



**higher education  
& training**

Department:  
Higher Education and Training  
**REPUBLIC OF SOUTH AFRICA**

# **MARKING GUIDELINE**

**NATIONAL CERTIFICATE  
TRAVEL SERVICES N5**

**29 MAY 2019**

**This marking guideline consists of 10 pages.**

**QUESTION 1**

1.1

<b>COUNTRY</b>	<b>CITY</b>	<b>CODE</b>
1.1.1 Democratic Republic of Congo	Lubumbashi	1.1.2 FBM
1.1.3 Ivory Coast	1.1.4 Abidjan	ABJ
Cape Verde Islands	1.1.5 ILHA DO SAL	1.1.6 SID
1.1.7 Botswana	Kasane	1.1.8 EBK
1.1.9 Zambia	1.1.10 Ndola	NLA

(10)

1.2

<b>CITY/AIRPORT</b>	<b>CODES</b>
Margate	1.2.1 MGH
Upington	1.2.2 UTN
Malelane	1.2.3 LLE
Ulundi	1.2.4 ULD
Sun City	1.2.5 NTY
East London	1.2.6 ELS
Pietermaritzburg	1.2.7 PZB
Skukuza	1.2.8 SZK
Lanseria	1.2.9 HLA
Polokwane	1.2.10 PTG

(10)

- 1.3
- Financial
  - Technical
  - Traffic
- (3)

- 1.4
- To ensure safe, reliable and economical air transport services.
  - To provide a way for all air transport companies to collaborate and share information on issues affecting them.
  - To standardise issues on air travel, such as fares, taxes, documentation and payment.
  - To cooperate with international organisations, such as ICAO and WHO.
- (Any 3 × 1) (3)

- 1.5
- 1.5.1 The right to fly over a country without landing
- 1.5.2 The right to land in a country for technical reasons.
- (2 × 2) (4)

1.6

AIRLINE CODES	DECODE
BP	1.6.1 Air Botswana
DT	1.6.2 TAAG Angola Airlines
ET	1.6.3 Etheopian Airlines
HM	1.6.4 Air Seychelles
TM	1.6.5 LAM Mozambique Airlines (Lineas Aereas de Mocambique)
QM	1.6.6 Air Malawi

(6)

1.7

1.7.1	VI
1.7.2	AX
1.7.3	DC
1.7.4	CA

(4 × 1) (4)  
[40]

**QUESTION 2**

2.1

FROM/TO	CPT	CARR	ADULT	CHILD	INFANT
BFN		SA	✓1170.00	✓783.00	✓117.00
DUR✓		SA✓	✓1140.00	✓763.00	✓114.00
PZB		SA	✓170.00	✓113.00	✓17.00
X✓					
RCB		✓			
JNB✓		SA	✓840.00	✓562.00	✓84.00
PLZ		BA✓	✓1000.00	✓670.00	✓100.00
CPT		SA	✓560.00	✓375.00	✓56.00
FARE		ZAR	✓4880.00	✓3266.00	✓488.00
ROUNDED FARE		ZAR	4880.00	✓3270.00	✓490.00
VAT		ZAR	✓732.00ZV	✓490.50ZV	✓73.50ZV
PSC		ZAR	✓289.00ZA	289.00ZA	✓NIL
SC		ZAR	✓36.00EV	36.00EV	36.00EV
YR		ZAR	✓700.00YR	700.00YR	700.00YR
YQ		ZAR	✓133.00YQ	133.00YQ	133.00YQ
TOTAL		ZAR	✓6770.00	✓4918.50	✓1432.50

(40)

2.2

FORM OF PAYMENT					
DC3645474493837464✓					
FARE	EQUIV FARE PD	TAX	TAX	TAX	
ZAR3270.00✓	✓	✓490.50ZV	✓289.00ZA	✓869.00XT	
TOTAL	CURRENCY	CASH COLLECTION	CREDIT BALANCE	COMM RATE	TAX AMOUNT
ZAR4918.50✓	ZAR✓	✓	✓3270.00	v1	✓1648.50

(12)

2.3

CPT SA✓	BFN1170.00SA✓	DUR1140.00SA✓	PZB170.00/-✓	RCB SA
JNB840.00BA✓	PLZ1000.00SA✓	CPT560.00ZAR4880.00END✓		
XT36.00EV700.00YR133.00YQ✓				

(8)

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 ISSUING CARD AND AS REFLECTED IN APPLICABLE TARIFFS. CARDHOLDER'S SIGNATURE ✓ X				STANDARD CREDIT CARD CHARGE FORM		DATE AND PLACE OF ISSUE  V2  NM ✓	
				AIRLINE NUMERIC CODE  083 ✓	2. AGENT & CONTRACTOR COPY		
				DATE OF ISSUE  V1	IF EXTENDED PAYMENT DESIRED, CIRCLE NUMBER OF MONTHS  6 12 24 ✓		
BLACK/ SAMUEL *CHD ✓  NAME OF PASSENGER IF DIFFERENT FROM CARDHOLDER		OTATO NO	FAMILY ✓  CONNECTION OF PASSENGER WITH SUBSCRIBER		JG134 ✓  APPROVAL CODE		
COMPLETE ROUTING	FARE BASIS	CARRIER	AIRLINE FORM NO. DIGIT	SERIAL CHECK			
CPT BFN BFN DUR DUR PZB ✓	MIXED ✓	SA ✓	083 547593 7 ✓	6289			
X RCB JNB JNB PLZ PLZ CPT			TICKETS NOT TRANSFERABLE NO CASH REFUNDS		V3		
CURR ZAR	FARE 3270.00 ✓	TOTAL 4885.80 ✓		CREDIT CARD CODE  DC ✓			
CURR ZAR	TAX 1615.80 ✓						
CURR	EQUIV. AMT PD						

