higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

MARKING GUIDELINE

NATIONAL CERTIFICATE

TRAVEL SERVICES N6

31 MAY 2019

This marking guideline consists of 14 pages.

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SECTION A

Answer ALL the questions in SECTION A.

QUESTION 1

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

(10 × 2) (20)

1.2	1.2.1	B
	1.2.2	C
	1.2.3	A
	1.2.4	B
	1.2.5	D
	1.2.6	D
	1.2.7	A
	1.2.8	C
	1.2.9	D
	1.2.10	C

(10 × 2) (20)
[40]

TOTAL SECTION A: 40

SECTION B

Answer any FOUR of the five questions in SECTION B.

QUESTION 2: CAR RENTAL

2.1 Group D✓ ICAR✓ (2)

2.2

Rate:	
R557 × 8 days	R4 456✓
Kilometres:	
150 km × 8 days = 1 200 km free	
1 700 km – 1 200 km = 500 km × R4,74	R2 370✓
TOTAL:	R6 826✓
Insurance:	Included✓
Airport surcharge:	Included✓
Tourism levy:	Included✓
Contract fee:	R70✓
PAI:	Excluded✓
TOTAL:	R6 896✓✓ (10)

2.3 R6 826 × 100/114✓ = R5 987,72✓
R5 987,72 × 10% = R598,77✓ (3)

2.4 **CAR VOUCHER (ADDENDUM G)**

<table>
<tr><td>Europe Car
car rental</td><td colspan="2">Reg. No
05/13135/07</td><td colspan="2">TRAVEL AGENT REFERRAL VOUCHER/
REISAGENT VERWYSINGSBEWYS</td><td>R</td></tr>
<tr><td colspan="3">Renter's name/
Naam van huurder
GIGABA/M MR</td><td>Car group/
Motorgroep
D/ICAR</td><td>Date of issue/
Uitreikingsdatum
DATE OF EXAM</td><td rowspan="2">Issuer's stamp/
Uitreiker se stempel
STUDENT INITIALS</td></tr>
<tr><td>Renting office/
Huurkantoor
ELS APT</td><td>Date/
Datum
12AUG</td><td>Flight/
Vlug</td><td>Time/
Tyd
12:00</td><td>Issuer's name/
Uitreiker se naam
STUDENT NAME</td></tr>
<tr><td colspan="4">Return office/
Terugbesorgingskantoor
ELS APT 19AUG</td><td colspan="2" rowspan="2">Issuer/
Uitreiker

TRAINING PURPOSES ONLY

SOUTH AFRICA</td></tr>
<tr><td colspan="4">Method of payment (If bank card, state number)/
Metode van betaling (Indien bankkaart, meld nommer)
AX 5467 0704 9232 4065 EXP06/20</td></tr>
<tr><td colspan="2" rowspan="2">Remarks/
Opmerkings</td><td colspan="2">Europcar reservation reference/
Europcar besprekingsverwysing</td><td colspan="2">RESERVATION ID NUMBER/
BESPREKING ID-NOMMER</td></tr>
<tr><td colspan="2"></td><td colspan="2">E 9 0 2 1 3 4</td></tr>
</table>

NOTE

- Use negative marking. -1 mark for each incorrect block.
- Any format for the name is acceptable as long as the title, first name (or initial) and surname are shown.
- Do NOT penalise the student for adding date/time to 'return location' box.
- Block capital letters are not a prescribed requirement as this is not an IATA document.
- Any format for dates is acceptable. (12)

2.5 2.5.1 Airport surcharge of 9% is levied on all cars picked up at an airport. This is charged on the time and total mileage.

2.5.2 Pick-up and drop-off is not at the same location/city.

2.5.3 A second person is added as a driver on the rental agreement.

2.5.4 This insurance covers death, injury or permanent disability of persons mentioned in the rental agreement.

2.5.5 This refers to the amount the renter owes for damage to the car in case of an accident or theft.

(5 × 2) (10)

2.6 ICAR = Intermediate car with automatic steering/transmission and air conditioning. (2)

2.7 1% (1)

[40]

