higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

MARKING GUIDELINE

NATIONAL CERTIFICATE

JUNE EXAMINATION

TRAVEL SERVICE N6

3 JUNE 2013

INSTRUCTIONS

Chief Examiner is to check that markers have the February 2013 GSA at the first markers' meeting.

This marking guideline consists of 13 pages.

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SECTION A: COMPULSORY

QUESTION 1

1.1	1.1.1	D		
	1.1.2	B		
	1.1.3	A		
	1.1.4	A		
	1.1.5	A		
	1.1.6	B		
	1.1.7	B		
	1.1.8	A		
	1.1.9	C		
	1.1.10	A		
			(10 × 1)	(10)
1.2	1.2.1	C		
	1.2.2	F		
	1.2.3	B		
	1.2.4	E		
	1.2.5	M		
	1.2.6	J		
	1.2.7	L		
	1.2.8	D		
	1.2.9	K		
	1.2.10	N		
			(10 × 1)	(10)
1.3	1.3.1	Travel Vision		(2)
	1.3.2	011 408 8000/0860 018 020/Any other showing in the GSA (findex section)		(2)
	1.3.3	R19 497✓ x 2 pax ✓= R38 994 ✓✓		(4)
	1.3.4	Return airfare ex JNB via SIN to SYD✓ Airport taxes✓ 5 nights at the 3* Arts Hotel ✓ Buffet breakfast ✓ Return shuttle airport transfers✓ Sydney Harbour highlights cruise ✓		(6)
	1.3.5	Full dates (day, month, year) must appear 14 Jan 2013 ✓–31 Mar 2013✓		(2)
	1.3.6	Yes ✓ Australian High Commission✓		(2)
	1.3.7	Bondi ✓and Bronte ✓		(2)
				[40]

TOTAL SECTION A: 40

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SECTION B: Mark first FOUR questions in this section.

QUESTION 2

2.1	2.1.1	Transfers Accommodation Sightseeing	GBP20.00 x 2 GBP150.00 x 4		GBP40✓ GBP600✓ GBP75✓	
				=	GBP715✓	(4)
	2.12	Transfers Accommodation Sightseeing	USD35.00 x 2 USD250.00 X 5		USD70✓ USD1250✓	(4)
	2.1.3	Transfers	KES950.00 x 2		KES1900✓	(4)
	2.1.4	Transfers Accommodation Sightseeing	INR1000.00 x 2 INR13 500.00 x 5		INR2000✓ INR67 500✓ INR5 500✓	
				=	INR75 000✓	(4)

2.2 **Option: No rounding**
GBP715 * 11.4108 = ZAR8158.72 ✓
USD1720 * 7.0500 = ZAR12126.00 ✓
KES43450 / 12.3500 = ZAR3518.22 ✓
INR75000 / 6.2546 = ZAR11991.17 ✓
Total = ZAR35794.11 ✓

Option: Rounding to next 1 ZAR (old format)
GBP715 * 11.4108 = ZAR8158.72 (round) ZAR8159✓
USD1720 * 7.0500 = ZAR12126.00 (round) ZAR12126✓
KES43450 / 12.3500 = ZAR3518.22 (round) ZAR3519✓
INR75000 / 6.2546 = ZAR11991.17 (round) ZAR11992✓
Total = ZAR35796 ✓

Note:
- If incorrect ROE used then 0 marks allocated.
- If correct ROE used, but incorrectly (e.g. x instead of /) then half marks allocated

(5)

2.3 Net airfare:
R15 000 x 1% = R150
R15 000 – R150 = R14 850

Option: No rounding
Method 1:

Net land arrangements	ZAR35794.11 ✓
+ Net airfare	ZAR14850 ✓
=	ZAR50644.11 ✓
+ Mark-up	ZAR7596.62 ✓
+ Taxes	ZAR4320 ✓
=	ZAR62560.73 ✓

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Method 2:

