higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

MARKING GUIDELINE

NATIONAL CERTIFICATE

NOVEMBER EXAMINATION

TRAVEL SERVICES N6

21 NOVEMBER 2013

This marking guideline consists of 14 pages.

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SECTION A

QUESTION 1

1.1	1.1.1	False		
	1.1.2	False		
	1.1.3	False		
	1.1.4	True		
	1.1.5	True		
	1.1.6	False		
	1.1.7	False		
	1.1.8	False		
	1.1.9	False		
	1.1.10	False		
			(10 x 1)	(10)
1.2	1.2.1	Check in		
	1.2.2	Guest house / Bed and Breakfast		
	1.2.3	Continental breakfast		
	1.2.4	Suite		
	1.2.5	(Issuing of) Documentation		
	1.2.6	Travel Vision		
	1.2.7	Stabiliser		
	1.2.8	Hovercraft		
	1.2.9	Claim		
	1.2.10	Referral		
			(10 x 1)	(10)
1.3	1.3.1	Thompsons Tours		(2)
	1.3.2	01 June 2014 ✓– 08 June 2014 ✓		(2)
	1.3.3	R15457 ✓+ R5797 ✓= R21 254✓ R21 254 x 2 ✓= R42 508✓✓ or R15457✓ x 2 ✓= R30914✓ R5797 ✓x 2 = R11594✓ R30914 + R11594 = R42508✓		(6)
	1.3.4	Return flights to Barcelona from Johannesburg on Air France/ KLM ✓ Return airport to port transfers. 4* Solvasa pre-cruise stay ✓ 7 Night Mediterranean Cruise onboard Disney Magic in an inside cabin ✓ All meals and entertainment on board ✓ Port charges & taxes ✓		(5)
	1.3.5	Items of a personal nature. ✓ Meals not mentioned. ✓ Travel and medical insurance. ✓		(3)

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1.3.6 Answer to include 'Disney' ✓ and any other rational reason why this package is a good idea for children. ✓
E.g.:
- Child friendly activities on the cruise ship
- Children are safe (can't get lost)
- Children are looked after on the cruise (2)

[40]

TOTAL SECTION A: 40

SECTION B

QUESTION 2

2.1 **Option: No rounding**
GBP750 * 11.4108 = ZAR8558.10✓
EUR850 * 10.0615 = ZAR8552.28✓
CHF1500 / 0.1157 = ZAR12964.56✓

Air ticket	ZAR12986✓
+ Visa	ZAR714✓
+ Accommodation	ZAR8558.10+ZAR8552.28+ZAR12964.56
+ Tour	ZAR24850✓
=	ZAR68624.94✓ (7)

Option: Rounding to next 1 ZAR (old format)
GBP750 * 11.4108 = ZAR8558.10 (round) ZAR8559✓
EUR850 * 10.0615 = ZAR8552.28 (round) ZAR8553✓
CHF1500 / 0.1157 = ZAR12964.56 (round) ZAR12965✓

Air ticket	ZAR12986✓
+ Visa	ZAR714✓
+ Accommodation	ZAR8559+ZAR8553+ZAR12965
+ Tour	ZAR24850✓
=	ZAR68627✓

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

2.2 **Option: No rounding**
ZAR1000000 ✓– (ZAR8558.10+ZAR8552.28+ZAR12964.56+ZAR24850) = ZAR945075.06

Option: Rounding to next 1 ZAR (old format)
ZAR1000000 ✓– (ZAR8559+ZAR8553+ZAR12965+ZAR24850) = ZAR945073

Note: 2nd mark allocation
- ½ mark for presence of all land arrangements
- ½ mark for correct total (2)

2.3 2.3.1 **Option: No rounding**
ZAR945075.06* 30% = ZAR283522.52✓
ZAR283522.52 / 11.4108 ✓= GBP24846.86✓
Option: Rounding to previous 10 (old format)
ZAR945073 * 30% = ZAR283521.90✓
ZAR283521.90 / 11.4108 ✓= GBP24846.80 (round) GBP24840 ✓ (3)

