of travel, holiday they prefer (no % needed) The four strategic objectives and targets of the DTGS and the implementation plan to meet these objectives List and shortly explain the activities, options http://www.tourism.gov.za, <i>About NDT, Branches1, domestic, documents, Domestic%20Tourism%20Growth%20Strategy%202012-%202020.pdf</i> 	<p>Recovery of Grade 10 learning losses, content gaps – Culture and heritage: Caps ref. p. 21:</p> <ul style="list-style-type: none"> Concepts: culture, heritage, cultural diversity Elements of culture such as arts and crafts, cuisine, music and dance <p>The South African cultural uniqueness:</p> <ul style="list-style-type: none"> The tourism importance of the cultures in your province that attract tourists to South Africa, such as folklore, dress and cuisine of different cultural groups, practices such as gumboot dancing (mine culture), township. kwaito art, sangoma's, traditional medicine and traditional healing, small chiefdoms with traditional leaders, Ndebele art, Zulu dances in traditional attire, rickshaws, San, art festivals How cultural uniqueness and diversity in South Africa can promote inbound and domestic tourism 	<p>Recovery of Grade 10 learning losses, content gaps – Culture and heritage: Caps ref. p. 21</p> <ul style="list-style-type: none"> The importance and value of conserving heritage for future generations <p>Heritage sites in South Africa</p> <ul style="list-style-type: none"> Examples of heritage sites in your own province <p>South African heritage bodies:</p> <p>South African Heritage Resource Agency (SAHRA): Logo and functions</p> <p>Provincial heritage agencies</p> <p>Awareness of special heritage permits and protection regulations (structures older than 60 years, archaeological and paleontological sites and materials, meteorites, shipwrecks, burial grounds, graves)</p>	<p>Recovery of Grade 10 learning losses, content gaps – Marketing of tourism products, services and sites: Caps ref. p. 20</p> <ul style="list-style-type: none"> Concepts: Marketing, market research, target markets, market share, competitive edge, core and niche markets The purpose of marketing tourism products and services <p>The marketing budget:</p> <p>Costs related to marketing</p> <ul style="list-style-type: none"> Market research Communication costs (printing, telephone, fax, internet) Travel costs (local and overseas travel, vehicle and flight costs) Personnel costs 	<p>Different types of promotional, advertising techniques used in the tourism industry:</p> <ul style="list-style-type: none"> Above-the-line promotional techniques: Conventional media tools such as renting space on television, in newspapers, and magazines, on posters and on radio Printed material such as brochures, flyers, pamphlets, posters, billboards, meander maps Electronic advertising such as video walls, audio-visual presentations, digital displays, cellphone advertising, web-based advertising Below-the-line promotional techniques: personal selling, sales promotions, in-store discounts, promotional sponsorship, exhibitions, shows and expos Match the type of promotion, advertising to the potential customer 	<p>Review and consolidate with reinforcement activities in class to assess the learners' grasp. of the learning material</p> <p>Examples of activities may include a class quiz, games, short tests, drawing concept maps, class competitions, working through previous examination question papers, etc.</p>		
REQUISITE PRE-KNOWLEDGE	Gr 10 Tourism sectors: Different modes of transport: CAPS ref. p. 13	Gr 10 Tourism sectors: Different modes of transport: CAPS ref. p.13	Domestic, regional and international tourism: Gr 10 Domestic tourism: CAPS ref. p. 18	Domestic, regional and international tourism: Gr 10 Domestic tourism: CAPS ref. p. 18	Gr 10 Culture and heritage tourism: CAPS ref. p. 21	Gr 10 Culture and heritage tourism: CAPS ref. p. 21	Gr 10 Marketing: CAPS ref. p. 20	Gr 10 Marketing: CAPS ref. p. 20			
RESOURCES (NOT TEXTBOOK) TO ENHANCE LEARNING	<ul style="list-style-type: none"> PowerPoints Resource material and activities provided by subject advisors, lead teachers and teachers YouTube videos <p>Refer to the list of suggested resources</p>										
