higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

MARKING GUIDELINE

NATIONAL CERTIFICATE

JUNE EXAMINATION

TRAVEL SERVICES N6

12 JUNE 2014

INSTRUCTIONS:

Chief Examiner is to check that markers have the February 2014 GSA at the first markers' meeting.

This marking guideline consists of 12 pages.

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SECTION A:

QUESTION 1

1.1	1.1.1	K	
	1.1.2	F	
	1.1.3	N	
	1.1.4	P	
	1.1.5	J	
	1.1.6	G	
	1.1.7	L	
	1.1.8	M	
	1.1.9	H	
	1.1.10	E	
			(10 x 1) (10)
1.2	1.2.1	Thompsons Tours	(2)
	1.2.2	011 770 770 / 031 275 3500 / 021 408 9500	(2)
	1.2.3	(R9 892✓ + R787 ✓) x 2 pax ✓= R21 358✓	(4)
	1.2.4	Return flights to Dubai on Emirates✓ Return airport - hotel transfers✓ 3 Nights at the 3* Arabian Park Hotel with breakfast daily✓ Dubai tourist visa✓ Free shuttle transfer to the beach, museum and WAFI shopping mall as per the hotel's schedule✓ Wafi Welcome Pack including discounts on shopping and dining in WAFI✓	(6)
	1.2.5	01 May 2014 ✓- 30 September 2014✓	(2)
	1.2.6	Yes ✓ Any answer including 'subject to change' ✓	(2)
	1.2.7	Travel Insurance ✓(any reasonable rationale, e.g. protection / peace of mind / high cost of medical treatment) ✓	(2)
1.3	1.3.1	False	
	1.3.2	True	
	1.3.3	False	
	1.3.4	False	
	1.3.5	False	
	1.3.6	True	
	1.3.7	True	
	1.3.8	True	
	1.3.9	True	
	1.3.10	False	
			(10 x 1) (10)
			[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	USD60.00 x 2		USD120✓	
		Accommodation	USD145.00 x 4		USD580✓	
		Sightseeing	USD74+44+80+39✓✓		USD237✓	
				=	USD937✓	(6)
	2.1.2	Transfers	ILS210.00 x 2		ILS420✓	
		Accommodation	ILS600.00 x 3		ILS1800✓	
		Sightseeing			ILS300✓	
				=	ILS2520✓	(4)
	2.1.3	Athens				
		Transfers	EUR50.00 x 2		EUR100✓	
		Accommodation	EUR100.00 x 7		EUR700✓	
		Sightseeing			EUR75✓	
				=	EUR875 (1/2✓)	
		Istanbul				
		Transfers	EUR45.00 x 2		EUR90✓	
		Accommodation	EUR75.00 x 4		EUR300✓	
				=	EUR390 (1/2✓)	
				=	EUR1265✓	

Note:
- Subtotals per city at 2.1.4 are not necessary. If learners have correct total allocate 2 marks. (7)

2.2 **Option: No rounding**
USD937 * 10.1000 = ZAR9463.70 ✓
ILS2520 / 0.3449 = ZAR7306.47 ✓
EUR1265 * 13.4896 = ZAR17064.34 ✓
Total = ZAR33834.51 ✓✓

Option: Rounding to next 1 ZAR (old format)
USD937 * 10.1000 = ZAR9463.70 (round) ZAR9464✓
ILS2520 / 0.3449 = ZAR7306.47 (round) ZAR7307 ✓
EUR1265 * 13.4896 = ZAR17064.34 (round) ZAR17065✓
Total = ZAR33836 ✓✓
Note:
- If incorrect ROE used then 0 marks allocated. (5)

2.3 Net airfare:
Option: No rounding
R19680 x 1% = R196.80
R19680 – R196.80 = R19483.20
Option: Rounding to the nearest 1 ZAR (old format)
R19680 x 1% = R196.80 (round) R197
R19680 – R197 = R19483

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Option: No rounding

Method 1:

Net land Arrangements	ZAR33834.51 ✓
+ Net airfare	ZAR19483.20 ✓
=	ZAR53317.71 ✓
+ Mark-up	ZAR7997.66 ✓
+ Taxes	ZAR3266 ✓
=	ZAR64581.37 ✓

Method 2:

Net Land Arrangements	ZAR33834.51 ✓
+ Airfare (including Commission)	ZAR19680 ✓
=	ZAR53514.51 ✓
+ Mark-up	ZAR8027.18 ✓
+ Taxes	ZAR3266 ✓
=	ZAR64807.69 ✓

