



higher education
& training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

MARKING GUIDELINE

NATIONAL CERTIFICATE

TRAVEL SERVICES N5

15 NOVEMBER 2018

This marking guideline consists of 12 pages.

QUESTION 1

1.1

| AIRLINES | CODES |
|---------------------------------------|-------|
| Air Botswana | BP |
| Kenya Airways | KQ |
| Inter Aviation Services (Interair) | D6 |
| Egypt Air | MS |
| Air Namibia | SW |
| Air Seychelles | HM |
| South African Airways | SA |
| Ethiopian Airlines | ET |
| TAAG - Linhas Aereas de Angola | DT |
| Air Tanzania | TC |

(10)

1.2

- To promote safe, regular and economic air transport
- To foster air commerce
- To study problems connected with the airline industry
- To provide a means of collaborating between air transport companies and agencies
- To cooperate with other international air transportation organisations
- IATA's main aim is that airlines work together to standardise and improve services internationally

(Any 3 × 2)

(6)

1.3

| ORGANISATIONS | DECODE |
|---------------|--|
| ICAO | International Civil Aviation Organisation |
| IATA | International Air Transport Association |
| WHO | World Health Organisation |
| BSPZA | Billing and Settlement Plan Southern Africa |
| ASATA | Association of South African Travel Agencies |

(5)

- 1.4
- Freedom no.1 – The right to overfly a foreign country without landing
 - Freedom no.2 – The right to make a maintenance and/or fuel stop
 - Freedom no.3 – The right to carry passengers from a home country to a foreign country
 - Freedom no.4 – The right to carry passengers from a foreign country to home country
 - Freedom no.5 – The right to carry passengers between 2 foreign countries
 - Freedom no.6 – The right to carry passengers between 2 foreign countries, then the home country
 - Freedom no.7 – The right to carry passengers entirely outside the home country
 - Freedom no.8 – The right to carry passengers within a foreign country with continuing service to or from one's own country
 - Freedom no.9 – The right to carry passengers within a foreign country
- (Any 5 × 1) (5)

1.5

| CITY CODES | DECODE | TRAFFIC CONFERENCE AREA |
|------------|----------------|-------------------------|
| RIO | Rio de Janeiro | TC1 |
| TNR | Antananarivo | TC2 |
| TYO | Tokyo | TC3 |
| KUL | Kuala Lumpur | TC3 |
| PAR | Paris | TC2 |

(10)

1.6 The IATA licence number 77 2 6875 6:

- 77 : Indicates region (Southern Africa)
 2 : Travel agent
 6875 : Serial number
 6 : Check digit

(4)
[40]

TOTAL SECTION A: 40

SECTION B**QUESTION 2**

2.1

| FROM/TO | | | | |
|--------------|------|-----------|-----------|-----------|
| NLP | CARR | ADULT | CHILD | INFANT |
| DUR | SA✓ | 1170.00✓ | 783.00✓ | 117.00✓ |
| CPT | BA✓ | 1500.00✓ | 1010.00✓ | 150.00✓ |
| BFN | SA✓ | 1170.00✓ | 783.00✓ | 117.00✓ |
| JNB | SA✓ | 780.00✓ | 522.00✓ | 78.00✓ |
| | | | | |
| | | | | |
| FARE | ZAR | 4620.00✓ | 3098.00✓ | 462.00✓ |
| ROUNDED FARE | ZAR | 4620.00✓ | 3100.00✓ | 470.00✓ |
| VAT | ZAR | 646.80ZV✓ | 434.00ZV✓ | 65.80ZV✓ |
| PSC | ZAR | 221.00ZA✓ | 221.00ZA✓ | NIL✓ |
| SC | ZAR | 24.00EV✓ | 24.00EV✓ | 24.00ZA✓ |
| YR | ZAR | 420.00YR✓ | 420.00YR✓ | 420.00YR✓ |
| YQ | ZAR | 133.00YQ✓ | 133.00YQ✓ | 133.00YQ✓ |
| TOTAL | ZAR | 6064.80✓ | 4332.00✓ | 1112.80✓ |

(40)