Net land arrangements	ZAR35794.11 ✓
+ Airfare (including commission)	ZAR15000 ✓
=	ZAR50794.11 ✓
+ Mark-up	ZAR7619.12 ✓
+ Taxes	ZAR4320 ✓
=	ZAR62733.23 ✓

Method 3:

Net land arrangements	ZAR35794.11 ✓
+ Mark up	ZAR5369.12 ✓
=	ZAR41163.23 ✓
+ Airfare (including commission)	ZAR15000 ✓
+ Taxes	ZAR4320 ✓
=	ZAR60483.23 ✓

Option: Rounding to next 1 ZAR (old format)

Method 1:

Net land arrangements	ZAR35796 ✓
+ Net airfare	ZAR14850 ✓
=	ZAR50646 ✓
+ Mark-up	ZAR7597 ✓
+ Taxes	ZAR4320 ✓
=	ZAR62563 ✓

Method 2:

Net land arrangements	ZAR35796 ✓
+ Airfare (including Commission)	ZAR15000 ✓
=	ZAR50796 ✓
+ Mark-up	ZAR7619 ✓
+ Taxes	ZAR4320 ✓
=	ZAR62735 ✓

Method 3:

Net land arrangements	ZAR35796 ✓
+ Mark-up	ZAR5369 ✓
=	ZAR41165 ✓
+ Airfare (including commission)	ZAR15000 ✓
+ Taxes	ZAR4320 ✓
=	ZAR60485 ✓

(6)

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2.4 Commission on airfare:
R15 000 x 1% = R150

Option: No rounding
Method 1:
Mark-up ZAR7596.62✓✓✓

Method 2:
Mark-up ZAR7619.12✓
+ Commission on airfare ZAR150✓
= ZAR7769.12✓

Method 3:
Mark-up ZAR5369.12✓
+ Commission on airfare ZAR150✓
= ZAR5519.12 ✓

Option: Rounding to next 1 ZAR (old format)
Method 1:
Mark-up ZAR7597✓✓✓

Method 2:
Mark-up ZAR7619✓
+ Commission on airfare ZAR150✓
= ZAR7769✓

Method 3:
Mark-up ZAR5370✓
+ Commission on airfare ZAR150✓
= ZAR5520 ✓ (3)

2.5 **Note: Characteristics are below. Learner must use these in relation to the ADDENDUM A tour. Any wording is permitted. Any four may be used.**

- Travel arrangements planned in advance (e.g. must have been planned in advance as everything is included)
- Arrangements include transportation, accommodation and other surface arrangements (e.g. airfare, transfers, accommodation, breakfast, cruise all included)
- Sold at all-inclusive prices not by individual components (1 price for everything given)
- Paid in full before departure
- IT code must reflect on all tour documentation (4)

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2.6. **Note: Any wording is permitted but explanation must be full sentences and plausible.**

2.6.1 2.6.1 (a) Independent Inclusive Tour.✓ (1)

(b) Yes✓ (any reasonable answer showing available time can be tailored to specific client needs.✓)
Or
No ✓ (any reasonable answer showing tour is set dates or doesn't allow for client preferences) (2)

2.6.2 2.6.2 (a) Group Inclusive Tours.✓ (1)

2.6.2 (b) Yes✓ (any reasonable answer showing set dates or 1 hotel which means they must be travelling as a group.✓) (2)
[40]

QUESTION 3

3.1 **Option: No rounding**
USD350 * 7.0500 = ZAR2 467.50 ✓
GBP8 750 * 11.4108 = ZAR99 844.50 ✓

ZAR1 000 000 – (2 467.50 + 99 844.50) = ZAR897 688 ✓

Option: Rounding to next 1 ZAR (old format)
USD350 * 7.0500 = ZAR2 467.50 (round) ZAR2468✓
GBP8 750 * 11.4108 = ZAR99 844.50 (round) ZAR 99845✓

ZAR1 000 000 – (2 468 + 99 845) = ZAR897 687 ✓ (3)

