higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

MARKING GUIDELINE

NATIONAL CERTIFICATE

TRAVEL SERVICES N5

11 November 2022

This marking guideline consists of 9 pages.

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SECTION A

QUESTION 1

1.1

1.1.1. Indian Ocean Islands	TNR✓✓
1.1.2. Southwest Pacific	CHC✓✓
1.1.3. Europe	MUC✓✓
1.1.4. Middle East	TLV✓✓
1.1.5. South America	BUE✓✓
1.1.6. Southeast Asia	HKG✓✓

(6 × 2) (12)

1.2

CODE	TERM
TFC	1.2.1. TAXES FARES CHARGES✓✓
COP	1.2.2. COUNTRY OF PAYMENT✓✓
1.2.3. XT✓✓	Combined taxes
ARNK	1.2.4. ARRIVAL NOT KNOWN✓✓
1.2.5. GDS✓✓	Global Distribution System

(5 × 2) (10)

1.3

CITY CODE	IATA AREA
MTS	1.3.1. 2✓
NRT	1.3.2. 2✓
PRG	1.3.3. 1✓
JRO	1.3.4. 1✓
FBM	1.3.5. 2✓

(5)

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1.4

1.4.1. TC2 consists of Europe, Africa, and the Middle East.	True✓
1.4.2. Timetables reflect departure and arrival times in GMT.	True✓
1.4.3. A STCR occupies 9 seats on the 3-seater side of an aircraft.	True✓
1.4.4. The first airline routing is nominated as the plating carrier.	True✓
1.4.5. The IATA licence code - 772 1356 2 - is allocated to a travel agent.	True✓
1.4.6. The 4th freedom of the air grants the right to convey revenue earning traffic from foreign country to home country.	True✓
1.4.7. A remittance area appears on all coupons of an ETKT.	True✓
1.4.8. The A009 fare rule allows for unlimited stopovers to be made.	False✓
1.4.9. The various LAGS in hand baggage must be in individual containers of a maximum of 1 liter each.	True✓
1.4.10 ICAO standardizes health documents carried by crew and passengers.	False✓

1.5

Credit card	Code
1.5.1 Master Card	CA✓
1.5.2 Visa	VI✓
1.5.3 American Express	AX✓

(3)
[40]

SECTION B

QUESTION 2

2.1

FROM/TO	FARE BASIS:	MIXED✓		
PLZ	**CARR**	**ADULT**	**CHILD**	**INFANT**
ELS	SA	680.00✓	455.00✓	68.00✓
~~XXXXXXXX~~	✓			
CPT				
JNB	BA	1900.00✓	1280.00✓	190.00✓
DUR	BA	700.00✓	470.00✓	70.00 ✓
BFN	SA	1140.00✓	763.00	114.00
PLZ	SA	1250.00✓	837.00	125.00
_____	✓			
FARE	ZAR	5670.00	3085.00✓	567.00✓
FARE(rounded)	ZAR	5670.00 ✓	3810.00✓	570.00✓
VAT	ZAR	850.50 ZV✓	571.00 ZV✓	85.50 ZV✓
PSC	ZAR	242.00 ZA✓	242.00 ZA	NIL✓
YR	ZAR	420.00 YR✓	420.00 YR	420.00 YR
YQ	ZAR	266.00 YQ✓	266.00 YQ	266.00 YQ
SC	ZAR	30.00 EV✓	30.00 EV	30.00 EV
TOTAL	ZAR	**7478.00**✓	**5339.50**✓	**1371.50**✓

(3) (12) (7) (8) (30)

2.2

	STATUS	FARE BASIS	NOT VALID BEFORE	NOT VALID AFTER	ALLOW
FROM PORT ELIZABETH PLZ	NS	Y/IN90		06OCT	PC
TO EAST LONDON ELS	V	O	I	D _____	
TO CAPE TOWN CPT	NS	COW/IN		06OCT	PC
TO JOHANNESBURG JNB	NS	BOW/IN		06APR	PC
TO DURBAN DUR					

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	STATUS	FARE BASIS	NOT VALID BEFORE	NOT VALID AFTER	ALLOW
FROM DURBAN DUR	NS	Y/IN90		06OCT	PC
TO BLOEMFONTEIN BFN	NS	Y/IN90		06OCT	PC
TO PORT ELIZABETH PLZ	V	O	I	D	
TO VOID	V	O	I	D	
TO VOID					

