higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

MARKING GUIDELINE

NATIONAL CERTIFICATE

TRAVEL SERVICES N4

14 November 2022

This marking guideline consists of 7 pages.

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SECTION A

QUESTION 1

1.1
1.1.1 C
1.1.2 G
1.1.3 J
1.1.4 A
1.1.5 H
1.1.6 E
1.1.7 D
1.1.8 F
1.1.9 K
1.1.10 B

(10 × 2) (20)

1.2
1.2.1 False
1.2.2 False
1.2.3 True
1.2.4 True
1.2.5 True
1.2.6 False
1.2.7 False
1.2.8 True
1.2.9 True
1.2.10 False

(10 × 1) (10)

1.3 1.3.1
- Enforces a code of conduct to protect the consumer
- It helps Travel agents when new government rules affect the running of the business
- It represents the interests of Travel agencies and their 'partners'

(Any ONE)

1.3.2
- To lobby the government in South Africa
- Representing the views of the industry

1.3.3 Represent Guest houses in SA that are its members

1.3.4
- To promote safe, regular and economic air transportation
- To provide a way for all transport organisations and airlines to meet. (Any ONE)

1.3.5
- Advises countries on outbreaks of disease.
- Advises on what medication travellers should take. (Any ONE)

(Any 5 × 2) (10)
[40]

TOTAL SECTION A: 40

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SECTION B

QUESTION 2: ADDENDUM B

Client Surname				**FOX**				
Client first name as shown in id/passport				**JAMIE**				
Date of birth				Year **1984** Month **AUG** Day **25**				
Address				77 BROWN STREET, WEST ACRES, 1201				
Tel				Home (H) 013 999 2157 Business (W) 013 907 3700 Cell (C) 013 878 1880				
FLIGHT DETAILS								
Flight		**Departure**			**Arrival**			**PNR:** QWR113
Flight	Class	City	Date	Time	City	Date	Time	
SA481	B	CPT	21 JUL	1900	DUR	21JUL	1935	1200
SA647	K	DUR	25 JUL	0805	BFN	25JUL	1425	1030
SA843	H	BFN	28JUL	1330	ELS	28JUL	1540	1130
SA987	J	ELS	05AUG	1110	JNB	05AUG	1220	1350
BA561	Y	JNB	13AUG	1410	PLZ	13AUG	1600	1200
							FARE	**5910**
							VAT	886.5ZV
							PSC	289ZA
							YR	420
							YQ	266
							SC	30EV
							TOTAL	**7801.5**

TRAIN DETAILS	
Train	ROVOS RAIL✓
Compartment	DELUXE SINGLE✓
Departure(City/Date/Time)	PTA ✓ /13JUL ✓/0850 ✓ *(*FULL CITY NAMES ARE ALSO EXCEPTABLE)*
Arrival(City/Date/Time)	CPT✓/15JUL ✓/1200 ✓
Price	R26 950 INCL SINGLE SUPPLEMENT ✓
Other details	
INTERCITY COACH DETAILS	
Company	INTERCAPE
Departure (City/Date/Time)	NLP ✓/12JUL ✓/0700 ✓ *(*FULL CITY NAMES ARE ALSO EXCEPTABLE)*
Arrival (City/Date/Time)	PTA ✓/12JUL✓/1300 ✓
Price	R450✓
PNR number	SXT996✓
ACCOMMODATION DETAILS	
Hotel name:	**CALDERS HOTEL ✓**
Address: **1 RECREATION RD, FISH HOEK, 8010✓**	Tel: 021 784 5687✓ Fax 021 782 4099✓ Email: info@calders.co.za✓
Requirements: **SGL✓**	Rate pppn/prpn: **R650 X 6NTS✓**
Date of Arrival: **15 JUL✓**	Date of Departure: **21 JUL✓**
Reserved by (Agent): **STUDENT NAME✓**	Confirmed by (Hotel): **CELESTE ✓**
Date of reservation (Agent): **(DATE OF EXAM)✓**	Date of confirmation (Hotel): **08 MAY✓** Confirmation number: **MVR08MAYLL✓**
Remarks or special requirements: **NON SMOKING ROOM ✓**	

Payment details: **SETTLING DIRECT WITH CC** CA 5412 7700 1122 7711 EXP11/2025✓	Client settles Direct **Credit card**/cash✓	Corporate account – hotel bill to be sent to: Extras to be settled directly by client (**YES**/NO)✓

Note: Use negative marking. -1 mark for any incorrect block. [40]

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QUESTION 3

3.1

3.1.1	1400
3.1.2	BA6419
3.1.3	1600
3.1.4	1735
3.1.5	DUR
3.1.6	CPT
3.1.7	UTT
3.1.8	ONE
3.1.9	1250
3.1.10	1425

(10 × 1) (10)