Method 3:

Net land arrangements	ZAR33834.51 ✓
+ Mark up	ZAR5075.18 ✓
=	ZAR38909.69 ✓
+ Airfare (including commission)	ZAR19680 ✓
+ Taxes	ZAR3266 ✓
=	ZAR61855.69 ✓

Option: Rounding to next 1 ZAR (old format)

Method 1:

Net land Arrangements	ZAR33836 ✓
+ Net airfare	ZAR19483 ✓
=	ZAR53319 ✓
+ Mark-up	ZAR7998 ✓
+ Taxes	ZAR3266 ✓
=	ZAR64583 ✓

Method 2:

Net Land Arrangements	ZAR33836 ✓
+ Airfare (including Commission)	ZAR19680 ✓
=	ZAR53516 ✓
+ Mark-up	ZAR8027 ✓
+ Taxes	ZAR3266 ✓
=	ZAR64809 ✓

Method 3:

Net land arrangements	ZAR33836 ✓
+ Mark up	ZAR5075 ✓
=	ZAR38911 ✓
+ Airfare (including commission)	ZAR19680 ✓
+ Taxes	ZAR3266 ✓
=	ZAR61857 ✓

(6)

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2.4 Commission on airfare:

Option: No rounding

R19680 x 1% = R196.80

Option: Rounding to the nearest 1 ZAR (old format)

R19680 x 1% = R196.80 (round) R197

Option: No rounding

Method 1:

Mark-up	ZAR7997.66 ✓✓✓

Method 2:

Mark-up	ZAR8027.18 ✓
+ Commission on airfare	ZAR196.80✓
=	ZAR8223.98✓

Method 3:

Mark-up	ZAR5075.18 ✓
+ Commission on airfare	ZAR196.80✓
=	ZAR5271.98✓

Option: Rounding to next 1 ZAR (old format)

Method 1:

Mark-up	ZAR7998✓✓✓

Method 2:

Mark-up	ZAR8027✓
+ Commission on airfare	ZAR197✓
=	ZAR8224✓

Method 3:

Mark-up	ZAR5075✓
+ Commission on airfare	ZAR197✓
=	ZAR5272 ✓

(3)

2.5 Yes (1)

2.6 **Note: characteristics are below. Learner answer must use these in relation to this tour. Any wording is permitted. Any four may be used.**
1 mark for characteristic + 1 mark for relating that characteristics to the tour

- 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

(8)
[40]

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QUESTION 3

3.1	3.1.1	AD ✓			(1)
	3.1.2	Rental Period – 7 days ✓ 7 – 13 Day Rate Rental: R466.00 ✓ x 7 days Free Km: Unlimited ✓ Km charge CDW, TLW included Tourism Levy included } ✓ PAI included ✓ Contract fee	 = =	 R3262.00 ✓ R0.00 ✓ R3262.00 R75.00 ✓ R3337.00 ✓✓	(10)
	3.1.3	R3262.00 x 100/114 = R2861.40 ✓ R2861.40 x 10% ✓ = R286.14 ✓			(3)
3.2	3.2.1	C ✓			(1)
	3.2.2	Rental Period – 7 days ✓ 7 – 13 Day Rate Rental: R608.00 ✓ x 7 days Free Km: Unlimited ✓ Km charge CDW, TLW included Tourism Levy included } ✓ PAI: R50 x 7 days Contract fee	 = =	 R4256.00 ✓ R0.00 ✓ R4256.00 R350.00 ✓ R55.00 ✓ R4661.00 ✓✓	(10)
	3.2.3	R4256.00 x 100/114 = R3733.33 ✓ R3733.33 x 10% ✓ = R373.33 ✓			(3)
3.3	Avis✓ - Cheaper ✓				(2)

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3.4 **Note:**

- **Use negative marking. -1 mark for any incorrect block.**
- **If Travel Voucher (billback) used, - 5 marks**

AVIS TRAVEL REFERRAL	1 Agency Copy	1357866 4	Agency Validation Stamp
Customer Name: **MOKOBA/PETERMR**		Reservation No.: **JHM8797A**	Agency File No.:
Rental location: **JNB APT**	Airport: √	Downtown:	Date of rental: **12 OCT 14**
Return location: **JNB APT**			**19 OCT 14**
Rate Name: **7-13 DAY RATE**	Rate Code:	No. of Days: **7**	Car Group: **C**

(STAMP)