2.3.2 **Option: No rounding**
ZAR945075.06* 35% = ZAR330776.27✓
ZAR330776.27 / 7.0500 ✓= USD46918.62✓
Option: Rounding to previous 10 (old format)
ZAR945073 * 35% = ZAR330775.55✓
ZAR330775.55 / 7.0500 ✓= USD46918.52 (round) USD46910 ✓ (3)

2.3.3 **Option: No rounding**
ZAR945075.06* 25% = ZAR236268.77✓
ZAR236268.77 * 0.1157 ✓= CHF27336.30✓
Option: Rounding to previous 10 (old format)
ZAR945073 * 25% = ZAR236269✓
ZAR236269 * 0.1157 ✓= CHF27336.32 (round) CHF27330 ✓ (3)

2.3.4 **Option: No rounding**
ZAR945075.06* 10% = ZAR94 507.51 ✓
Option: Rounding to previous 10 (old format)
ZAR945073 * 10% = ZAR94 507.30 ✓ (1)

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).

2.4 **Option: No rounding**
GBP24846.86 * 11.4108 = ZAR283522.55✓
USD46918.62 * 7.0500 = ZAR330716.27✓
CHF27336.30 / 0.1157 = ZAR236268.80✓
= ZAR850507.62✓ (4)

Option: Rounding to previous 10 (old format)
GBP24840 * 11.4108 = ZAR283444.27✓
USD46910 * 7.0500 = ZAR330715.50✓
CHF27330 / 0.1157 = ZAR236214.35✓
= ZAR850374.12✓

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

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2.5	2.5.1	GBP2 000 * 10.7837 ✓= ZAR21567.40✓	(2)
	2.5.2	EUR1 000 * 9.5125 ✓= ZAR9512.50✓	(2)
	2.5.3	USD500 * 6.6886 ✓= ZAR3344.30✓	(2)
	2.5.4	CHF1 200 / 0.1236 ✓= ZAR9708.74✓	(2)

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

2.6	2.6.1	Eurail Global Pass	(1)
	2.6.2	15 days	(1)
	2.6.3	EUR ✓ 537✓	(2)
	2.6.4	**Option: No rounding** EUR537 * ✓ 10.0615 ✓= ZAR5403.03 ✓ **Option: Rounding to next 1 ZAR (old system)** EUR537 * ✓ 10.0615 ✓= ZAR5403.03 (round) ZAR5404✓	(3)
	2.6.5	(Any two reasonable) e.g. • Can be cheaper than individual journeys • Saves time queuing to buy tickets • One payment instead of many	(2)
			[40]

QUESTION 3

3.1	3.1.1	Transfers	HKD150 x 2		HKD300	
		Accommodation	HKD850 x 7		HKD5950	
		Sightseeing			HKD400	
				=	HKD6650	(4)
	3.1.2	Transfers	SGD160 x 2		SGD320	
		Accommodation	SGD700 x 6		SGD4200	
		Sightseeing			SGD450	
				=	SGD4970	(4)
	3.1.3	Transfers	THB450 x 2		THB900	
		Accommodation	THB4 500 x 5		THB22500	
		Sightseeing	THB4500 + THB1500		THB6000	
				=	THB29400	(4)
	3.1.4	Transfers	USD40 x 2		USD80	
		Accommodation	USD300 x 4		USD1200	
		Sightseeing			USD200	
				=	USD1480	(4)

3.2 **Option: No rounding**
HKD6650 / 1.1045 = ZAR6020.82 ✓
SGD4970 / 0.1704 = ZAR29166.67✓
THB29400 / 4.0276 = ZAR7299.63 ✓
USD1480 * 7.0500 = ZAR10434 ✓ = ZAR52921.12✓ (5)

Option: Rounding to next 1 ZAR (old format)
HKD6650 / 1.1045 = ZAR6020.82 (round) ZAR6021✓
SGD4970 / 0.1704 = ZAR29166.67 (round) ZAR29167✓