QUESTION 3: FOREIGN EXCHANGE

3.1 ZAR1 000 000 (1)

3.2

Airticket		ZAR 88 600
Visa		ZAR 1 900
Accommodation	GBP 5 100	ZAR 86 685.21
Train ticket	EUR 2 558	ZAR 37 581.11
Car rental	USD 2 900	ZAR 39 596.02
Cruise	EGP 3 000	ZAR 1 596.08
Total for TRAVEL ARRANGEMENTS		ZAR 255 958.42
Total for LAND ARRANGEMENTS		ZAR 165 458.42
ZAR1 000 000 – ZAR53 527.65		ZAR 834 541.58

GBP : ZAR
1 : 16.9971✓
5 100 : ? ✓
5 100 × 16.9971
ZAR 86 685.21 ✓ (3)

EUR : ZAR
1 : 14.6916✓
2 558 : ?✓
2 558 × 14.6916
ZAR 37 581.11✓ (3)

USD : ZAR
1 : 13.6538✓
2 900 : ?✓
2 900 × 13,6538
ZAR 39 596.02✓ (3)

EGP : ZAR
1.8796: 1✓
3 000 : ?
3 000/1.8796✓
ZAR 1 596.08✓ (3)

Total for travel arrangements: **ZAR255 958.42**✓ (1)

NOTE:
- Give ONE mark for correct ROE, ONE mark for correct formula (multiplication or division) and ONE mark for correct answer.
- If incorrect ROE is used, 0 marks are allocated.
- A deviation of 0.01 (1 cent) is acceptable. Learners should be allocated the mark if the deviation is this small.

3.3 3.3.1 ZAR 834 541.58 × 50% = ZAR 417 270.79✓

ZAR : GBP
16.9971 : 1✓
417 270.79 : ?
417 270.79/16.9971✓
GBP 24 549.53✓ (4)

3.3.2 ZAR 834 541.58 × 20% = ZAR 166 908.32✓
ZAR : EUR
14.6916 : 1✓
166 908.32 : ?
166 908.32/14.6916✓
EUR11 360.80✓ (4)

3.3.3 ZAR 834 541.58 × 10% = ZAR 83 454.16✓
ZAR : USD
13.6538 : 1✓
83 454.16 : ?
83 454.16/13.6538✓
USD6 112.16✓ (4)

3.3.4 ZAR 834 541.58 × 10% = ZAR 83 454.16✓
EGP : ZAR
1.8796 : 1✓
? : 83 454.16
83 454.16 × 1.8796✓
EGP156 860.44✓ (4)

3.3.5 ZAR 834 541.58 × 10% = ZAR 83 454.16 (1)

NOTE:

- Give ONE mark for correct ROE, ONE mark for correct formula (multiplication or division) and one mark for correct answer
- If incorrect ROE used then 0 marks allocated.
- A deviation of .01 (1 cent) is acceptable. Learners should be allocated the mark if the deviation is this small.

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3.4 3.4.1

GBP	:	ZAR
1	:	16.3937✓
500	:	?

500 × 16.3937✓
ZAR 8 196.85✓

3.4.2

EUR	:	ZAR
1	:	14.2268✓
900	:	?

900 × 14.2268✓
ZAR12 804.12✓

3.4.3

EGP	:	ZAR
2.1126	:	1✓
800	:	?

800/2.1126✓
ZAR 378.68✓

(3 × 3) (9)
[40]

QUESTION 4: CRUISING, INSURANCE, RAIL

4.1

	Mr	**Mrs**
Cruise	R6 610	✓R6 610
Port	R300	✓R300
Total	R6 910	R6 910

TOTAL FOR 2 PASSENGERS: R13 820✓ (3)

4.2 R6 610 × 2 = R13 220✓ × 10% = R1 322✓ (2)

4.3
- Baggage tags
- Excursion vouchers
- Embarkation forms
- Debarkation forms
- Cruise information on daily activities
- Safety rules
- Payment currency on board
- Departure forms from SA
- Insurance policy

(Any 3 × 1) (3)

4.4 4.4.1 Maputo
4.4.2 Meticals
4.4.3 No visa required
4.4.4 UT+2

(4 × 1) (4)