2.2

NAME: SWANEPOEL/JOHAN/MR ETKT ITINERARY/RECEIPT
 AGENCY NAME: SIYAKHA TRAVEL 18NOVEMBER2018
 IATA NO: 772567643
 TICKET NO: 0833286547735 3 PLACE OF ISSUE:NELSPRUIT
 ISSUED BY: SA REF: FND3726/1A✓
 FARE: ZAR4620.00✓ TAX: ZAR646.80ZV ✓ TAX: ZAR221.00ZA✓
 TAX: ZAR577.00XT ✓ TOTAL: ZAR6064.00✓
 FOP: VI3456287645903847✓

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 | 800 | 29NOV | NLP | DUR | 0600 | OK | Y✓ | PC✓ | | 29NOV✓ |
| BA | 3456 | 01DEC | DUR | CPT | 0500 | OK | Y | PC | | 29NOV |
| SA | 1786 | 04DEC | CPT | BFN | 0745 | OK | Y | PC | | 29NOV |
| SA | 2436 | 06DEC | BFN | JNB | 1700 | OK | Y | PC | | 29NOV |

| | | | | | | | | | | |
|--|--|--|--|--|--|------|---|----------|----|----------|
| | | | | | | ZAR✓ | ✓ | 4620.00✓ | 1✓ | 1444.80✓ |
|--|--|--|--|--|--|------|---|----------|----|----------|

(15)

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 IN EXTENDED PAYMENTS IN ACCORDANCE WITH STANDARD POLICY ISSUING CARD AND AS REFLECTED IN APPLICABLE TARIFFS. | | STANDARD CREDIT CARD CHARGE FORM | | | | DATE AND PLACE OF ISSUE | |
| x CARDHOLDER'S SIGNATURE ✓ | | AIRLINE NUMERIC CODE 083 | | 2.AGENT & CONTRACTOR COPY | | | |
| | | DATE OF ISSUE V1 | | | IF EXTENDED PAYMENT DESIRED, CIRCLE NUMBER OF MONTHS 6 ✓ 12 24 | | |
| SWANEPOEL/BRIDGET*INF ✓ NAME OF PASSENGER IF DIFFERENT FROM CARDHOLDER | | OTATO NO | FAMILY ✓ CONNECTION OF PASSENGER WITH SUBSCRIBER | | GH5643 ✓ APPROVAL CODE | | |
| COMPLETE ROUTING | FARE BASIS | CARRIER | AIRLINE | FORM | SERIAL NO. | CHECK DIGIT | NP |
| NLP DUR CPT BFN ✓ X JNB PLZ CPT | MIXED ✓ | SA | 083 | 5006 | 240761 | 4 | |
| | | | TICKETS NOT TRANSFERABLE NO CASH REFUNDS | | | | |
| | | | CREDIT CARD CODE VI | | | | |
| CURR ZAR | FARE 620.00 ✓ | TOTAL | | V3 | | | |
| | TAX | ZAR1449.80 ✓ | | | | | |
| CURR ZAR | 829.80 ✓ | | | | | | |
| CURR | EQUIV. AMT PD | | | | | | |

V1 = 18NOV18

V2 = SIYAKHA TRAVEL, IATA 77256475

V3 = VI3456287645903847 EXP12/19, MR JOHAN SWANEPOEL

(Minus 2 marks for not writing V1–V3.) (10)

2.4 Show the TAT entry for the ADULT:

| | | | | |
|------------------------------|------|-------------|--------------------|-------------|
| NLP | SA ✓ | DUR1170CE | CPT1390SA | BFN1170/- ✓ |
| JNB | BA | PLZ1540SA ✓ | CPT850ZAR6120END ✓ | |
| XT 30.00EV580.00YR133.00YQ ✓ | | | | |

(5)
[70]

QUESTION 3

| FROM/TO | | | |
|---------|------|-----------|------|
| JNB | CARR | FARE CALC | |
| KIM✓ | SA✓ | 660.00✓ | |
| JNB | SA | 660.00✓ | |
| | | | |
| FARE | ZAR | 1320.00✓ | |
| VAT | ZAR | 184.80ZV✓ | |
| PSC | ZAR | 99.00ZA✓ | |
| SC | ZAR | 12.00EV✓ | |
| YR | ZAR | 280.00YR✓ | |
| TOTAL | ZAR | 1895.80✓ | (10) |

3.1

3.2 1895.80×12 ✓
22749.60✓ (2)

3.3 $22749.60 \times 35\%$ ✓
7962.36✓ (3)