V1 = 13 JAN'19

V2 = FAMBA TRAVEL, IATA NO. 7725437659, CAPE TOWN

V3 = DC 3645474493837464 EXP 12/23, MR JOSEPH BLACK

MINUS 2 MARKS FOR NOT WRITING V1-V3

(15)  
[75]**QUESTION 3**

3.1

FROM/TO	PTG	CARR	FARE CALC
	JNB	SA	✓680.00
	PTG✓	SA✓	✓680.00
	FARE	ZAR	✓1360.00
	VAT	ZAR	✓204.00ZV
	PSC	ZAR	✓99.00ZA
	SC	ZAR	✓12.00EV
	YR	ZAR	✓280.00YR
	TOTAL	ZAR	✓1955.00

(10)

3.2 ZAR1955.00 × 10✓ = ZAR19550.00✓ (2)

3.3 ZAR19550✓ × 35%✓ = ZAR6842.50✓ (3)

3.4

EMD	083 8493 642856 4
TYPE	Check and enter
POI	Check and enter
DOI	18 MAY 2019
IOI	772948576
LOC	KD 265/1A
RFIC	Check and enter
RFISC	Check and enter
ZAR	Group deposit required as previously calculated.

EMD – 08329087654964 ✓	TYPE – S✓	SYS – 1A ✓	LOC –KD265✓
DOM	POI – PTG✓	DOI 18 MAY 19✓	IOI – 772948576✓
PAX –THE FOUNTAIN✓			
RFIC – D FINANCIAL IMPACT✓			
REMARKS – GROUP DEPOSIT✓			
CPN - 1	RFISC - 997✓		VALUE –
PRESENT AT – PTG✓			PRESENT TO - SA✓
ICW			DESCR - GROUP DEPOSIT
FARE -		ZAR	
EXCH VAL		ZAR	RFND VAL
TAX -			
TOTAL		ZAR: 6842.50✓	
/FC			
FP: AX 8746390274645385947 EXP 01/24✓			

(15)  
[30]

**QUESTION 4**

4.1

**OLD FARE CALCULATION**

FROM/TO		
CPT	CARR	FARE CALC
GRJ	SA	880.00
DUR	SA	900.00
CPT	SA	1390.00
FARE	ZAR	✓3170.00
VAT	ZAR	475.50ZV
PSC	ZAR	143.00ZA
SC	ZAR	18.00EV
YR/YQ	ZAR	420.00YR
TOTAL	ZAR	✓4226.50

**NEW FARE CALCULATION**

FROM/TO		
CPT	CARR	FARE CALC
GRJ	SA	880.00
DUR✓	SA	900.00
JNB✓	SA	✓820.00
CPT✓	SA	✓1390.00
FARE	ZAR	✓3990.00
VAT	ZAR	598.50ZV
PSC	ZAR	195.00ZA
SC	ZAR	24.00EV
YR/YQ	ZAR	560.00
TOTAL	ZAR	✓5367.50

NEW FARE	3990.00	OLD FARE	3170.00	FARE DIFF	✓820.00
NEW VAT	598.50	OLD VAT	475.50	VAT DIFF	✓123.00
NEW PSC	195.00	OLD PSC	143.00	PSC DIFF	✓52.00
NEW SC	24.00	OLD SC	18.00	SC DIFF	✓6.00
NEW YQ/YR	560.00	OLD YQ/YR	420.00	YQ/YR DIFF	✓140.00
				TOTAL	✓1141.00A

(15)



4.2

NAME: MRS SANNAH TSHABALALA					ETKT ITINERARY/RECEIPT					
AGENCY NAME: FOCUS TRAVEL			24APR2018			IATA:772 35243 2				
TICKET NO: 0836289547835 2				PLACE OF ISSUE: DURBAN						
ISSUED BY: SA					REF: RTG2340					
FARE: ZAR3990.00✓		TAX: ZAR123.00ZV✓		TAX:ZAR198.00XT✓		TAX: PD1056.50XT ✓				
TOTAL: ZAR1141.00A✓										
FOP:CASH✓ CC✓										
CARRIAGE AND OTHER SERVICES PROVIDED BY THE CARRIER ARE SUBJECT TO CONDITIONS OF CARRIAGE										
CARRIER	FLIGHT	DATE	FROM	TO	TIME	STATUS	FARE BASIS	ALLOW	NVB	NVA
SA	420	24APR	DUR	JNB	0900	OK	Y	PC✓		16APR✓
SA	421	30APR	JNB	CPT	1200	OK	Y	PC✓		16APR
					ZAR✓	✓820.00	✓	1✓	321.00✓	

(15)  
[30]

**QUESTION 5**

5.1

FROM/TO	CARRIER	FARE
DUR	SA	✓1250.00
MRU	✓MK	✓1250.00
DUR		
FARE	ZAR	✓2500.00
MRU	ZAR	✓188.00MU
PSC	ZAR	✓131.00ZA
SC	ZAR	✓6.00EV
YR	ZAR	✓140.00YR
WC	ZAR	✓110.00WC
TOTAL	ZAR	✓3075.00

(10)

5.2

NOT GOOD FOR PASSAGE	FARE BASIS	NOT VALID BEFORE	NOT VALID AFTER	ALLOW
FROM DURBAN✓	✓YKPX1M/CH33	✓16JUL	✓16JUL	✓20K
TO MAURITIUS✓	✓YKPX1M/CH33	✓24JUL	✓24JUL	20K
TO DURBAN✓				
TO VOID -----				

(10)

5.3

DUR✓ SA✓ MRU1250MK✓ DUR1250ZAR2500END ✓
XT 6.00EV140.00YR110.00WC✓✓ (Any THREE extra taxes)

(5)  
[25]

**TOTAL: 200**