



**higher education  
& training**

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

# **MARKING GUIDELINE**

**NATIONAL CERTIFICATE**

**TRAVEL SERVICES N5**

**13 October 2020**

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

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

- 1.1      1.1.1      True  
           1.1.2      True  
           1.1.3      False  
           1.1.4      True  
           1.1.5      True  
           1.1.6      True  
           1.1.7      True  
           1.1.8      True  
           1.1.9      False  
           1.1.10     True
- (10 × 1)      (10)

- 1.2      1.2.1      It is passengers, baggage, cargo and mail.  
           1.2.2      It is the term used by airlines for the right to conduct revenue-earning traffic between countries.  
           1.2.3      It is the deadline by which passengers must pay their tickets to confirm a previously made reservation.  
           1.2.4      It is the period for which a single flight coupon or a series of flight coupons remain valid for travel.
- (4 × 2)      (8)

1.3

CODES	DECODE
EMD	electronic miscellaneous document
CHD	child
SCCCF	standard credit card charge form
ADC	additional collection
BSPZA	billing settlement plan of Southern Africa
STD	standard traffic document
CIP	carrier identification plate
VAT	value-added tax
PSGR	passenger
ARNK	arrival not known

(10 × 1)      (10)

1.4

CREDIT CARD	ENCODE
Mastercard	CA
VISA	VI
American Express	AX
Diners Club	DC

(4 × 1) (4)

- 1.5
- Air transportation
  - Surface transportation
  - Non-air services
  - Baggage
  - Financial impact
  - Airport services
  - Merchandise
  - In-flight services
- (8)  
[40]

**TOTAL SECTION A: 40**

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

2.1

<b>FROM/TO</b>				
	<b>CARR</b>	<b>ADULT</b>	<b>CHILD</b>	<b>INFANT</b>
ELZ				
PLZ	SA	800.00	536.00	80.00
DUR	SA	1140.00	763.00	114.00
ELS	SA	890.00	596.00	89.00
FARE	ZAR	2830.00	1895.00	283.00
ROUNDED FARE	ZAR	2830.00	1900.00	290.00
VAT	ZAR	424.50ZV	285.00ZV	43.50ZV
PSC	ZAR	142.00ZA	142.00ZA	NIL
SC	ZAR	18.00EV	18.00EV	18.00EV
YR	ZAR	420.00YR	420.00YR	420.00YR
YQ	ZAR			
TOTAL	ZAR	3834.50	2765.00	771.50

(30)

2.2

NAME: MLANGENI/DUDU					ETKT ITINERARY/RECEIPT					
AGENCY NAME: SIYAZUNGEZA TRAVEL			21JAN2018		IATA: 772 65743 2					
TICKET NO: 0835342849601 2				PLACE OF ISSUE: EAST LONDON						
ISSUED BY: SA					REF:SGD253/1G					
FARE: ZAR2830.00		TAX: 424.50ZV		TAX: 142.00		TAX: 438.00XT				
TOTAL:ZAR3834.50										
FOP:VI3456287645903847										
FARE CALCULATION										
ELS SA PLZ800.00SA DUR1140.00SA ELS890.00ZAR2830.00END XT18.00EV420.00YR										
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	3352	02FEB	ELS	PLZ	0630	OK	J	PC		02FEB
SA	1108	06FEB	PLZ	DUR	0800	OK	J	PC		02FEB
SA	8002	11FEB	DUR	PZB	0900	OK	Y	20K		02FEB
				ZAR	/	2830.00		1	1004.50	

(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 <b>083</b>		2.AGENT & CONTRACTOR COPY			
			DATE OF ISSUE <b>V1</b>		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			HDSW APPROVAL CODE		
COMPLETE ROUTING	FARE BASIS	CARRIER	AIRLINE	FORM	SERIAL NO.	CHECK DIGIT	<b>NM</b>	
<b>ELS PLZ PLZ DUR DUR ELS</b>	<b>MIXED</b>	<b>SA</b>	<b>083</b>	<b>5342</b>	<b>849601</b>	<b>4</b>		
			TICKETS NOT TRANSFERABLE NO CASH REFUNDS		<b>V3</b>			
			CREDIT CARD CODE <b>VI</b>					
CURR <b>ZAR</b>	FARE <b>2830.00</b>	TOTAL <b>ZAR3834.50</b>		<b>V3</b>				
	TAX <b>1004.50</b>							
CURR <b>ZAR</b>	EQUIV. AMT PD							
CURR								

**V1-21JAN'18**

**V2-SIYAZUNGEZA TRAVEL, IATA NO.772 65743 2, EAST LONDON**

**V3- VI3456287645903847 EXP 12/26  
DUDU MLANGENI**

(15)

2.4 ELS SA PLZ536.00SA DUR763.00SA ELS596.00ZAR1900.00END  
XT18.00EV420.00YR

(5)

2.5

- Ensure that the principal will honour the card.
- Verify the signature.
- Check cardholder's identity.
- Check expiry date on credit card.
- Check floor limit.
- Check credit card blacklist.
- Obtain approval code if floor limit is exceeded.