3.2 **Note: Any wording is permitted but explanation must be full sentences and plausible.**

3.2.1 Available as needed (1)

3.2.2 No insurance (1)

3.2.3 (Any one) Can draw in currency of country visited, ATMs are widely available. (1)

3.2.4 ATM fees can be high (1)

3.2.5 (Any two): Easily replaced, can be refunded, refunds can be hand delivered, additional emergency services, widely accepted (2)

3.2.6 Specimen signature on the cheque (forgery may be attempted) (1)

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3.3 3.3.1 **Option: No rounding**
ZAR897 688 * 25% = ZAR224422 ✓
ZAR224422 / 7.0500 ✓ = USD31832.91 ✓
Option: Rounding to previous 10 (old format)
ZAR897 687 * 25% = ZAR224421.75 ✓
ZAR224421.75 / 7.0500 ✓= USD31832.87 (round) USD31830 ✓ (3)

3.3.2 **Option: No rounding**
ZAR897 688 * 35% = ZAR314190.80 ✓
ZAR314190.80 / 10.0615 ✓ = EUR31227.03 ✓
Option: Rounding to previous 10 (old format)
ZAR897 687 * 35% = ZAR314190.45 ✓
ZAR314190.45 / 10.0615 ✓= EUR31227 (round) USD31220 ✓ (3)

3.3.3 **Option: No rounding**
ZAR897 688 * 15% = ZAR134653.20 ✓
ZAR134653.20 * 3.9500 ✓ = MUR531880.14 ✓
Option: Rounding to previous 10 (old format)
ZAR897 687 * 15% = ZAR134653.05 ✓
ZAR134653.05 * 3.9500✓= MUR531879.55 (round) MUR531870 (3)

3.3.4 **Option: No rounding**
ZAR897 688 * 20% = ZAR179537.60 ✓
ZAR179537.60 * 0.1157 ✓ = CHF20772.50 ✓
Option: Rounding to previous 10 (old format)
ZAR897 687 * 20% = ZAR179537.40 ✓
ZAR179537.40 * 0.1157 ✓= CHF20772.48 (round) CHF20770 ✓ (3)

3.3.5 **Option: No rounding**
ZAR897 688 * 5% = ZAR44884.40 ✓
Option: Rounding to previous 10 (old format)
ZAR897 687 * 5% = ZAR44884.35 ✓

Note:
- If incorrect ROE used then only % (1st mark) to be marked.
- If correct ROE used, but incorrectly (e.g. x instead of /) then half marks allocated for that step, the % (1st mark) to be marked. No marks for calculation (last step). (1)

3.4 3.4.1 USD300 * 6.6886 ✓ = ZAR2006.58 ✓ (2)

3.4.2 EUR575 * 9.5125 ✓ = ZAR5469.69 ✓ (2)

3.4.3 MUR5000/4.2934 ✓ = ZAR1164.58 ✓ (2)

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3.4.4 CHF1 000/0.1236 ✓ = ZAR8090.61 ✓

Note:
- If incorrect ROE used then 0 marks allocated.
- If correct ROE used, but incorrectly (e.g. x instead of/) then half marks allocated (2)

3.5 30 days✓
Any explanation that shows learner understands convenience or waiting for favourable exchange rate for client factor/as a means of exchange control.✓ (2)

3.6 3.6.1 Used by travel agencies when converting rand to foreign currency for land arrangements purchase. (1)

3.6.2 Used by travel agencies when converting foreign currency to rand for commission payments received (1)

3.7 3.7.1 Eurail Select Pass (1)

3.7.2 10 days in 2 months (1)

3.7.3 EUR514 (1)

3.7.4 World Travel (1)

3.7.5 First (1)
[40]

QUESTION 4

4.1 4.1.1 R250 000 (1)

4.1.2 R4 000 (1)

4.1.3 Nil / R5 000 with additional cost (either is correct) (1)

4.2 4.2.1 Gold✓✓ (2)