3.4

| | | | |
|--|----------------------|-------------------------|------------------------------|
| <u>EMD - 0836453789756</u> ✓ | <u>TYPE - S</u> ✓ | <u>SYS - 1G</u> ✓ | <u>LOC - JHG465</u> ✓ |
| <u>DOM</u> | <u>POI - JNB</u> ✓ | <u>DOI - 06NOV 19</u> ✓ | <u>IOI - 77264537</u> ✓ |
| <u>PAX - AYANDA MSIMANGO</u> ✓ | | | |
| <u>RFIC - D</u> ✓ <u>FINANCIAL IMPACT</u> ✓ | | | |
| <u>REMARKS -</u> | | | |
| <u>CPN - 1</u> | <u>RFISC - 997</u> ✓ | | <u>VALUE -</u> |
| <u>PRESENT AT - JNB</u> ✓ | | | <u>PRESENT TO - SA</u> ✓ |
| <u>ICW</u> | | | <u>DESCR - GROUP DEPOSIT</u> |
| <u>FARE -</u> | | <u>ZAR</u> | |
| <u>EXCH VAL</u> | | <u>ZAR</u> | <u>RFND VAL</u> |
| <u>TAX -</u> | | | |
| <u>TOTAL</u> | | <u>ZAR7962.36</u> ✓ | |
| <u>/FC</u> | | | |
| <u>FP:</u> <u>AX3863729046372894</u> ✓ | | | |

(15)
[30]

QUESTION 4

4.1 Endorse the ticket according to the changes.

| | | | | | | | | | | | | | | | |
|-----------------|------|-----------------------------------|---------------------|--------------------|-------------------------|---|---|-----|--------------|--------------|------|------------------------|--|-----|--|
| FROM/TO | | ENDORSEMENT /RESTRICTION (CARBON) | | ORIGIN/DESTINATION | | FLIGHT COUPON 2 | | | | | | | | | |
| JNB | CARR | FARE CALC | XT 12.00EV 280.00YR | | BJNB | | PLACE OF ISSUE-AGENCY | | | | | | | | |
| CPT | SA | 1390.00 | NAME OF PASSENGER | | BOOKING REFERENCE | | ASAMBE TRAVEL JOHANNESBURG 77245367 | | | | | | | | |
| JNB | SA | 1390.00 | DORE/JACK MR | | 5431A | | | | | | | | | | |
| | | | DATE OF ISSUE | | 10NOV2019 | | | | | | | | | | |
| | | | CONJUNCTION TICKETS | | ORIGINAL AIRLINE FORM 9 | | ISSUE | | | | | | | | |
| | | | TO | | GOOD FOR SALE | | CARRIER | | FLIGHT/CLASS | | DATE | | | | |
| | | | FROM | | SA | | 3425 | | Y | | 24 | | | | |
| | | | TO | | SA | | 635 | | Y | | 29 | | | | |
| | | | TO | | SA | | 1008 | | Y | | 06 | | | | |
| | | | TO | | VOID | | TOUR CODE | | | | | | | | |
| TOTAL FARE CALC | | ZAR2780.00 | | FORM OF PAYMENT | | PASSENGER TICKET AND BAGGAGE CHECK-ISSUED BY | | | | | | | | | |
| FARE | | ZAR2780.00 | | AX2846739047569375 | | SOUTH AFRICAN AIRWAYS SUBJECT TO CONDITIONS OF CONTRACT IN THIS TICKET | | | | | | | | | |
| TOTAL | | ZAR3561.20 | | EQUIV.FARE PD | | | | | | | | TAX | | TAX | |
| | | ZAR | | 389.20ZV | | 100.00ZA | | CPN | | AIRLINE CODE | | FORM AND SERIAL NUMBER | | CK | |
| | | ZAR | | 2780.00 | | 1 | | 083 | | 5006240761 | | 4 | | | |
| | | | | | | | | | | | | | | | |

EXCHANGED

(1)

4.2 Recalculate the fare and work out the difference.

OLD FARE CALCULATION

| FROM/TO | | |
|---------|------|-----------|
| JNB | CARR | FARE CALC |
| CPT | SA | 1390.00 |
| JNB | SA | 1390.00 |
| | | |
| FARE | ZAR | 2780.00 |
| VAT | ZAR | 389.20ZV |
| PSC | ZAR | 99.00ZA |
| SC | ZAR | 12.00EV |
| YR | ZAR | 280.00YR |
| TOTAL | ZAR | 3560.20 |