Negative marking applies (15)

2.3 Complete the TAT entry for the child

PLZ	SA	ELS680.00/-CPT ✓	BA	JNB1280.00BA ✓ DUR470.00SA✓
BFN763.00SA	PLZ837.00ZAR3810.00END ✓			
XT	EV30.00YR420.00YQ266.00 ✓			

(5)

2.4

I ACKNOWLEDGE RECEIPT OF TICKET(S) AND/OR COUPONS FOR RELATED CHARGES DESCRIBED HEREON AND AM AWARE OF APPLICABLE RESTRICTIONS AND/OR PENALTIES AS SHOWN ON SUCH TICKETS AND/OR COUPONS. PAYMENT IN FULL TO BE MADE WHEN BILLED OR IN EXTENDED PAYMENTS IN ACCORDANCE WITH STANDARD POLICY REGARDING ISSUING CARD <<THIS IS UNCLEAR>>AND AS REFLECTED IN APPLICABLE TARIFFS. x **CARDHOLDER'S SIGNATURE**			STANDARD CREDIT CARD CHARGE FORM AIRLINE NUMERIC CODE **083** 2.AGENT & CONTRACTOR COPY DATE OF ISSUE **V2** IF EXTENDED PAYMENT DESIRED, CIRCLE NUMBER OF MONTHS **6 12 24** _____				DATE AND PLACE OF ISSUE **V2**
NAME OF PASSENGER IF DIFFERENT FROM CARDHOLDER		OTATO NO	CONNECTION OF PASSENGER WITH SUBSCRIBER		APPROVAL CODE		
COMPLETE ROUTING	FARE BASIS	CARRIER	AIRLINE DIGIT	FORM	SERIAL NO.	CHECK	
	MIXED	**SA**	**083**	**09873**	**89566**	**7**	**GC**
PLZ-ELS/-CPT-JNB-DUR-BFN-PLZ			**TICKETS NOT TRANSFERABLE NO CASH REFUNDS** CREDIT CARD CODE **AX**				
CURR **ZAR**	FARE **570.00**	TOTAL	**V3**				
CURR **ZAR**	TAX **801.50**	**ZAR1371.50**					
CURR	EQUIV. AMT PD						

V1: 06OCT
V2: HOLIDAY MAKERS TRAVEL, HATFIELD, PORT ELIZABETH, ZA, IATA NO. 772 5252 3
V3: 4901 0879 6541 4436, EXP 03/24
MRS TALES
Negative marking applies (10)
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QUESTION 3

3.1 EMD S: STAND ALONE NOT ASSOCIATED WITH PASSENGER AIRTICKET, e.g. PET IN HOLD.✓✓
EMD A- ASSOCIATED WITH PASSENGER AIR TICKET AND IS ISSUED PER SECTOR, PER PASSENGER, e.g. EXCESS BAGGAGE.✓✓ (4)

3.2 8 (2)

3.3

SERVICE	RFIC	RFISC
Group deposit	D✓	997✓
Refundable balance	D✓	991/996✓
Unaccompanied minor	E✓	OBH✓
Diabetic meal	G✓	0AL✓

(8)

3.4

FROM/TO	FARE BASIS: BOW ✓	
JNB	CARR	FARE CALCULATION
CPT	BA	1200.00✓
JNB	BA	1200.00✓
_____	✓	
FARE	ZAR	2400.00✓
VAT	ZAR	360.00 ZV✓
PSC	ZAR	100.00 ZA✓
SC	ZAR	12.00 EV✓
YQ	ZAR	266.00 YQ✓
TOTAL	ZAR	3138.00✓

(10)

3.5 ZAR3138.00 × 11 = ZAR34 518.00 (3)

3.6 ZAR34 518.00 × 35% = ZAR12 081.30 (3)

3.7

EMD number	125 3455 689750 4
Type of EMD	Check and enter
Date of issue	10 OCT
Point of issue	Check and enter
IATA number	772465789
SYS	2Y78/1G
Record locator/BF ref	325GIX
RFIC	Check and enter
RFISC	Check and enter
Group deposit required	As calculated above