INFORMAL ASSESSMENT: REMEDIATION	To be completed by the teacher										
SBA FORMAL ASSESSMENT	<p>Planning and preparation:</p> <ul style="list-style-type: none"> Practical assessment task 					<p>PAT</p> <p>(marks carried over to Term 4)</p>			<p>Task 3</p> <p>MID-YEAR EXAMINATION</p>		

2023/24 ANNUAL TEACHING PLANS: TOURISM: GRADE 11 (TERM 3)

TERM 3	WEEK 1	WEEK 2	WEEK 3	WEEK 4	WEEK 5	WEEK 6	WEEK 7	WEEK 8	WEEK 9	WEEK 10	WEEK 11																					
DATE																																
CAPS TOPIC	Map. work and tour planning	Domestic, regional and international tourism	Tourism attractions	Tourism attractions	Foreign exchange	Foreign exchange	Communication and customer care	Communication and customer care	Communication and customer care	Communication and customer care	REVISION & SEPTEMBER CONTROLLED TEST																					
CAPS REF	p. 28	p. 27	p. 27	p. 27	p. 26	p. 26	p. 21	p. 29	p. 29	p. 29																						
CONCEPTS, SKILLS AND VALUES	<p>The tour itinerary:</p> <ul style="list-style-type: none"> Concepts: Itinerary, logical tour planning, scheduled tours Factors to consider when planning an itinerary Different types of itineraries The writing of an itinerary <p>Example:</p> <table border="1" style="width: 100px; margin-left: 20px;"> <thead> <tr> <th>Day</th> <th>Time</th> <th>Target</th> <th>Activities</th> <th>Resources</th> <th>Notes</th> <th>Sign. notes</th> </tr> </thead> <tbody> <tr> <td> </td> <td> </td> <td> </td> <td> </td> <td> </td> <td> </td> <td> </td> </tr> <tr> <td> </td> <td> </td> <td> </td> <td> </td> <td> </td> <td> </td> <td> </td> </tr> </tbody> </table> <p>*Times may be included, but the main focus should be on the logical spread, variety and appropriateness of tourist activities</p>	Day	Time	Target	Activities	Resources	Notes	Sign. notes															<p>Regional tourism:</p> <ul style="list-style-type: none"> Concepts: Regional tourism, South African Development Community (SADC) The SADC member countries and their location and capital cities on a map. (use the latest membership information available) Gateways: The accessibility of each country from South Africa (by road, air or water) Advantages of regional tourism for South Africa and the SADC member states 	<p>Main tourist attractions in the SADC countries: (*World Heritage Sites) attractions</p> <p>Present in a tourism context</p> <p>Location on a map, reasons why it is considered a top. tourist attraction, activities, pictures, photos, relevant tourist information</p> <p>Angola: Kissama National Park</p> <p>Botswana: Okavango Delta, The Tsodilo Hills*</p> <p>Democratic Republic of the Congo (DRC): Virunga National Park*,</p> <p>Lesotho: Katse Dam and Lesotho Highlands Water Project, Sani Pass</p> <p>Madagascar: Royal Hills of Ambohimanga*</p> <p>Mauritius: Grand Baie</p> <p>Mozambique: Lake Niassa, Bazaruto Archipelago, Island of Mozambique*</p>	<p>Main tourist attractions in the SADC countries: (*World Heritage Sites) attractions</p> <p>Present in a tourism context</p> <p>Location on a map, reasons why it is considered a top. tourist attraction, activities, pictures, photos, relevant tourist information</p> <p>Namibia: Fish River Canyon, Etosha National Park, Namib Desert</p> <p>Malawi: Lake Malawi</p> <p>Seychelles: Beaches and leisure activities on the islands</p> <p>Swaziland: Hlane Royal National Park</p> <p>Tanzania: Mount Kilimanjaro*, Serengeti National Park</p> <p>Zambia: Victoria Falls and Zambezi River, Lake Kariba</p> <p>Zimbabwe: Victoria Falls and Zambezi River, Lake Kariba, The Great Zimbabwe Ruins*, Matopo Hills*</p>	<p>Foreign exchange and its value to the South African economy:</p> <p>Currencies</p> <ul style="list-style-type: none"> Concepts: Local currency, foreign currency, foreign exchange, exchange rate Major currencies of the world, their currency codes and symbols: US dollar, Euro, British pound, Japanese yen, Australian dollar, South African rand Facilities where foreign currency can be exchanged, e.g. foreign exchange bureaus, commercial banks, etc. How