



**higher education
& training**

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

MARKING GUIDELINE

**NATIONAL CERTIFICATE
NOVEMBER EXAMINATION
TRAVEL SERVICES N5**

2 DECEMBER 2016

This marking guideline consists of 8 pages.

SECTION A**QUESTION 1**

1.1

CITY	CODE	COUNTRY
Abidjan	ABJ	Cote D'Ivoire
Bangkok	BKK	Thailand
Boston	BOS	USA
Buenos Aires	BUE	Argentina
Francistown	FRW	Botswana
Graz	GRZ	Austria
Helsinki	HEL	Finland
Khartoum	KRT	Sudan
Manchester	MAN	United Kingdom
Lyon	LYS	France

(20)

1.2

TERM	CODE
Country of Payment	COP
International Tariffs Manual	ITM
Ticket time Limit	TTL
Taxes, Fees and Charges	TFC
Round Trip	RT
Combined taxes	XT
Refund Application Authority	RNAA
Global Distribution System	GDS
Circle Trip	CT
Country of Commencement of Travel	COC

(10)

- 1.3
- Full first name of the child
 - Age of the child
 - Address and telephone number of contact person meeting the child to departure and destination points
 - Language that the child speaks
- (4)

- 1.4
- WCHR –Wheelchair for the ramp
 - WCHS – Wheelchair for the steps
 - WCHC – Wheelchair up to cabin seat
- (3 × 2) (6)
[40]

TOTAL SECTION A: 40

SECTION B

QUESTION 2

2.1

FROM/TO	CARR	CLASS	ADULT	CHILD	INFANT
PLZ					
ELS	SA	Y	680,00	455,00	68,00
 					
CPT					
DUR	BA	B	1 000,00	670,00	100,00
JNB	BA	C	1 210,00	820,00	130,00
 					
BFN					
PLZ	SA	Y	1 250,00	837,00	125,00
FARE	ZAR		4 140,00	2 782,00	423,00
ROUNDED	ZAR			2 800,00	430,00
VAT	ZAR		579,60ZV	392,00ZV	60,20ZV
PSC	ZAR		190,00ZA	190,00ZA	NIL
YQ	ZAR		266,00YQ	266,00YQ	266,00YQ
YR	ZAR		280,00YR	280,00YR	280,00YR
SC	ZAR		24,00EV	24,00EV	24,00EV
TOTAL	ZAR		5479,60	3952,00	1060,20

(30)

2.2

FROM/TO	CARR	FARE CALC	ENDORSEMENTS-RESTRICTIONS (CARBON)		ORIGIN/DESTINATION		AUDIT COUPON									
					BOOKING REF.		PLACE OF ISSUE - AGENCY									
			NAME OF PASSENGER		ISSUED IN EXCHANGE FOR		<small>THIS TICKET IS NOT VALID AND WILL NOT BE ACCEPTED FOR CARRIAGE UNLESS PURCHASED FROM AN AUTHORISED TRAVEL AGENT</small>									
			NOT TRANSFERABLE DATE OF ISSUE													
			CONJUNCTION TICKETS		ORIGINAL ISSUE											
			APR. LINE FORM SERIAL NO. PLACE DATE AGENT'S NUMERIC CODE													
			NOT GOOD FOR PASSAGE		CARRIER	FLIGHT/CLASS	DATE	TIME	STATUS	FARE BASIS	NOT VALID BEFORE	NOT VALID AFTER	ALLOW	BAGGAGE CLAIM		
			FROM											PCB	WT	
			TO											PCB	WT	
			TO											PCB	WT	
			TO											PLA	WT	
			TO											PLA	WT	
			FORM OF PAYMENT		PASSENGER TICKET AND BAGGAGE CHECK - ISSUED BY											
			SUBJECT TO CONDITIONS OF CONTRACT IN THIS TICKET													
TOTAL FARE CALC			EQUIV FARE PD.	TAX	TAX	TAX	CPR	AIRLINE CODE	FORM AND SERIAL NUMBER	CR	6289547593 7					
TOTAL			CURRENCY	CASH COLLECTION	CREDIT BALANCE	COMM RATE	TAX AMOUNT	DO NOT MARK OR WRITE IN THE WHITE AREA ABOVE								

FROM TO		ENDORSEMENTS RESTRICTIONS (CARBON)		ORIGIN/DESTINATION		AUDIT COUPON	
CARR	FARE CALC			BOOKING REF.		PLACE OF ISSUE - AGENT	
NAME OF PASSENGER		NOT TRANSFERABLE		DATE OF ISSUE		ISSUED IN EXCHANGE FOR	
CONNECTION TICKETS		ORIGINAL ISSUE		AIRLINE FORM SERIAL NO. PLACE DATE AGENT'S NUMERIC CODE			
3-D	NOT GOOD FOR PASSAGE	CARRIER	FLIGHT CLASS	DATE	TIME	STATUS	FARE BASIS
FROM							
TO							
TO							
TO							
TO							
TO							
FORM OF PAYMENT		TOUR CODE		PASSENGER TICKET AND BAGGAGE CHECK - ISSUED BY			
TOTAL FARE CALC		EQUIV FARE PD.		TAX	TAX	TAX	
FARE							
TOTAL	CURRENCY	CASH COLLECTION	CREDIT BALANCE	COMM RATE	TAX AMOUNT	6289547593 7	

DO NOT WRITE OR WRITE IN THE WHITE AREA ABOVE

(20)