MB

IATA Assigned No.: 77233564

Date of issue: **(TODAY'S)**

Remarks	Avis Account No.
VI49010102098765O1 EXP12/17	

Travel Agency name & address (Print clearly)

TRAINING PURPOSES ONLY

SOUTH AFRICA

(10)
[40]

QUESTION 4

4.1 Gold✓✓ (2)

4.2 R730✓✓ (2)

4.3 R730 ✓x 20% ✓ = R146.00 ✓ (2)

4.4 See Voucher overleaf. Use negative marking. -1 mark for any incorrect block. (15)

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TRAVEL INSURANCE APPLICATION

AGENCY NAME: EXCELSIOR TRAVEL		**BRANCH:** JNB			**CONSULTANT:** LEARNER		**AGENCY CODE:**	1122598
INSURED PERSON(S) SURNAME	INITIALS	GENDER	DATE OF BIRTH	BENEFICIARY	ID/PASSPORT NUMBER	TYPE OF COVER	PRODUCT	TOTAL PREMIUM
1 **BEIBER**	**J**	**F**	**12OCT74**	**ESTATE**	**7410120028082**	**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: **12JUL14** To: **29JUL14**

Total No. of days **18** (both days inclusive)

Furtherest destination: **PARIS**

Postal Address: **5112 PARSON STREET**
ROODEPOORT

Postal Code: **1724**

Tel (H) **(011) 7641234**

Tel (W) **(011) 6794722**

House Doctor Name: **DR J TOMSON**

House Doctor Tel: **(011) 7641589**

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 BEIBER SIGNATURE** Issuing Agent: **LEARNER'S SIGNATURE**

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

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Please turn over

4.5 Tonic Hotel du Louvre✓ (1)

4.6 Twin✓ (Any answer including seperate beds)✓ (2)

4.7 4.7.1 EUR340 (1/2✓) 17 nights x 2 pax (1/2✓) = EUR11560 ✓ (2)

4.7.2 **Option: No rounding**
EUR11560 x 13.4896 ✓= ZAR155 939.78 ✓
Option: Rounding to next 1 ZAR (Old format)
EUR11560 x 13.4896 ✓= ZAR155 939.78 (round) ZAR155 940 ✓ (2)

4.8 **Option: No rounding**
ZAR155 939.78 ✓ x 10% = ZAR15 593.98✓
Option: Rounding to next 1 ZAR (Old format)
ZAR155 940 ✓x 10% = ZAR15 594✓ (2)

4.9 None✓ (meals shown at exclusions / breakfast rate shown separately)✓ (2)

4.10 Continental✓ (1)

4.11 350 metres✓ (1)

4.12 Notre Dame Cathedral✓ 15 minutes walk✓ (2)

4.13 EUR1 per person per night ✓ city tax✓ (2)

4.14 (Any two) ✓✓ Free wi-fi, safety deposit box, desk. (2)
[40]

QUESTION 5

5.1 5.1.1 60 days ✓ (1)
5.1.2 30 days ✓ (1)
5.1.3 Passport ✓ Air ticket ✓ (2)
5.1.4 Yes ✓ (1)

5.2 **Option: No rounding**
USD12438 * 10.1000 ✓= ZAR125623.80 ✓
CNY13 200 ÷ 0.5954 ✓= ZAR22169.97 ✓
JPY351000 ÷ 9.7108 ✓= ZAR36145.32✓
INR106250 ÷ 6.1960 ✓= ZAR17148.16 ✓
= ZAR201087.25✓

Option: Rounding to next 1 ZAR (old format)
USD12438 * 10.1000 ✓= ZAR125623.80 (round) ZAR125624✓
CNY13 200 ÷ 0.5954 ✓= ZAR22169.97 (round) ZAR22170 ✓
JPY351000 ÷ 9.7108 ✓= ZAR36145.32 (round) ZAR36146 ✓
INR106250 ÷ 6.1960 ✓= ZAR17148.16 (round) ZAR17149 ✓
= ZAR201089✓ (9)

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5.3 **Option: No rounding**
ZAR1 000 000 ✓- ZAR201 087.25 = ZAR798 912.75✓
Option: Rounding to next 1 ZAR (old format)
ZAR1 000 000 ✓- ZAR201 089 = ZAR798 911✓ (2)