NEW FARE CALCULATION

| FROM/TO | | |
|---------|------|-----------|
| JNB | CARR | FARE CALC |
| CPT | SA | 1390.00✓ |
| KIM | SA | 1390.00✓ |
| JNB | SA | 920.00✓ |
| FARE | ZAR | 3700.00✓ |
| VAT | ZAR | 518.00ZV✓ |
| PSC | ZAR | 147.00ZA✓ |
| SC | ZAR | 18.00EV✓ |
| YR | ZAR | 420.00YR✓ |
| TOTAL | ZAR | 4803.00✓ |

| | | | | | |
|-----------|----------|-----------|----------|------------|-----------|
| NEW FARE | 3700.00 | OLD FARE | 2780.00 | FARE DIFF | 920.00✓ |
| NEW VAT | 518.00ZV | OLD VAT | 389.20ZV | VAT DIFF | 128.80ZV✓ |
| NEW PSC | 147.00ZA | OLD PSC | 99.00ZA | PSC DIFF | 48.00ZA✓ |
| NEW SC | 18.00EV | OLD SC | 12.00EV | SC DIFF | 6.00EV✓ |
| NEW YQ/YR | 420.00YR | OLD YQ/YR | 280.00YR | YQ/YR DIFF | 140.00YR✓ |
| | | | | TOTAL | 1242.80A✓ |

(15)

4.3 Reissue the portion of the document below. He will pay any additional amount in cash.

| |
|------------------------------|
| FORM OF PAYMENT CASH CC ✓ |
|------------------------------|

| | |
|------------------------|---|
| FARE 2780.00 ✓ | FARE CALCULATION |
| EQUIV. FARE PD | JNB SA CPT1390SA KIM1390SA JNB920ZAR3700END ✓ ✓ |
| TAX 128.80ZV ✓ | XT 48.00ZA, ✓ 6.00EV, ✓ 140.00YR ✓ |
| TAX 194.00XT ✓ | XT PD389.20ZV, ✓ PD99.00ZA, ✓ PD12.00EV, ✓ PD280.00YR ✓ |
| TAX PD780.20XT ✓ | |
| TOTAL ZAR1242.80A ✓ | |

(15)
[31]

QUESTION 5

Mrs Adams is no longer travelling and would like a refund. Calculate the refund due to her.

| | | | | |
|------------------------------|-------------------|------------------|-------------------|-----------------------|
| ORIGINAL FARE 1620.00 ✓ | VAT 226.80ZV ✓ | PSC 95.00ZA ✓ | SC TAX 12.00EV | YR/YQ TAX 280.00YR |
| USED FARE NIL ✓ | VAT NIL | PSC NIL | SC TAX NIL | YR/YQ TAX NIL |
| FARE REFUND 1620.00 ✓ | VAT 226.80ZV ✓ | PSC 95.00ZA ✓ | SC TAX 12.00EV | YR/YQ TAX 280.00YR |
| CANCELLATION FEE 405.00 ✓ | VAT 56.70 ✓ | PSC | SC TAX | YR/YQ TAX |
| ADMIN FEE | VAT | PSC | SC TAX | YR/YQ TAX |

REFUND = ZAR 2233.80 ✓
MINUS = ZAR 461.70 ✓
TOTAL = ZAR 1772.10 ✓

[12]

QUESTION 6

6.1

| FROM/TO | | |
|---------|------|-----------|
| JNB | CARR | CHILD |
| MRU | MK | 1920.00✓ |
| JNB | SA | 1920.00✓ |
| FARE | ZAR | 3840.00✓ |
| MRU | ZAR | 188.00MU✓ |
| PSC | ZAR | 131.00ZA✓ |
| SC | ZAR | 6.00EV✓ |
| WC | ZAR | 110.00WC✓ |
| YR | ZAR | 140.00YR✓ |
| TOTAL | ZAR | 4415.00 |

(8)

6.2

| FARE BASIS | NOT VALID BEFORE | NOT VALID AFTER | ALLOW |
|-------------|------------------|-----------------|-------|
| HEE3M/CH33✓ | ✓ | 13FEB✓ | 20K✓ |
| HEE3M/CH33✓ | 23NOV✓ | 13FEB✓ | 20K✓ |
| VOID✓----- | VOID----- | ----- | ----- |
| VOID----- | VOID----- | ----- | ----- |

(9)
[17]

TOTAL SECTION B: 160
GRAND TOTAL: 200