2.3

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 BY EXTENDED PAYMENTS IN ACCORDANCE WITH STANDARD POLICY OF COMPANY ISSUING CARD AND AS REFLECTED IN APPLICABLE TARIFFS		STANDARD CREDIT CARD CHARGE FORM		DATE AND PLACE OF ISSUE	
X		AIRLINE NUMERIC CODE		2. AGENT & CONTRACTOR COPY	
		DATE OF ISSUE		IF EXTENDED PAYMENT DESIRED, CIRCLE NUMBER OF MONTHS	
				6 12 24	
NAME OF PASSENGER IF DIFFERENT FROM CARDHOLDER		OTATO NO.	CONNECTION OF PASSENGER WITH SUBSCRIBER		APPROVAL CODE
COMPLETE ROUTING	FARE BASIS	CARRIER	AIRLINE FORM	SERIAL NO.	CHECK DIGIT
		TICKETS NOT TRANSFERABLE No Cash Refunds			
		CREDIT CARD CODE			
CURR.	FARE	TOTAL		CUSTOMER FILE REFERENCE	
CURR.	TAX				
CURR.	EQUIV. AMT. PD.				

(10)

2.4

PLZ SA ELS680.00/-CPT BA DUR1000.00BA JNB1210.00/-
BFN SA PLZ1250.00ZAR4140.00END XT YR280.00YQ266.00EV24.00

(5)
[65]

QUESTION 3

3.1 The creation of an ETKT in the GDS would follow the making of the reservation, thereafter Monique would be able to collect the paper copy of the ticket in Kimberley. (4)

3.2 After collecting the total fare amount the agent at Melrose Travel will do the required GDS entries to create an ETKT. She will advise Monique of the booking reference with which to collect the paper copy of the ticket in Kimberley. (4)

3.3

FROM/TO	CARRIER	FARE
KIM		
JNB	SA	920,00
CPT	SA	1 140,00
KIM	SA	1 390,00
FARE	ZAR	3 450,00
PSC	ZAR	147,00ZA
VAT	ZAR	483,00ZV
YR	ZAR	420,00YR
SC	ZAR	18,00EV
TOTAL	ZAR	4 518,00

(10)
[14]

QUESTION 4

4.1

FROM/TO	CARR	FARE CALC	FROM/TO	CARR	FARE CALC
KIM			KIM		
JNB	SA	920,00	JNB	SA	920,00
CPT	SA	1 140,00	CPT	SA	1 140,00
KIM	SA	1 390,00			
FARE	ZAR	3 450,00	FARE	ZAR	2 060,00
VAT	ZAR	483,00ZV	VAT	ZAR	288,40ZV
PSC	ZAR	147,00ZA	PSC	ZAR	99,00ZA
SC	ZAR	18,00EV	SC	ZAR	12,00EV
YQ/YR	ZAR	420,00YR	YQ/YR	ZAR	280,00YR
TOTAL	ZAR	4 518,00	TOTAL	ZAR	2 739,40

NEW FARE	2060,00	OLD FARE	3450,00	FARE DIFF	1390,00
NEW VAT	288,40	OLD VAT	483,00	VAT DIFF	194,60
NEW PSC	99,00	OLD PSC	147,00	PSC DIFF	48,00
NEW SC	12,00	OLD SC	18,00	SC DIFF	6,00
NEW YR/YQ TAX	280,00	OLD YR/YQ	420,00	DIFF YR/YQ	140,00
TOTAL					-21 044,00

(17)

4.2

ORIGINAL FARE 3450,00	VAT 483,00	PSC 147,00	SC TAX 18,00	YR TAX 420,00
USED FARE 2060,00	VAT 288,40	PSC 99,00	SC TAX 12,00	YR TAX 280,00
FARE REFUND 1390,00	VAT 194,60	PSC 48,00	SC TAX 6,00	YR TAX 140,00
CANCELLATION FEE? 114,00	VAT 15,96			
ADMIN FEE	VAT			

(10)

4.3 4.3.1 EMD-A: The associated EMD-A is issued for services directly linked to a flight/flight coupon, for example excess baggage or a seat reservation.
EMDS-S: The stand-alone EMD can be used separately from an air ticket and can be issued for services which are independent for a flight. (4)

- 4.3.2
- Air transportation
 - Surface transportation
 - Non-air services
 - Baggage
 - Financial impact
 - Airport services
 - Merchandise
 - Inflight services
- (8)

4.3.3

SERVICE	RFIC	RFISC
Duffel bag	C	OW
Media Equipment	C	OIR
Kayak	C	OFT
Trip Insurance	D	OBG
Refundable Balance	D	991/996
Wheelchair – WCHR	E	OLH
Unaccompanied Minor Escort	E	OBH
Toy Airplane	F	OBF
Kosher Meal	G	OAO
Vegetarian Meal	G	OAR

(20)
[59]

QUESTION 5

5.1

FROM/TO	CARRIER	FARE
JNB		
DLA	RK	1 845,00
JNB	RK	1 845,00
FARE	ZAR	3 690,00
PSC	ZAR	131,00ZA
	ZAR	110,00WC
	ZAR	6,00EV
TOTAL	ZAR	3 937,00

(10)

5.2 Before departure the refund is the fare paid less 20%, after departure no refund, but the nonrefundable amount may be used as a credit towards payment of any higher applicable fare. (2)

5.3 Minimum 6 days, maximum one month (2)

5.4 YPX1M (1)

5.5

NAME OF PASSENGER MALOMBO/ADILLA CHD

(2)
[17]

TOTAL SECTION B: 160
GRAND TOTAL: 200