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EMD-125 3455 689750 4✓	TYPE- S✓	SYS- 1G✓	LOC- 325GIX✓
DOM	POI- JNB✓	DOI-10 OCT✓	IOI- 772465789✓
PAX- THE WILDCATS RUGBY GROUP✓			
RFIC- D✓			
REMARKS- FINANCIAL IMPACT✓			
CPN-1	RFISC- 997✓		VALUE-
PRESENT AT- JNB✓			PRESENT TO- SA✓
ICW			DESCR- GROUP DEPOSIT
FARE		ZAR	
EXCHANGE VALUE		ZAR	RFND VALUE
TAX-			
TOTAL		ZAR12 081.30✓	
/FC			
FP:DC 4482 8864 0769 3526 EXP09/24✓			

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QUESTION 4

4.1

FROM/TO	**FARE BASIS: Y✓**	
DUR	**CARR**	**FARE CALCULATION**
BFN	SA	1140.00✓
DUR	SA	1140.00✓
_____	✓	
FARE	ZAR	2280.00✓
VAT	ZAR	342.00 ZV✓
PSC	ZAR	95.00 ZA✓
SC	ZAR	12.00 EV✓
YR/YQ	ZAR	280.00 YR✓
TOTAL	ZAR	3009.00✓

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4.2 OLD FARE CALCULATION

FROM/TO		
DUR	CARR	FARE CALC
BFN	SA	1140.00
DUR	SA	1140.00
_____		
FARE	ZAR	2280.00✓
VAT	ZAR	342.00 ZV
PSC	ZAR	95.00 ZA
SC	ZAR	12.00 EV
YR	ZAR	280.00 YR
TOTAL	ZAR	3009.00✓

NEW FARE CALCULATION

FROM/TO		
DUR	CARR	FARE CALC
BFN	SA	1140.00✓
_____		
FARE	ZAR	1140.00✓
VAT	ZAR	171.00 ZV✓
PSC	ZAR	48.00
SC	ZAR	6.00 EV
YR	ZAR	140.00
TOTAL	ZAR	1505.00✓

NEW FARE	1140.00✓	OLD FARE	2280.00✓	FARE DIFF	1140.00✓
NEW VAT	171.00✓	OLD VAT	342.00✓	VAT DIFF	171.00✓
NEW PSC	48.00	OLD PSC	95.00	PSC DIFF	47.00✓
NEW SC	6.00	OLD SC	12.00	SC DIFF	6.00✓
NEW YR	140.00	OLD YR	280.00	YR DIFF	140.00✓
				TOTAL	-ZAR1503.00✓✓ **(refund)**

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4.3 **(OPTION 1)**

ORIGINAL FARE 2280.00✓	VAT 342.00✓	PSC 95.00	SC TAX 120.00	YR TAX 280.00
USED FARE 1140.00✓	VAT 171.00✓	PSC 48.00	SC TAX 6.00	YR TAX 140.00
FARE REFUNDED 1140.00✓	VAT 171.00✓	PSC 47.00	SC TAX 6.00	YR TAX 140.00
CANCELLATION FEE n/a✓	VAT n/a			
ADMIN FEE 100.00✓	VAT 15.00✓			

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FARE REFUND	ZAR1140.00	VAT	ZAR171.00	
ADMIN FEE	ZAR100.00	VAT	ZAR15.00	
REF. AMOUNTS	ZAR1040.00	VAT	ZAR156.00	PLUS 3 OTHER TAXES ZAR193.00
=Total Refund **ZAR1389.00** due to PAX✓				

(10)

OR (OPTION 2)

Refund amount would be:
Total of 3rd line **= ZAR1 504.00**
Minus (- TOTAL 5th line) **- ZAR115.00**
= ZAR1 389.00 due to passenger ZAR1 389.00✓

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QUESTION 5

5.1

FROM/TO	**FARE BASIS: SPEX1M✓**	
CPT	**CARR**	**FARE CALCULATION**
WVB	SA✓	760.00✓
CPT	BA✓	760.00✓
_____✓		
FARE	ZAR	1520.00✓
PSC	ZAR	100.00 ZA✓
WC	ZAR	55.00 WC✓
SC	ZAR	6.00 EV✓
NA	ZAR	100.00 NA✓
YR	ZAR	140.00 YR✓
YQ	ZAR	133.00 YQ✓
TOTAL	ZAR	2054.00✓

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5.2 ONE Sunday, ONE month (2)

5.3 Before departure: refund fare paid less 50%
After deposit: No refund, non-refundable amount can be used as credit towards payment of any higher normal fare (2)

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TOTAL: 200

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