5.4 5.4.1 **Option: No rounding**
ZAR798912.75 * 20% = ZAR159782.55 ✓
ZAR159782.55 ÷ 10.1000 ✓ = USD15820.05 ✓
Option: Rounding to previous 10 (old format)
ZAR798911 x 20% = ZAR159782.20 ✓
ZAR159782.20 ÷ 10.1000 ✓ = USD15820.02 (round)USD15820 ✓ (3)

5.4.2 **Option: No rounding**
ZAR798912.75 x 25% = ZAR199728.19 ✓
ZAR199728.19 x 0.5954 ✓ = CNY118918.16 ✓
Option: Rounding to previous 10 (old format)
ZAR798911 x 25% = ZAR199727.75 ✓
ZAR199727.75 x 0.5954 ✓ = CNY118917.90 (round)CNY118910 ✓ (3)

5.4.3 **Option: No rounding**
ZAR798912.75 x 30% = ZAR239673.83 ✓
ZAR239673.83 x 9.7108 ✓ = JPY2327424.63 ✓
Option: Rounding to previous 10 (old format)
ZAR798911 x 30% = ZAR239673.30 ✓
ZAR239673.30 x 9.7108 ✓ = JPY2327419.48(round) JPY2327410 ✓ (3)

5.4.4 **Option: No rounding**
ZAR798912.75 x 10% = ZAR79891.28 ✓
ZAR79891.28 x 6.1960 ✓ = INR495006.37 ✓
Option: Rounding to previous 10 (old format)
ZAR798911 x 10% = ZAR79891.10 ✓
ZAR79891.10 x 6.1960 ✓ = INR495005.26 (round) INR495000 ✓ (3)

5.4.5 **Option: No rounding**
ZAR798912.75 x 15% = ZAR119836.91 ✓
Option: Rounding to previous 10 (old format)
ZAR798911 x 15% = ZAR119836.65 ✓

Note:
- If incorrect ROE used then only % (1st mark) to be marked. (1)

5.5 5.5.1 USD3 100 x 9.7334 ✓ = ZAR30 173.54 ✓

5.5.2 JPY15 000 ÷ 10.3650 ✓ = ZAR1 447.18 ✓

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	5.5.3	INR 4 150 ÷ 6.6141 ✓ = ZAR627.45 ✓		
	5.5.4	Any answer showing an understanding of the undesirability of the currency for the bank or the volatility of the currency **Note:** - If incorrect ROE used then 0 marks allocated.	(4 x 2)	(8)
5.6	5.6.1	Won		
	5.6.2	Any answer including exotic/unusual currency		
	5.6.3	Most widely accepted currency throughout the world	(3 x 1)	(3) **[40]**

QUESTION 6

6.1		OP1205✓	(1)
6.2		Cheaper ✓for more nights / longer ✓	(2)
6.3		Category 6✓	(1)
6.4		Rigoletto ✓ restricted views✓	(2)
6.5	6.5.1	Maputo ✓, Portuguese Island ✓	(2)
	6.5.2	(either answer) A place where the ship docks / where a passenger can get off the ship onto shore for a while. ✓	(1)
	6.5.3	(either answer) 4 nights / 5 days ✓	(1)
	6.5.4	Dep – Durban ✓ 03 Feb ✓ 1430✓ Arr – Durban ✓ 07 Feb ✓ 0700✓	(6)
6.6		R4599 ✓+ 50% (R2299.50) ✓ + R500 ✓ = R7398.50 ✓	(4)
6.7		R4599 + R2299.50 ✓ x 10% = R689.85	(3)
6.8		(Any two) passport, cruise ticket, visas, any other reasonable	(2)
6.9		Starlight Cruises ✓ 011 807 5111 / 031 303 3572 / 021 555 3005 / 012 342 4496✓	(2)
6.10		Britrail England Pass✓	(1)
6.11		Yes ✓ He is not a UK resident✓	(2)
6.12		Heritage Railways Discount ✓ Britrail Pass Holder Rate on Eurostar✓	(2)

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6.13	6.13.1	USD385	(1)
	6.13.2	**Option: No rounding** USD385 x 10.1000 ✓= ZAR3888.50✓ **Option: Rounding to next 1 ZAR (old format)** USD385 x 10.1000 ✓= ZAR3888.50 (round) ZAR3889✓	(2)
6.14	6.14.1	World Travel ✓	(1)
	6.14.2	rail@worldtravel.co.za✓	(1)
6.15	6.15.1	Passport	(1)
	6.15.2	(Any two, or other reasonable) Cheaper Other discounts may apply Unlimited travel in the area	(2) **[40]**

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

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