



# higher education & training

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

## **MARKING GUIDELINE**

**NATIONAL CERTIFICATE**

**TRAVEL SERVICES N5**

**18 NOVEMBER 2019**

This marking guideline consists of 10 pages.

**SECTION A****QUESTION 1**

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

(10 × 1)      (10)

- 1.2      • The fare structure is too complicated for the agency to recalculate.  
           • The ticket has been reissued with several forms of payment involved.  
           • The passenger/agent is applying for a cancellation fee to be waived.  
           • The document has expired.      (4)

- 1.3      Excess baggage is baggage that weighs more than you are allowed to take  
           on a plane.      (2)

- 1.4      A cancellation fee is a requirement from the fare rule ✓ and is applied to  
           special fares. ✓  
           An administration fee is levied by the airline ✓ on full fares. ✓      (4)

1.5

	CITY	CODE	COUNTRY
1.5.1	Mahé	SEZ ✓	Seychelles ✓
1.5.2	Nairobi	NBO ✓	Kenya ✓
1.5.3	Luanda	LAD ✓	Angola ✓
1.5.4	Dar-Es-Salaam	DAR ✓	Tanzania ✓
1.5.5	Lagos	LOS ✓	Nigeria ✓
1.5.6	Lusaka	LUN ✓	Zambia ✓
1.5.7	Bulawayo	BUQ ✓	Zimbabwe ✓
1.5.8	Walvis Bay	WVB ✓	Namibia ✓
1.5.9	Dakar	DKR ✓	Senegal ✓
1.5.10	Gaborone	GBE ✓	Botswana ✓

(10 × 2)      (20)  
[40]**TOTAL SECTION A:      40**

**SECTION B****QUESTION 2**

2.1

FROM/TO				
DUR	CARR	ADULT	CHILD	INFANT
JNB	BA	900.00√	610.00√	90.00√
CPT	BA	1200.00√	810.00√	120.00√
BFN	SA	1170.00√	783.00√	117.00√
DUR	SA	1030.00√	690.00√	103.00√
✓				
FARE	ZAR	4300.00√	2893.00√	430.00√
ROUNDED FARE	ZAR	4300.00√	2900.00√	430.00√
VAT	ZAR	645.00ZV√	435.00ZV√	64.50ZV√
PSC	ZAR	195.00ZA√	195.00ZA	NIL√
SC	ZAR	24.00EV√	24.00EV	24.00EV
YR	ZAR	280.00YR√	280.00YR	280.00YR
YQ	ZAR	266.00YQ√	266.00YQ	266.00YQ
TOTAL	ZAR	5710.00√	4100.00√	1064.50√

(30)

2.2

NAME: VAN RENSBERG/MARIA				ETKT ITINERARY/RECEIPT				
AGENCY NAME: PLEASURE TRAVEL			13SEP2019		IATA: 772 35467			
TICKET NO: 1257465930235				PLACE OF ISSUE: DURBAN				
ISSUED BY: BA				REF: JGN364/1A				
FARE: ZAR2900√		TAX: 435.00ZV√		TAX: 195.00√		TAX: 570.00√		
TOTAL: ZAR4100√								
FORM OF PAYMENT: DC6574839263548575√								
FARE CALCULATION								
DUR BA√ JNB610.00BA CPT810.00SA√ BFN783.00SA√ DUR690.00ZAR2900.00END√ XT24.00EV280.00√YR266.00YQ								
CARRIAGE AND OTHER SERVICES PROVIDED BY THE CARRIER ARE SUBJECT TO CONDITIONS OF CARRIAGE								
CARRIER	FLIGHT	CLASS	DATE	FROM	TO	TIME	STATUS	FARE BASIS
BA	142	Y	06OCT	DUR	JNB	1450	OK	Y/CH√
BA	3471	B	10OCT	JNB	CPT	0700	OK	BOW/CH√
SA	8001	Y	15OCT	CPT	BFN	1200	OK	Y/CH33√
SA	352	K	18OCT	BFN	DUR	1100	OK	KA3/CH33√