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THB29400 / 4.0276 = ZAR7299.63 (round) ZAR7300✓
USD1480 * 7.0500 = ZAR10434✓ = ZAR52922 ✓

Note:

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

3.3 Net airfare:
R12 530 x 1% = R125.30
Option: No rounding
R12 530 – R125.30 = R12 404.70
Option: Rounding off (old system)
R12 530 – R125 = R12 405

Option: No rounding
Method 1

Land Arrangements	ZAR52921.12✓
+ Net airfare	ZAR12404.70✓
=	ZAR65325.82✓
+ 15% Mark-up	ZAR9798.87✓
+ Taxes	ZAR4345✓
=	ZAR79469.69✓

Method 2

Land Arrangements	ZAR52921.12✓
+ Gross airfare	ZAR12530✓
=	ZAR65451.12✓
+ 15% Mark-up	ZAR9817.67✓
+ Taxes	ZAR4345✓
=	ZAR79613.79✓ (6)

Method 3

Land Arrangements	ZAR52921.12✓
+ 15% Mark-up	ZAR7938.17✓
+ Gross airfare	ZAR12530✓
+ Taxes	ZAR4345✓
=	ZAR77734.29✓✓

Option: Rounding to next 1 ZAR (old format)
Method 1

Land Arrangements	ZAR52922✓
+ Net airfare	ZAR12405✓
=	ZAR65327✓
+ 15% Mark-up	ZAR9799✓
+ Taxes	ZAR4345✓
=	ZAR79471✓

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Method 2	
Land Arrangements	ZAR52922✓
+ Gross airfare	ZAR12530✓
=	ZAR65452✓
+ 15% Mark-up	ZAR9818✓
+ Taxes	ZAR4345✓
=	ZAR79615✓
Method 3	
Land Arrangements	ZAR52922✓
+ 15% Mark-up	ZAR7938✓
+ Gross airfare	ZAR12530✓
+ Taxes	ZAR4345✓
=	ZAR77735✓✓

3.4 Commission on airfare:
R12 530 x 1% = R125.30

Option: No rounding	R125.30
Option: Rounding off (old system)	R125
Option: No rounding	
Method 1	
Mark-up	ZAR9798.87✓
=	ZAR9798.87✓✓
Method 2	
Come-on airfare	ZAR125.30✓
+ Mark-up	ZAR9817.67✓
=	ZAR9942.97✓
Method 3	
Mark-up	ZAR7938.17✓
+ Come-on airfare	ZAR125.30✓
=	ZAR8063.47✓
Option: Rounding to next 1 ZAR (old format)	
Method 1	
Mark-up	ZAR9799✓
=	ZAR9799✓✓
Method 2	
Come-on airfare	ZAR125✓
+ Mark-up	ZAR9818✓
=	ZAR9943✓
Method 3	
Mark-up	ZAR7938✓
+ Come-on airfare	ZAR125✓
=	ZAR8063✓

(3)

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3.5.1	IT		
	3.5.1.1	Inclusive Tour	(1)
	3.5.1.2	Yes ✓ (any motivation that refers to inclusions of the tour) ✓	(2)
3.5.2	ITC		
	3.5.2.1	Inclusive tour charter ✓	(1)
	3.5.2.2	No ✓ (any motivation that refers to transport not being on chartered basis) ✓	(2)
3.5.3	IATA		
	3.5.3.1	International Air Transport Association✓	(1)
	3.5.3.2	Sets rules for when IT fare can be used / Determines overall cost due to restriction of IT fares	(2)
	3.5.3.3	011 523 2700✓	(1)
			[40]