INSURANCE

4.5 Blue option (1)

4.6 R240 × 2 passengers = R480✓ (1)

4.7 R480 × 100/114 = R421,05 × 20% = R84,21 (2)

4.8 ADDENDUM H

TRAVEL INSURANCE APPLICATION

AGENCY NAME: Checkout Travel		**BRANCH: JOHANNESBURG**			**CONSULTANT:** STUDENT		**AGENCY CODE:**	CO29381
INSURED PERSON(S) SURNAME	**INITIALS**	**GENDER**	**DATE OF BIRTH**	**BENEFICIARY**	**ID/PASSPORT NUMBER**	**TYPE OF COVER**	**PRODUCT**	**TOTAL PREMIUM**
Mashingo	G	M	7FEB86	ESTATE	8602071314086	INDIVIDUAL	BLUE	R240
Mashingo	M	F	31JUL90	ESTATE	9007315034089	INDIVIDUAL	BLUE	R240
3								
4								
								R480

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: **HOLIDAY**

Period of insurance cover From: **02APR** To: **06APR**

Total No. of days **5** (both days inclusive)

Furtherest destination: **MOZAMBIQUE**

Postal Address: **20 Bushwillow ave**
Dainfern
JOHANNESBURG
Postal Code: **2054**
Tel (H) **(011) – 413 1213**
Tel (W) **(011) – 518 2010**
House Doctor Name: Dr. K. Jardin
House Doctor Tel: (011) 210 0012

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: **MR MASHINGO'S SIGNATURE** Issuing Agent: **STUDENT SIGNATURE**

Date: **DATE OF EXAM** Date: **DATE OF EXAM**

NOTE:
Use negative marking. -1 mark for each incorrect block.
Block capital letters are not a prescribed requirement as this is not an IATA document.
Any format is acceptable for the dates. (13)

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RAIL

4.9 Frecciargento 9536 (2)

4.10 1 hour 31 min (01h31) (1)

4.11 4.11.1 EUR43 (1)

4.11.2

EUR	:	ZAR
1	:	14.6916✓
43	:	?
43 × 14.6916✓		
ZAR631.74✓		(3)

4.12 Difference between 1st and 2nd class is the amount of seating space and level of comfort. First class seats are larger with more legroom. (2)

4.13 Couchettes (1)

4.15 Dining car (1)
[40]

QUESTION 5: INTERNATIONAL HOTELS

5.1 Hotel Alyeska (1)

5.2 5.2.1 USD 1 100 × 9 nights = USD 9 900 (2)

5.2.2

USD	:	ZAR
1	:	13.6538✓
9 900	:	?
9 900 x 13.6538✓		
ZAR135 172.62✓		(3)

5.3 ZAR135 172.62 × 10% = ZAR13 517.26 (3)

5.4 1000 Arlberg Ave, Girdwood, AK 99587, Alaska, USA. Tel +1 907 754 2111 (3)

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5.5
- Jaccuzi
- Sauna
- Ski facilities
- Beauty centre
- Indoor pool
- Restaurant
- Bar
- Bike rental
- Parking (Any 2 × 1) (2)

5.6 Night skiing is available on Thursdays to Saturdays at 4–9 pm from late December to early January. (2)

5.7 **HOTEL VOUCHER (ADDENDUM I)**

TREK AFRICA TOURS AND TRAVEL **HOTEL VOUCHER**				
PASSENGER'S NAME MUGABE/ MR				
HOTEL Hotel Alyeska			**ADDRESS** 1000 Arlberg Ave, Girdwood, AK 99587, Alaska, USA	
REQUIREMENTS 1 x DBLB (EP)			**TEL:** +1 907 754 2111	
DATE OF ARRIVAL 10 NOV	**DATE OF DEPARTURE** 19 NOV		**RATE** USD1100 PRPN	
ACCOUNT CASH	**FULL ACCOUNT**		**RESERVED BY** **DATE** STUDENT EXAM DATE	**CONFIRMED BY** **DATE** AL98302 EXAM DATE
	EXTRAS TO BE SETTLED DIRECTLY	X	**REMARKS**	

(15)

NOTE:
- Use negative marking. -1 mark for each incorrect block.
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- Block capital letters are not a prescribed requirement as this is not an IATA document.
- Any format for the dates is acceptable.

5.8 5.8.1 Late arrival: Arrivals planned for a time later than the check-in deadline of 18:00

5.8.2 Net rate: Rate without commission included

5.8.3 Check-in deadline: The room will be released by 18:00 and will be rented to another guest if the guest(s) has/have not booked in by this time.