(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.  X <b>CARDHOLDER'S SIGNATURE</b>  VAN RENSBURG/ MARIA *CHD✓ NAME OF PASSENGER IF DIFFERENT FROM CARDHOLDER		<b>STANDARD CREDIT CARD CHARGE FORM</b>				DATE AND PLACE OF ISSUE           <b>V2</b>           NM✓			
		AIRLINE NUMERIC CODE <b>125</b>		2.AGENT & CONTRACTOR COPY				IF EXTENDED PAYMENT DESIRED, CIRCLE NUMBER OF MONTHS <input checked="" type="checkbox"/> 6 <input type="checkbox"/> 12 <input type="checkbox"/> 24 _____	
		DATE OF ISSUE <b>V1</b>						APPROVAL CODE <b>DG0875</b> ✓	
COMPLETE ROUTING <b>DUR JNB CPT✓ BFN DUR</b>		FARE BASIS <b>MIXED</b> ✓	CARRIER <b>BA</b> ✓	AIRLINE <b>125</b>	FORM <b>7465</b>	SERIAL NO. <b>93023</b>	CHECK DIGIT <b>5</b>		
				TICKETS NOT TRANSFERABLE NO CASH REFUNDS					
				CREDIT CARD CODE <b>DC</b> ✓					
CURR <b>ZAR</b>	FARE <b>2900.00</b> ✓	TOTAL <b>ZAR4100.00</b> ✓							
CURR <b>ZAR</b>	TAX <b>1200.00</b> ✓								
CURR	EQUIV. AMT PD								

(10)

**V1 = 13 SEP'19**  
**V2 = Pleasure Travel IATA no 77235467, Durban**  
**V3 = DC6574839263548575 EXP 01/24**  
**Mrs Andrea van Rensburg**

2.4

DUR BA JNB90.00BA✓ CPT1200.00SA✓ BFN117.00SA✓ DUR103ZAR430.00END✓ XT 280.00YR266YQ✓
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(5)  
[60]

**QUESTION 3**

3.1

FROM/TO	CARR	FARE CALC
JNB		
NLP	SA	680.00√
JNB	SA√	680.00√
-----√		
FARE	ZAR	1360.00√
VAT	ZAR	204.00ZV√
PSC	ZAR	130.00ZA√
SC	ZAR	12.00EV√
YR	ZAR	280.00YR√
TOTAL	ZAR	1986.00√

(10)

3.2  $1986.00\sqrt{\times}15\sqrt{=} 29\ 790.00\sqrt{}$  (3)

3.3  $29\ 790.00\sqrt{\times}25\%\sqrt{=} 7447.50\sqrt{}$  (3)

3.4

SERVICE	RFIC	RFISC
No-show fee	D√	0BU√
Golfing equipment	C√	0DC√
Diabetic meal	G√	0AL√
Pets in hold	C√	0AZ√
Group deposit	D√	997√

(10)