4.2.2 R730✓✓ (2)

4.2.3 R730✓x 20%✓ = R146,00✓ (3)

4.2.4 See voucher overleaf. Use negative marking. -1 mark for any incorrect block.

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4.2.4

TRAVEL INSURANCE APPLICATION

AGENCY NAME: ALPHA TOURS		**BRANCH:** JNB			**CONSULTANT:** LEARNER		**AGENCY CODE:**	7726589
INSURED PERSON(S) SURNAME	INITIALS	GENDER	DATE OF BIRTH	BENEFICIARY	ID/PASSPORT NUMBER	TYPE OF COVER	PRODUCT	TOTAL PREMIUM
1 **WOODS**	**C**	**F**	**11MAR57**	**ESTATE**	**5703110028082**	**INDIVIDUAL**	**GOLD**	**R730**
2								
3								
4								
								R730

Do you intend to stay in any one country for more than 190 days? ~~Yes~~/No

Have the public conveyance tickets been paid with a valid South African Credit Card? Yes/~~No~~

Person in charge of underage / disabled children: **N/A**

Person whom the insured is going to visit whilst on the journey: **VACATION**

Period of insurance cover From: **12JAN14** To: **30JAN14**

Total No. of days **19** (both days inclusive)

Furtherest destination: **USA**

Postal Address: **51 PARTRIDGE STREET**
FLORIDA

Postal Code: **1709**

Tel (H) **(011) 4768903**

Tel (W) **(011) 4722309**

House Doctor Name: **DR H SYLVESTER**

House Doctor Tel: **(011) 4764319**

Declaration:

1. I accept the levels of cover chosen and will not expect any additional payment from the Underwriters for claims exceeding the sums insured.
2. I declare that all Insured persons are in good health and fit to travel.
3. I\We hereby accept the conditions of this policy document which I have received and studied.
4. I hereby give AIG the authority to phone my doctor in case of an emergency.

Signature: **MS WOODS' SIGNATURE** Issuing Agent: **LEARNER'S SIGNATURE**

Date: **DD MMM YY** Date: **DD MMM YY**

(15)

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4.3	4.3.1	D/ICAR ✓			(1)
	4.3.2	Standard waivers✓			(1)
	4.3.3	Rental period – 3 days✓			
		Car Group – D / ICAR			
		3–14 Day Rate			
		Rental: R402.00 x 3 days		R1 206.00✓	
		Free Km: 100km x 3 days = 300km ✓			
		Km: 150 – 300 = -150km		R0.00✓	
			=	R1 206,00	
		CDW, TLW included Tourism levy included✓			
		PAI: R58,50 x 3 days		R175,50✓	
		Delivery fee:		R350,00✓	
		Drop off charge:		R150,00✓	
		Contract fee		R25,00✓	
			=	R1 906,50✓	(10)
	4.3.3	R1 206,00 x 100/114 = R1 057,89✓			(3)
		R1 057,89 x 10% ✓ = R105,79✓			**[40]**

QUESTION 5

5.1		Peabody Orlando	(1)
5.2	5.2.1	USD112 x 16 nights ✓= USD1792 ✓	(2)
	5.2.2	**Option: No rounding** USD1792 * 7.0500 ✓= ZAR12 633.60 ✓ **Option: Rounding to next 1 ZAR (Old format)** USD1792 * 7.0500 ✓= ZAR12 633.60 (round) ZAR12634 ✓	(2)
5.3		None✓– rates are accommodation only ✓	(2)
5.4		(Any three examples where a person in the hotel's employ is present to perform a service for the client) e.g. spa, room service, concierge, restaurants	(3)
5.5		(Any three examples where the client can use a **physical facility** at the hotel) e.g. Private club, Fitness centre, handicapped facilities, meeting facilities, parking, tennis, bar/ lounge, conference facilities, Fitness centre, Health club, pool, wireless/high speed internet, business centre, elevators, gift shop, restaurant	(3)
5.6		**Option: No rounding** ZAR12633.60 x 10% ✓= ZAR1263.36 ✓ **Option: (Old format)** ZAR12634 x 10% ✓= ZAR1263.40 ✓	(2)