does money spent by inbound international tourists benefit local people? Directly and indirectly - the multiplier effect 	<ul style="list-style-type: none"> Interpret a currency rate sheet from a foreign exchange bureau Convert the major currencies to South African rand Convert South African rand into a selected currency to understand currency difference 	<p>Recovery of Grade 10 learning losses, content gaps – Communication technology: CAPS ref p. 21</p> <ul style="list-style-type: none"> The various types of equipment and technology used to communicate in a tourism business environment: landline telephones, cell phones, fax machine, photocopying machine, printers and computer (include email, video conferencing and teleconferencing) Functions, advantages and disadvantages of each Communication: Verbal and written <p>Recovery of Grade 10 learning losses, content gaps – Service excellence: CAPS ref p21</p> <ul style="list-style-type: none"> Concepts: Service, service excellence The importance and value for a tourism business to provide quality service The advantages of excellent service delivery <ul style="list-style-type: none"> for a business for a tourist 	<p>Customer care for foreign tourists:</p> <ul style="list-style-type: none"> Ways in which foreigners should be treated and assisted so that they enjoy their stay in South Africa The need to respect traditions, customs and behaviour of visitors to South Africa Ways to communicate effectively with visitors from diverse cultural backgrounds 	<p>Customer complaints:</p> <ul style="list-style-type: none"> In person, verbal Telephone, cell phone and written (letters, faxes, SMSs, on website) The value of customer complaints to a business (complaints as an opportunity for improvement) The six steps for dealing with verbal customer complaints: <ol style="list-style-type: none"> Listen carefully to what the customer has to say and let them finish Ask questions in a caring and concerned manner Apologise without blaming Solve the problem immediately Offer the customer something such as an upgrade, a free product, extra discounts, full refunds Thank the customer for informing you about the problem Constructive criticism, handling of criticism in a mature manner 	<p>Managing quality service:</p> <ul style="list-style-type: none"> Types of strategies used by companies, organisations to achieve and maintain quality service, such as performance management, quality control checks, customer surveys, team and peer reviews, in-service training How services delivered in one sector impact on services delivered in another sector 	<p>Review and consolidate with reinforcement activities in class to assess the learners' grasp. of the learning material</p> <p>Examples of activities may include a class quiz, games, short tests, drawing concept maps, class competitions, working through previous examination question papers, etc.</p>
Day	Time	Target	Activities	Resources	Notes	Sign. notes																										
REQUISITE PRE-KNOWLEDGE	Gr 10 Map. work and tour planning: CAPS ref. p17	Gr 10 Map. work and tour planning: location of South Africa and the SADC countries on a colour map. of the world: CAPS ref. p. 17	Gr 10 Map. work and tour planning: location of South Africa and the SADC countries on a colour map. of the world: CAPS ref. p. 17	Gr 10 Map. work and tour planning: location of South Africa and the SADC countries on a colour map. of the world: CAPS ref. p. 17	New tourism topic No Gr 10 foundation	New tourism topic No Gr 10 foundation	New tourism topic	Gr 10 Communication and Customer Care: CAPS ref. p. 21	Gr 10 Communication and Customer Care: CAPS ref. p. 21	Gr 10 Communication and Customer Care: CAPS ref. p. 21																						

TERM 3	WEEK 1	WEEK 2	WEEK 3	WEEK 4	WEEK 5	WEEK 6	WEEK 7	WEEK 8	WEEK 9	WEEK 10	WEEK 11
RESOURCES (NOT TEXTBOOK) TO ENHANCE LEARNING	<ul style="list-style-type: none"> • PowerPoints • Resource material and activities provided by subject advisors, lead teachers and teachers • YouTube videos <p><i>Refer to the list of suggested resources</i></p>										