3.5 EMD is a paperless document√ that replaces all other previous (electronic and paper) documents. √ (2)

3.6 EMD-A √  
EMD-S √ (2)

**[30]**

**QUESTION 4**

FROM/TO			ENDORSEMENT/RESTRICTION (CARBON) 25%XCL FEE				ORIGIN/DESTINATION CPTCPT				FLIGHT COUPON 1 PLACE OF ISSUE-AGENCY				
CPT	CARR	FARE CALC	XT 12.00EV 280.00YR				BOOKING REFERENCE GS34/1G				SMILES TRAVEL CAPE TOWN 77245367				
GRJ	SA	680.00	NAME OF PASSENGER		DATE OF ISSUE		ISSUED IN EXCHANGE FOR								
CPT	SA	680.00	GUMEDE/ SIPHO MR		20 JUN2020										
			CONJUNCTION TICKETS		ORIGINAL AIRLINE FORM SERIAL NO. PLACE DATE SAGENT'S NUMERIC CODE ISSUE										
			X	GOOD FOR SALE	CARRIER	FLIGHT/CLASS	DATE	TIME	STATUS	FARE BASIS	NOT VALID BEFORE	NOT VALID AFTER	ALLOW	BAGGAGE CK/UNCK	
				FROM CAPE TOWN	SA	234 Y	01JUL	0900	OK	HOW14		01JUL	PC	PCS WT	
				TO GEORGE	SA	235 Y	07JUL	1800	OK	HOW14		01JUL	PC	PCS WT	
				TO CAPE TOWN	V	O I D								PCS WT	
				TO VOID	TOUR CODE				PASSENGER TICKET AND BAGGAGE CHECK-ISSUED BY						
TOTAL FARE CALC	ZAR1360.00		FORM OF PAYMENT V11837464637048573				SOUTH AFRICAN AIRWAYS SUBJECT TO CONDITIONS OF CONTRACT IN THIS TICKET								
FARE	ZAR1360.00		EQUIV.FARE PD	TAX 204.00ZV	TAX 95.00ZA	TAX 292.00XT	CPN AIRLINE CODE FORM AND SERIAL NUMBER CK								
TOTAL	ZAR1951.00		CURRENCY ZAR	CASH COLLECTION	CREDIT BALANCE 1360.00	COMM RATE 1	TAX AMOUNT 591.00	083 3847564756 4				DO NOT MARK OR WRITE IN THE WHITE AREA			

<b>ORIGINAL FARE</b> 1360.00√	<b>VAT</b> 204.00ZV√	<b>PSC</b> 95.00ZA√	<b>SC TAX</b> 12.00EV√	<b>YR TAX</b> 280.00YR√
<b>USED FARE</b> NIL√	<b>VAT</b> NIL	<b>PSC</b> NIL	<b>SC TAX</b> NIL	<b>YR TAX</b> NIL
<b>FARE REFUND</b> 1360.00√	<b>VAT</b> 204.00ZV√	<b>PSC</b> 95.00ZA	<b>SC TAX</b> 12.00EV	<b>YR TAX</b> 280.00YR
<b>CXL. FEE</b> ZAR340.00√	<b>VAT</b> 51.00ZV√			
<b>ADMIN FEE</b> N/A√	<b>VAT</b> N/A√			

FARE REFUND: ZAR1951√

MINUS: ZAR391.00√

TOTAL REFUNDABLE: ZAR1560.00√

[15]

**QUESTION 5**

5.1

FROM/TO		
JNB	CARR	FARE CALC
VFA	UM√	1135.00√
JNB	UM	1135.00√
-----√		
FARE	ZAR	2270.00√
VFA	ZAR	210.00CB√
PSC	ZAR	131.00ZA√
SC	ZAR	6.00EV√
WC	ZAR	110.00WC√
TOTAL	ZAR	2727.00√

(10)

5.2

	FARE BASIS	NOT VALID BEFORE	NOT VALID AFTER	ALLOW
FROM JOHANNESBURG√	YLEE1M√√	√	11SEP√	20K√
TO VICTORIA FALLS√	YLEE1M√√	√	11SEP√	20K√
TO JOHANNESBURG√	-----	-----	-----	-----
TO VOID√-----	-----	-----	-----	-----
TO VOID√-----	-----	-----	-----	-----