QUESTION 4

4.1		Victoria Crowne Plaza✓ (any motivation showing it is closest to the airport) ✓	(2)
4.2	4.2.1	USD235 * 9 nights ✓= USD2115✓	(2)
	4.2.2	**Option: No rounding** USD2115 ✓ * 7.0500 ✓= ZAR14910.75 ✓ **Option: Rounding to next 1 ZAR (old system)** USD2115 ✓ * 7.0500 ✓= ZAR14910.75 (round) ZAR14911 ✓	(3)
4.3		None ✓ EP ✓	(2)
4.4		**Option: No rounding** ZAR14910.75 ✓x 10% = ZAR1491.08 ✓ **Option: Rounding to the nearest ZAR (old system)** ZAR14911 ✓ x 10% = ZAR1491.10 (round) ZAR1491 ✓	(2)
4.5		High-speed internet,	(1)
4.6		(any two) Safe, Electronic door locks, Sprinklers	(2)
4.7		(any one) Swimming in the outdoor pool, Boating	(1)
4.8		3	(1)
4.9		Any explanation showing exotic currency, no international confidence in currency, more confidence in USD or other reasonable.	(1)

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4.10 **Note:**

- Use negative marking. -1 mark for any incorrect block.

Alpha Travel

PRIVATE BAG X12
JOHANNESBURG
2000
TEL: 011 300 2000
FAX: 011 301 2000

AGENCY VALIDATION STAMP MB

TO: **VICTORIA CROWNE PLAZA**					PASSENGER NAME:		
292B AJOSE ADEOGUN STREET					**DIVA/MS**		
VICTORIA ISLAND, LAGOS							
TEL: **01 56 89 454 789**							
FLIGHT	DATE	FROM	TO	STATUS	VOUCHER VALUE (AMOUNT IN WORDS)		
					TWO ONE ONE FIVE		
						CURR **USD**	AMT **2115**
					REMARKS: **CLIENT TO SETTLE EXTRAS DIRECT**		
ACCOMMODATION			ARRANGEMENT		DATE IN	DATE OUT	ACCOM / STATUS
STANDARD					**12 JAN**	**21 JAN**	**1 X SWB** / **OK**
							(EP)
EXCURSION							
CAR RENTAL							
RAIL							
CONFIRMATION: **YUY78LOS**							

(15)

4.11 4.11.1 Each Additional Person ✓
Supplementary charge per person for guests staying in a room over the designated occupancy number. ✓ (2)

4.11.2 Off Season✓
Time of year when rates are lower. ✓ (2)

4.11.3 Half Board✓
Rate = accommodation, breakfast and one other meal ✓ (2)

4.11.4 Trade Discount✓
A discounted rate offered to guests who are employed in the travel industry. ✓ (2)

[40]

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QUESTION 5

5.1 T/ECMR (1)

5.2 5.2.1 Rental Period – 3 days ✓
Car Group T (ECMR)

3-4 Day Rate
Rental: R159.00 x 3 days R477.00 ✓
Free Km: 200 km x 3 days = 600 km ✓
Km: 250 km x 3 days = 750 km ✓
750 – 600 = 150 km ✓
150km x R1.98 R297.00 ✓
= R774.00 ✓

SCDW, STLW included ✓
Tourism levy included ✓
Airport Surcharge included ✓
PAI: R32 x 3 days R96.00 ✓
Contract fee R30.00 ✓
= R900.00 ✓ (13)

5.2.2 Rental Period – 3 days
Car Group T (ECMR)

Weekend Rate
Rental: R210.00 x 3 days R630.00 ✓
Free Km: 250 km x 3 days = 750 km ✓
Km: 250 km x 3 days = 750 km
750 – 750 = NIL ✓
= R630.00 ✓

SCDW, STLW included
Tourism levy included
Airport surcharge included
PAI: R32 x 3 days R96.00 ✓
Contract fee R30.00 ✓
= R756.00 ✓

Note:
- Rental Period / SCDW, STLW / Tourism levy marks / Airport surcharge marks can be allocated in 5.2.2 if not present in 5.2.1.
- Must show **S**CDW & **S**TLW, not just CDW & TLW (STW & SDW are acceptable) (7)

5.3 R630 x100/114 ✓= R552.63
R552.63 * 10% ✓= R55.26 ✓ (3)

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5.4 **Note:**

- Use negative marking. -1 mark for any incorrect block.
- APT must show in both renting and return office boxes.
- (STAMP) or some other indication that the Agency's details must be imprinted must appear in the Issuer's stamp box.
- Name may be accepted as DE NIRO/RMR or MR R DE NIRO or MR ROBERT DE NIRO. (12)