INFORMAL ASSESSMENT: REMEDIATION	<i>To be completed by the teacher</i>										
SBA FORMAL ASSESSMENT	Planning and preparation: <ul style="list-style-type: none"> • Data-handling task 				Task 4: Data-handling task			Planning and preparation: <ul style="list-style-type: none"> • September controlled test 		Task 5 September controlled test	

2023/24 ANNUAL TEACHING PLANS: TOURISM: GRADE 11 (TERM 4)

TERM 4	WEEK 1	WEEK 2	WEEK 3	WEEK 4	WEEK 5	WEEK 6	WEEK 7	WEEK 8	WEEK 9	WEEK 10
DATE										
CAPS TOPIC	Tourism sectors		Tourism sectors		Sustainable and responsible tourism		Sustainable and responsible tourism		REVISION	
CAPS REF	p. 29	p. 29	p. 20	p. 20						
CONCEPTS, SKILLS AND VALUES	<p>Job and career opportunities in the tourism sectors, subsectors and related services:</p> <ul style="list-style-type: none"> Transport, hospitality (accommodation and food), tourism attractions (gaming and lotteries, leisure, conservation, sport and recreation), events and conferences, tourism services, travel trade sectors The requirements and inherent qualities (personal characteristics) to work in a particular sector in the tourism industry A learner should choose any tourism sector, or a career in any tourism sector, to study according to his, her own interests Personality type, characteristics and essential skills 	<p>Entrepreneurial opportunities in tourism:</p> <ul style="list-style-type: none"> The concept entrepreneur Skills needed to be an entrepreneur Identification of products or services suitable for entrepreneurial opportunities Opportunities to start your own tourism business 	<p>Recovery of Grade 10 learning losses, content gaps – Sustainable Tourism: CAPS ref. p. 20</p> <ul style="list-style-type: none"> Concept: sustainability, sustainable practices in tourism businesses The three pillars of sustainable tourism (planet, people, profit) Environmental impact of tourism businesses on the natural environment Social impact of tourism businesses on local communities Economic impact of tourism businesses on local communities <p>Recovery of Grade 10 learning losses, content gaps – Responsible Tourism: CAPS ref. p. 20</p> <ul style="list-style-type: none"> The concept: Responsible tourist behaviour towards the environment Rules for tourist behaviour in the natural environment Good environmental practices such as litter control, conservation of energy, water and other scarce resources 	<p>Recovery of Grade 10 learning losses, content gaps – Global warming and the tourism industry: CAPS ref. p. 20</p> <ul style="list-style-type: none"> The concept: Global warming, carbon footprint, Causes of global warming (rise in the temperature of the earth) Consequences of climate change on the tourism industry How the tourist industry can minimise their carbon footprint through sustainable and responsible tourism practices 	<p>Review and consolidate with reinforcement activities in class to assess the learners' grasp. of the learning material</p> <p>Examples of activities may include a class quiz, games, short tests, drawing concept maps, class competitions, working through previous examination question papers, etc.</p>					
REQUISITE PRE-KNOWLEDGE	Gr 10 Tourism sectors: Introduction to Tourism: CAPS ref. p. 13	Gr 10 Tourism sectors: Introduction to Tourism: CAPS ref. p. 13	Recovery of learning losses, content gaps of the topic sustainable and responsible tourism through visual examples, slides or videos to create understanding of concepts	Local and global coverage on reducing one's carbon footprint that is covered in the news Current global concerns over climate change and the environment						
RESOURCES (NOT	<ul style="list-style-type: none"> Resource material and activities provided by subject advisors, lead teachers and teachers YouTube videos 									

TERM 4	WEEK 1	WEEK 2	WEEK 3	WEEK 4	WEEK 5	WEEK 6	WEEK 7	WEEK 8	WEEK 9	WEEK 10
TEXTBOOK) TO ENHANCE LEARNING	Refer to the list of suggested resources									
INFORMAL ASSESSMENT: REMEDATION	To be completed by the teacher									
FORMAL ASSESSMENT	Planning and preparation: <ul style="list-style-type: none"> November examination 						PAT		November examination	