(15)  
**[25]**



**QUESTION 6**

FROM/TO		ENDORSEMENT /RESTRICTION (CARBON)				ORIGIN/DESTINATIO DURDUR				FLIGHT COUPON 2 PLACE OF ISSUE-AGENCY					
DUR	CARR	FARE CALC	XT 12.00EV 266.00YR				BOOKING REFERENCE				GO TRAVEL JOHANNESBURG 772 5673 2				
JNB	BA	900.00	NAME OF PASSENGER				DATE OF ISSUE								
DUR	BA	900.00	BALA/ VUYANI MR				03 OCT20								
			CONJUNCTION TICKETS				ORIGINAL AIRLINE FORM SERIAL NO. PLACE DATE SAGENT'S NUMERIC CODE ISSUE				ISSUED IN EXCHANGE FOR				
NM															
			X	GOOD FOR SALE	CARRIER	FLIGHT/CLASS		DATE	TIME	STATUS	FARE BASIS	NOT VALID BEFORE	NOT VALID AFTER	ALLOW	BAGGAGE CK/UNCK
				FROM DURBAN	BA	311	Y	10OCT	0700	OK	Y		10OCT	PC	PCS WT
				TO JOHANNESBURG	BA	312	Y	20OCT	1100	OK	Y		10OCT	PC	PCS WT
				TO DURBAN	V	O	I	D							PCS WT
			TO VOID	TOUR CODE				PASSENGER TICKET AND BAGGAGE CHECK-ISSUED BY							
TOTAL FARE CALC	ZAR1800.00		FORM OF PAYMENT				<b>BRITISH AIRWAYS</b> SUBJECT TO CONDITIONS OF CONTRACT IN THIS TICKET CPN AIRLINE CODE FORM AND SERIAL NUMBER CK ● 125 3847564756 7 ● DO NOT MARK OR WRITE IN THE WHITE AREA								
FARE	ZAR1800.00		EQUIV.FARE PD	TAX 270.00ZV	TAX 100.00ZA	TAX 278.00XT									
TOTAL	CURRENCY	CASH COLLECTION	CREDIT BALANCE	COMM RATE	TAX AMOUNT										
ZAR2448.00	ZAR		1800.00	0	648.00										

**6.1 OLD FARE CALCULATION**

FROM/TO	CARR	FARE CALC
DUR	BA	900.00
JNB	BA	900.00
DUR	BA	900.00
FARE	ZAR	1800.00
VAT	ZAR	270.00ZV
PSC	ZAR	100.00ZA
SC	ZAR	12.00EV
YR/YQ	ZAR	266.00YR
TOTAL	ZAR	2448.00

**NEW FARE CALCULATION**

FROM/TO	CARR	FARE CALC
DUR	BA	900.00
JNB	BA	900.00
CPT	BA	1500.00
DUR	BA	1500.00
FARE	ZAR	3900.00
VAT	ZAR	585.00ZV
PSC	ZAR	148.00ZA
SC	ZAR	18.00EV
YR/YQ	ZAR	399.00YQ
TOTAL	ZAR	5050.00

NEW FARE	3900.00√	OLD FARE	1800.00√	FARE DIFF	2100.00√
NEW VAT	585.00ZV√	OLD VAT	270.00ZV√	VAT DIFF	315.00ZV√
NEW PSC	148.00ZA√	OLD PSC	100.00ZA√	PSC DIFF	48.00ZA√
NEW SC	18.00EV√	OLD SC	12.00EV√	SC DIFF	6.00EV√
NEW YQ/YR	399.00YQ√	OLD YQ/YR	266.00YQ√	YQ□YR DIFF	133.00YQ√
				TOTAL	2602.00A√

(16)

6.2

ORIGIN/DESTINATION <b>DURDUR</b> √						
BOOKING REF. <b>GD8345/1A</b> √						
ISSUED IN EXCHANGE FOR <b>1253847564756</b> √						
<b>ORIGINAL</b>	<b>AIRLINE</b>	<b>FORM</b>	<b>SERIAL NO.</b>	<b>PLACE</b>	<b>DATE</b>	<b>AGENT'S NUMERIC CODE</b>
ISSUE	125	3847	56756	DUR	03OCT2020√	77256732√

FORM OF PAYMENT CASH/ CC√
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FARE 3900.00√	FARE CALCULATION
EQUIV. FARE PD	DUR BA JNB900.00BA CPT1500.00BA DUR1500.00ZAR3900.00END√
TAX 315.00ZV√	XT 48.00ZA6.00EV133.00YQ√
TAX 187.00XT√	XT270.00ZV100.00ZA12.00EV266.00YQ√
TAX PD648.00XT√	
TOTAL ZAR2602.00A√	

(14)  
[30]

**TOTAL SECTION B: 160**  
**GRAND TOTAL: 200**