3.2

FROM/TO					
CPT	**CARR**	**CLASS**	**ADULT**	**CHILD**	**INFANT**
DUR	BA	B	1200	810	120
BFN	SA	K	1030	690	103
ELS	SA	H	1130	757	113
JNB	SA	J	1350	904	135
PLZ	BA	Y	1200	810	120
ROUTING FARE	ZAR		5910	3971	591
ROUNDED FARE	ZAR		**5910**	**3980**	**600**
VAT (15%)	ZAR	ZV	886.5 ZV	597 ZV	90 ZV
PSC (departure tax)	ZAR	ZA	289 ZA	289 ZA	0/NIL
YR	ZAR		420	420	420
YQ	ZAR		266	266	266
SC		EV	30 EV	30 EV	30 EV
TOTAL			**7801.5**	**5582**	**1406**

Note: Use negative marking. -1 mark for any incorrect block. (30)

[40]

QUESTION 4

4.1	4.1.1	Antananarive✓ (TNR)✓	(2)
	4.1.2	Malagasy✓ French✓	(2)
	4.1.3	April to October✓✓	(2)
	4.1.4	Yes	(1)
	4.1.5	Tourist visas are issued on arrival at the airport. ✓ Tourists can apply for an e-visa.✓	(2)
	4.1.6	• Passport • 1 Application form • E-ticket • 2 Passport photos • Accommodation voucher/reservation • Visa Fee • Business invitation letter (Any 6 × 1)	(6)
	4.1.7	Yes,✓ Yellow fever✓	(2)
	4.1.8	10 years	(1)
	4.1.9	• G Adventures • Inspiration Travel and Tours • Intrepid • Travel Vision • Development Promotions (Any 3 × 1)	(3)
4.2	4.2.1	A temporary visitor staying for 24 hours or more on business or leisure	
	4.2.2	A person passing through, en route to another country, mostly not even leaving the airport	
	4.2.3	A person legally in a country of which that person is not citizen	
	4.2.4	A person who enters a country with the purpose of living there permanently	
	4.2.5	A person who is a citizen of a country (5 × 2)	(10)

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4.3
- Tourist passport
- Maxi passport
- Diplomatic passport
- Official/service passport
- Temporary passport
- Emergency passport
- International Red Cross Passport
- Joint passports (Any 3 × 1) (3)

4.4.1
- Where will the visa be issued or by whom?
- Which embassy/consulate/high commission will issue the visa?
- Where the traveller must apply for the visa (Any ONE)

4.4.2 The documents, forms and other evidence that the traveller must provide

4.4.3
- Once the visa is issued, how long is the visa valid for
- When the visa will expire (Any ONE)

(3 × 2) (6)
[40]

QUESTION 5

5.1 Business class
- Wide seats with legroom
- Fewer passengers in cabin
- Better quality products
- Wider choice on menu (Any 3 × 1)

First class
- Seats fold completely into flat bed
- Least amount of passengers
- Very good quality utility products
- Excellent menu with more choices (Any 3 × 1)

(3 × 2) (6)

Or give any 3 differences for 2 marks each

5.2
5.2.1 Normal undiscounted rate✓✓
5.2.2 No commission is included✓✓
5.2.3 Special rate for repeat business guests✓✓

(3 × 2) (6)

5.3 It is normal baggage with an unusual size and shape (2)

5.4
- Surfboards
- Skis
- Fishing rods
- Bicycles
- Golf bags
- Musical instruments (Any 3 × 1) (3)

5.5
- City hotels
- Resort hotels
- Game lodges
- Backpackers
- Motels
- B&B
- Chalets
- Youth hostels
- Campsite
- House boats (Any 5 × 1) (5)

5.6 5.6.1 MAP: Modified American plan: Two meals usually breakfast and dinner✓✓
or
Also called Half board✓✓

5.6.2 CP: Continental plan: Tea and coffee with a croissant /pastry✓✓

5.6.3 AP: American plan: Also known as Full board
or
Three meals a day✓✓

(3 × 2) (6)

5.7
- Drinking alcohol✓
- Smoking✓
- Firearms✓
- UMNR✓ (4)

5.8 Step 1: C
Step 2: E
Step 3: A
Step 4: F
Step 5: B
Step 6: D (6)

5.9
- Cabana – a room built next to a pool or water feature
- Penthouse – very exclusive room accommodation at the top of a building/It usually has multiple rooms and is often like a large house. (2)

[40]

TOTAL SECTION B: 160
GRAND TOTAL: 200

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