Tempest car rental	Reg. No 05/13135/07	REFERRAL VOUCHER	R
Renter's Name Naam van Huurder **DE NIRO/ROBERTMR**		Car Group Motorgroep **T/ECMR**	Date of Issue Uitreikingsdatum **DDMMMYY**
Renting Office Huurkantoor **CPT APT**	Date Datum **11JUL**	Flight Vlug **SA134**	Time Tyd **1800**
Return Office Terugsendings Kantoor **CPT APT**			Issuer Uitreiker TRAINING PURPOSES ONLY SOUTH AFRICA
Method of Payment (If Bank Card, state number) Metode van Betaling (Indien Bankkaart, meid nommer) **AX5678 45326 980765EXP10/16**			
Remarks Opmerkings		Tempest Reservation Reference Tempest Besprekingsverwysing	RESERVATION ID NUMBER BESPREKING ID-NOMMER **1 2 3 4 6 Z A 2**

5.5 (Any two) driver's licence, ID, referral voucher, credit card, any other reasonable. (2 x 2) (4)

[40]

QUESTION 6

6.1 Silver (1)

6.2 R295.00 ✓ ✓ (2)

6.3 R295.00 ✓x 20% ✓ = R59.00 ✓ (3)

6.4 See Voucher on page 13. Use negative marking. -1 mark for any incorrect block. (15)

6.5

- Call toll free number/call centre
- Operator takes details
- Operator handles claim
- Fills in claim forms
- Pays applicable excess.
- Report to police if a crime was involved.
- Produce docs/receipts to substantiate claim. (Any other reasonable 3 x 1) (3)

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6.6	6.6.1	18 December	(1)
	6.6.2	Port Louis ✓ ✓ (1 Mark only if at sea or Durban shown)	(2)
	6.6.3	11 days	(1)
	6.6.4	(R7500 + R850 + R120) ✓x 2 pax ✓= R16 940✓ Or (R7500 x 2 pax) ✓+ (R850 x 2 pax) ½✓+(R120 x 2 pax) ½✓= R16 940 ✓	(3)
	6.6.5	01	(1)
	6.6.6	Brahms	(1)

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TRAVEL INSURANCE APPLICATION

AGENCY NAME: ALPHA TOURS		**BRANCH:** CPT			**CONSULTANT:** LEARNER		**AGENCY CODE:**	7765645
INSURED PERSON(S) SURNAME	INITIALS	GENDER	DATE OF BIRTH	BENEFICIARY	ID/PASSPORT NUMBER	TYPE OF COVER	PRODUCT	TOTAL PREMIUM
1 **DE NIRO**	**R**	**M**	**30OCT68**	**ESTATE**	**6310300021071**	**INDIVIDUAL**	**SILVER**	**R295**
2								
3								
4								
								R295

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: **18DEC13** To: **28DEC13**

Total No. of days **11** (both days inclusive)

Furtherest destination: **MAURITIUS**

Postal Address: **51 MOON CRESCENT**
CLIFTON

Postal Code: **8001**

Tel (H) **(021) 986 5476**

Tel (W) **(021) 987 3214**

House Doctor Name: **DR D PHYSICA**

House Doctor Tel: **(021) 431 9214**

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 DE NIRO'S SIGNATURE** Issuing Agent: **LEARNER'S SIGNATURE**

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

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6.7 (any reasonable answer, e.g.)
- Cheaper compared to airfare + hotel + entertainment separately
- Includes everything
- No stress (i.e. making arrangements in another country/driving in unfamiliar area, etc.) (2)

6.8
- Directly on the Internet
- Through a Travel Agency
- Phoning/faxing/going to starlight cruise directly (3)

6.9 R15 000 x 10% ✓= R1 500.00 ✓ (2)
[40]

TOTAL SECTION B: 160
GRAND TOTAL: 200

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