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5.7 Resort fee✓– USD10.65 ✓ (2)

5.8 Yes (1)

5.9 1 500 (1)

5.10 See voucher below.

ALPHA TOURS				Voucher B4355
PASSENGER'S NAME WOOD/CAROLMS				
HOTEL **PEABODY ORLANDO**			ADDRESS **9801 INTERNATIONAL DR, ORLANDO**	
REQUIREMENTS **1 X SWB (EP)**			TEL: **09 67 55 2324389**	
DATE OF ARRIVAL **14JAN**	DATE OF DEPARTURE **30JAN**		RATE **USD112 PRPN**	
ACCOUNT **CASH**	FULL ACCOUNT		RESERVED BY DATE **LEARNER** **DDMMMYY**	CONFIRMED BY DATE **YY787** **DOMINGO** **DDMMMYY**
	EXTRAS TO BE SETTLED DIRECT	**X**	REMARKS **LATE CHECK-IN / LATE CHECK-OUT**	

(12)

5.11 Immediately across from the Orlando/Orange County Convention Centre. (2)

5.12 5.12.1 Registration on arrival at the hotel

5.12.2 6pm release/Room will be resold if guest has not booked in by this time.

5.12.3 Additional charges for extra services

5.12.4 Arrivals planned for a time later than the check-in deadline (18h00).

5.12.5 The rate charged for occupying a room during the day but not at night. Usually half the nightly rate.

5.12.6 Trade discount/a discounted rate offered to guests who are employed in the travel industry. (½ mark for decode, ½ mark for explanation)

5.12.7 American Plan, rate paid is for accommodation and three meals (½ mark for decode, ½ mark for explanation) (7)

[40]

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QUESTION 6: DOMESTIC CRUISING AND CAR RENTAL

6.1	01			(1)
6.2	(R2 500.00 + R350,00 + R60,00) x 2 people = R5820 total (½ mark for cruise cost, ½ mark for port and baggage, ½ mark for insurance, ½ mark for 2 pax, 1 mark for total)			(3)
6.3	R5 820 * 10% = R582			(1)
6.4	6.4.1	Maputo,✓ Inhambane ✓		(2)
	6.4.2	A place where the ship docks ✓/ where a passenger can get off the ship onto shore for a while. ✓		(2)
	6.4.3	A boat used to take passengers a shore✓ when there is no harbour deep enough or ship anchors offshore.✓		(2)
	6.4.4	Maputo City Tour✓ Maputo City Tour with lunch at the docks✓ Maputo at leisure with take-away lunch at Parque Acacia✓		(3)
6.5	6.5.1	Getting onto the ship from the shore		
	6.5.2	Getting off the ship onto the shore		
	6.5.3	A day trip on the shore at a port of call.		
	6.5.4	The ship's steering mechanism.		
	6.5.5	Cargo storage area.	(5 × 2)	(10)
6.6	6.6.1	F		
	6.6.2	A		
	6.6.3	E		
	6.6.4	C		
	6.6.5	G	(5 × 2)	(10)

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6.7	6.7.1	(Any two) passport, cruise ticket, visas (if required), any other reasonable	(2)
	6.7.2	(Any two) A cruise voucher/ticket, baggage tags, general information on the ship and ports of call, departure forms (for leaving the country of embarkation), debarkation forms for ports of call, cruise tips, vouchers for day excursions (if booked for cruise departs), any other reasonable answer	(2)
	6.7.3	(Any two) Cruise options, cabin categories, specific cabins, cancellations, refunds, terms and conditions, any other reasonable answer	(2) **[40]**

TOTAL SECTION B: 160
GRAND TOTAL: 200

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