(Any 5 × 1) (5)

2.6

FLIGHT	CLASS	ADVANCE PURCHASE
BA3526	V	21 days prior to departure
BA543	B	07 days prior to departure
BA678	H	10 days prior to departure
SA736	T	14 days prior to departure
SA3894	H	14 days prior to departure

(5 × 1)

(5)  
[75]**QUESTION 3**

3.1

FROM/TO	CARR	FARE CALC
DUR		
CPT	BA	1200.00
DUR	BA	1200.00
FARE	ZAR	2400.00
VAT	ZAR	360.00ZV
PSC	ZAR	96.00ZA
SC	ZAR	12.00EV
YQ	ZAR	266.00YQ
TOTAL	ZAR	3134.00

(10)

3.2 ZAR3134.00 x 18 = ZAR56 412.00

(2)

3.3 ZAR56 412.00 x 35% = ZAR19 744.20

(3)

3.4	125 1655 253764	EMD Number
	TYPE-S	Standalone EMD
	08 MAY 18	Date of Issue was 08 May 2018
	LOC-GHDF	PNR Address/ Booking file reference
	RFIC-D	Category financial impact
	RFISC-98F	Sub-code for group deposits
	CONSUMED AT ISSUANCE	EMD has been completely used at point of issue.
	ICW-125 3645 728465 C1	Issued in connection with coupon 1 of ticket number 125 1655 253764
	SERVICE REMARKS	Group deposit
	ZAR19 744.20	The group deposit required is ZAR19 744.20

(10)  
[25]**QUESTION 4**4.1 **OLD FARE CALCULATION**

FROM/TO		
JNB	CARR	FARE CALC
DUR	SA	650.00
JNB	SA	650.00
FARE	ZAR	1300.00
VAT	ZAR	195.00ZV
PSC	ZAR	100.00ZA
SC	ZAR	12.00EV
YR/YQ	ZAR	280.00YR
TOTAL	ZAR	1887.00

**NEW FARE CALCULATION**

FROM/TO		
JNB	CARR	FARE CALC
DUR	SA	650.00
PZB	SA	170.00
JNB	SA	840.00
FARE	ZAR	1660.00
VAT	ZAR	249.00ZV
PSC	ZAR	147.00ZA
SC	ZAR	18.00EV
YR/YQ	ZAR	420.00YR
TOTAL	ZAR	2494.00



NEW FARE	1660.00	OLD FARE	1300.00	FARE DIFF	360.00
NEW VAT	249.00ZV	OLD VAT	195.00ZV	VAT DIFF	54.00ZV
NEW PSC	147.00ZA	OLD PSC	100.00ZA	PSC DIFF	47.00ZA
NEW SC	18.00EV	OLD SC	12.00YR	SC DIFF	6.00EV
NEW YQ/YR	420.00YR	OLD YQ/YR	280.00YR	YQ/YR DIFF	140.00YR
				TOTAL	607.00A

(16)

4.2

ORIGIN/DESTINATION <b>JNB JNB</b>						
BOOKING REF. <b>FDSC/1G</b>						
ISSUED IN EXCHANGE FOR <b>083 5003 756454 4</b>						
ORIGINAL ISSUE	AIRLINE 083	FORM 5003	SERIAL NO. 7564544	PLACE JNB	DATE 10MAR18	AGENT'S NUMERIC CODE 772 83752

FORM OF PAYMENT CA4536271894657334					
FARE ZAR1660.00	EQUIV.FARE.PD	TAX 54.00ZV	TAX 193.00XT	TAX PD587.00XT	
<b>TOTAL ZAR607.00A</b>	CURRENCY <b>ZAR</b>	CASH COLLECTION	CREDIT BALANCE 360.00	COMM. RATE 1	TAX AMOUNT 247.00

(16)  
[32]

**QUESTION 5**

5.1

FROM/TO			
JNB	<b>CARR</b>	<b>CHILD</b>	<b>INFANT</b>
HRE	BA	760.00	115.00
JNB	UM	760.00	115.00
FARE	ZAR	1520.00	230.00
HRE	ZAR	210.00CB	NIL
PSC	ZAR	131.00ZA	NIL
SC	ZAR	6.00EV	6.00EV
WC	ZAR	110.00WC	NIL
YQ	ZAR	133.00	133.00
TOTAL	ZAR	2110.00	369.00

(18)

5.2

FARE BASIS	NOT VALID BEFORE	NOT VALID AFTER	ALLOW
YEE1M/CH33		02 JUL	20K
YEE1M/CH33	08 JUN	02 JUL	20K
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(6)

5.3

- PEX fares can be booked and purchased up to the actual departure date, provided seats are available.
- APEX fares must always be reserved and purchased a certain number of days prior to departure.

(2 × 2)

(4)

[28]

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