5.8.4 Incidentals: Additional charges for extra services, e.g. laundry, telephone, parking

(4 × 2) (8)

5.9 5-star hotel (1)

[40]

QUESTION 6: TOUR PLANNING AND BUDGETING

6.1	6.1.1	Transfer	NZD200 × 2	NZD 400✓
		Hotel		NZD 4 000✓
		Tour		NZD 300✓
		TOTAL		NZD 4 700✓
	6.1.2	Transfer	AUD150 × 2	AUD 300✓
		Hotel		AUD 6 700✓
		Tour		AUD 700✓
		TOTAL		AUD 7 700✓
	6.1.3	Transfer	SGD170 × 2	SGD 340✓
		Hotel		SGD 4 900✓
		Tour		SGD 900✓
		TOTAL		SGD 6 140✓
	6.1.4	Transfer	USD20 × 2	USD 40✓
		Hotel		USD 1 200✓
		Tour		USD 900✓
		TOTAL		USD 2 140✓

(4 × 4) (16)

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6.2 NZD : ZAR
0.0965✓: 1
4 700 : ?
4 700/0.0965✓
ZAR 48 704.66✓ (3)

AUD : ZAR
0.0937✓: 1
7 700 : ?
7 700 / 0.0937✓
ZAR 82 177.16✓ (3)

SGD : ZAR
0.0982✓: 1
6 140 : ?
6 140/0.0982✓
ZAR 62 525.46✓ (3)

USD : ZAR
1 : 13.6538✓
2 140 : ?✓
2 140 × 13.6538
ZAR 29 219.13✓ (3)

Total for land arrangements in ZAR: ZAR222 626.41 (1)

NOTE:
- Give ONE mark for correct ROE, ONE mark for correct formula (multiplication or division) and ONE mark for correct answer
- If incorrect ROE used then 0 marks allocated.
- A deviation of .01 (1 cent) is acceptable. Learners should be allocated the mark if the deviation is this small.

6.3 **Method 1**

Net land arrangements	= ZAR 222 626.41✓
+ Net airfare (ZAR98300 × 9% = ZAR8847)	= ZAR 89 453✓
TOTAL	= ZAR 312 079.41✓
+ Mark-up (ZAR72 276.50 × 15%)	= ZAR 46 811.91✓
+ Taxes	= ZAR 15 000✓
TOTAL	= ZAR 373 891.32✓

-

Method 2

Net land arrangements	= ZAR 222 626.41✓
+ Airfare (including commission)	= ZAR 98 300✓
TOTAL	= ZAR 320 926.41✓
+ Mark-up (ZAR73 676.50 × 15%)	= ZAR 48 138.96✓
+ Taxes	= ZAR 15 000✓
TOTAL	= ZAR 384 065.37✓

Method 3

Net land arrangements	= ZAR 222 626.41✓
Mark-up (ZAR45 676.50 × 15%)	= ZAR 33 393.96✓
TOTAL	= ZAR 256 020.37✓
+ Airfare (including commission)	= ZAR 15 000✓
+ Taxes	= ZAR 98 300✓
TOTAL	= ZAR 369 320.37✓ (6)

NOTE:

- A deviation of 0.01 (1 cent) is acceptable. Learners should be allocated the mark if the deviation is this small.
- In Method 1 and Method 2 learners should lose a mark if they don't show a subtotal because it is relevant to the calculation of the mark-up and they have to show each step of every calculation.
- In Method 3, if a subtotal is not shown, allocate TWO marks to the correct total instead.

6.4 **Method 1**

Mark-up	= ZAR 46 811.91✓✓✓

Method 2

Mark-up	= ZAR 48 138.96✓
+ commission on airfare (R98300 × 9%)	= ZAR 8 847✓
Total	= ZAR 56 985.96

Method 3

Mark-up	= ZAR 33 395.96✓
+ commission on airfare	= ZAR 8 847✓
Total	= ZAR 42 240.96✓

(3)

6.5 Inclusive Tour Charter:✓ Charter flights combined with land arrangements, made available at fixed, all-inclusive prices and sold through retail agencies✓ (2)

[40]

TOTAL SECTION B: 160
GRAND TOTAL: 200

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