higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

MARKING GUIDELINE

NATIONAL CERTIFICATE

JUNE EXAMINATION

TRAVEL SERVICES N6

6 JUNE 2016

INSTRUCTIONS: **Chief Examiner is to check that markers have the February 2015 GSA at the first markers' meeting.**

This memorandum consists of 14 pages.

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SECTION A: COMPULSORY

QUESTION 1

1.1	1.1.1	Y
	1.1.2	C
	1.1.3	N
	1.1.4	A
	1.1.5	G
	1.1.6	R
	1.1.7	T
	1.1.8	K
	1.1.9	Q
	1.1.10	H
	1.1.11	B
	1.1.12	I
	1.1.13	F
	1.1.14	E
	1.1.15	M
	1.1.16	J
	1.1.17	D
	1.1.18	O
	1.1.19	U
	1.1.20	W

(20 × 2) **[40]**

TOTAL SECTION A: 40

SECTION B

QUESTION 2

2.1 35 days✓ (1)

2.2 Leisure✓
Any reasonable motivation showing the learner can identify this as a vacation based on the itinerary or that there is no mention of business so leisure is assumed.✓ (2)

2.3 R1 180 ✓ (1)

2.4 R1 180 × 100/114 = R1 035.09✓
R1 035.09 × 20%✓ = R207.02✓ (3)

2.5 2.5.1 R30 000✓
2.5.2 R500✓
2.5.3 R100 000 000✓
2.5.4 R500 outpatient✓
2.5.5 R5 000✓
2.5.6 Nil✓
2.5.7 R3 000 000✓
2.5.8 R1 000✓

(8 × 1) (8)

2.6 Overleaf

Note:
- Use negative marking. -1 mark for any incorrect block
- Branch can also be shown as JOHANNESBURG
- ID/PASSPORT NUMBER can also show IR8797898
- Any format for dates is acceptable
- Furtherest destination can also be shown as PORTUGAL
- Candidates can circle the correct answer YES/NO or delete the wrong answer
- Block capital letters are not a prescribed requirement as this is not an IATA document (15)

2.7 2.7.1 Cover when the traveller cuts short his trip while travelling due to reasons beyond his control.✓
Any reasonable reason why this cover is important, for example
- The unforeseen nature of accidents means that it's out of his control.
- He can't control what happens back in South Africa and he may be forced to return should anything happen to family, et cetera. While he's travelling.

2.7.2
- Cover for permanent disability/injury or death to the insured person.✓
- Any reasonable reason why this cover is important, for example.✓
- The unforeseen nature of accidents means that it's out of his control.

2.7.3 Help while in a foreign country, which includes advice, who would be able to assist the traveller and how to contact them✓
Any reasonable reason why this cover is important, for example.✓
- The unforeseen nature of accidents means that it's out of his control.
- In a foreign country, South Africans may not know what to do or where to go.
- In a foreign country, a South African may not have access to someone who can speak his language(s) well enough to help.

2.7.4 Help with lesser problems like baggage going missing or being delayed.✓
Any reasonable reason why this cover is important, e.g.✓
- The unforeseen nature of accidents means that it's out of his control.
- Airlines are notorious for losing baggage or putting bags on incorrect flights.
- Tourists make easy targets for criminals to rob.

2.7.5 If a public conveyance is taken out of control of the authorised driver/pilot.✓
Any reasonable reason why this cover is important, e.g.✓
- Terrorism has increased in recent years.

(5 × 2) (10)
[40]