higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

MARKING GUIDELINE

NATIONAL CERTIFICATE

NOVEMBER EXAMINATION

TRAVEL SERVICES N6

27 NOVEMBER 2014

This marking guideline consists of 13 pages.

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SECTION A: COMPULSORY

QUESTION 1

1.1	1.1.1	C		
	1.1.2	C		
	1.1.3	A		
	1.1.4	C		
	1.1.5	A		
	1.1.6	B		
	1.1.7	A		
	1.1.8	A		
	1.1.9	B		
	1.1.10	C		
	1.1.11	B		
	1.1.12	A		
	1.1.13	C		
	1.1.14	A		
	1.1.15	A		
	1.1.16	A		
	1.1.17	A		
	1.1.18	B		
	1.1.19	C		
	1.1.20	B	(20 x 2)	(40)
1.2	1.2.1	Travel Vision✓✓		(2)
	1.2.2	19 December 2014 ✓– 25 January 2015 ✓		(2)
	1.2.3	R16 419 ✓+ R12 000 ✓= R28 419✓ R28 419 x 2 ✓= R56 838✓✓ or R16 419✓ x 2 ✓= R32 838✓ R12 000 ✓x 2 = R24 000✓ R32 838 + R24 000 = R56 838✓		(6)
	1.2.4	Accommodation (7 nights) ✓ 7 breakfasts ✓ 4 dinners ✓ Gap Adventures tour leader✓ 7 days of escorted mountain hikes ✓ Transport ✓		(6)
	1.2.5	(Any two reasonable, i.e. any item not specifically listed as included.)✓✓ E.g. Airfare, Airport taxes, Items of a personal nature, Meals not mentioned, Travel and medical insurance.		(2)

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1.2.6 Answer to include 'minimum age 12 years' ✓ and 'demanding' nature of the tour. ✓ Any other reasonable explanation is also acceptable, E.g.:
- Easy for children to get separated from the group on hikes
- No child friendly activities specified (2)
[40]

TOTAL SECTION A: 40

SECTION B

QUESTION 2

2.1 Toshi Center Hotel ✓
(any motivation showing it is closest either in time or distance to the Imperial Palace or Nagatacho station) ✓ (2)

2.2 2.2.1 JPY11 700 ✓* 9 nights ✓= JPY105 300 (2)

2.2.2 Option: No rounding
JPY105 300 ✓ ÷ 9.7108 ✓= ZAR10843.60 ✓
Option: Rounding to next 1 ZAR (old system)
JPY105 300 ✓ ÷ 10.100 ✓= ZAR10843.60 (round) ZAR10844 ✓

Note:
A deviation of .01 (1 cent) is acceptable. Learners should be allocated the mark if the deviation is this small. (3)

2.3 None ✓
EP ✓ (2)

2.4 Option: No rounding
ZAR10843.60 ✓x 10% = ZAR1084.36 ✓
Option: Rounding to the nearest ZAR (old system)
ZAR10844 ✓ x 10% = ZAR10484.40 (round) ZAR1085 ✓ (2)

2.5 Akasaka area ✓ - lively so modern cultural ✓
Shibuya area ✓ - shrines/entertainment so cultural ✓
Tokyo Dome ✓ - entertainment so modern cultural ✓
Restaurant Bairin ✓ – Japanese food and decor so cultural ✓
(Any 2 x 2) (4)

2.6 24 hour front desk, TV channels, Restaurants, Tea lounge, Internet in rooms
(Any 2 x 1) (2)

2.7 No ✓, Hotel exchanges Euro or USD currency and then pays cash ✓ (2)

2.8 City tax ✓ of JPY200 ✓ (2)

2.9 Meals, pay per view channels, laundry, dry cleaning, business centre costs, make-up purchases, parking, refreshments in tea lounge (Any 3 x 1) (3)

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2.10 Passport ✓ (1)

2.11 Note:
- Use negative marking. -1 mark for any incorrect block.
- Any format for the name is acceptable as long as the Title, First name (or initial) and surname are shown.

✈TRAVEL ALLIANCE				Voucher B4353
PASSENGER'S NAME **TENNYSON/GWENMRS**				
HOTEL **TOSHI CENTER HOTEL**			ADDRESS **102-0093 TOKYO PREFECTURE CHIYODA-KU HIRAKAWACHO 2-4-1**	
REQUIREMENTS **1 X SGLB (EP)**			TEL: **+81 3 3265 8211**	
DATE OF ARRIVAL **02 FEB 15**	DATE OR DEPARTURE **11 FEB 15**		RATE **JPY11700 PR PN**	
ACCOUNT **CASH**	FULL ACCOUNT		RESERVED BY DATE **STUDENT DDMMMYY**	CONFIRMED BY DATE **TYP1908 DDMMMYY**
	EXTRAS TO BE SETTLED DIRECT	**X**	REMARKS **NON-SMOKING ROOM CLOSE TO ELEVATOR**	

(15)
[40]

QUESTION 3

3.1 Option: No rounding
USD2 130 * 10.100 = ZAR21513✓
EUR1 500 * 13.4896 = ZAR20 234.40✓
CAD (3 480 + 1 800) ÷ 0.1010 = ZAR52 277.23✓
(has same cents if conversion done separately)

Air ticket	ZAR9 654✓
+ Visa	ZAR1 350✓
+ Accommodation / Tour	ZAR21513+ZAR20 234.40 + ZAR52277.23✓
=	ZAR105 028.63✓

Option: Rounding to next 1 ZAR (old format)
USD2 130 * 10.100 = ZAR21513✓
EUR1 500 * 13.4896 = ZAR20 234.40✓ (round) ZAR20 235
CAD (3480 + 1 800) ÷ 0.1010 = ZAR52 277.23✓ (round) ZAR52 278
(if conversion done separately – ZAR52 279)

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Air ticket	ZAR9 654✓
+ Visa	ZAR1 350✓
+ Accommodation / Tour	ZAR21513+ZAR20 235 + ZAR52278 ✓
=	ZAR105 030✓
	(if conversion done separately – ZAR105 031)

Note:
If incorrect ROE used then 0 marks allocated. (7)

3.2 Option: No rounding
ZAR1 000 000 ✓– (ZAR21513 + ZAR20234.40 + ZAR52277.23)✓
= ZAR905975.37✓

Option: Rounding to next 1 ZAR (old format)
ZAR1000000 ✓– (ZAR21513 + ZAR20235 + ZAR52278) ✓ = ZAR905974✓ (3)

3.3 3.3.1 Option: No rounding
ZAR50 000 ÷ 13.4896 ✓= EUR3706.56✓
Option: Rounding to previous 10 (old format)
ZAR50 000 ÷ 13.4896 ✓= EUR3706.56 (round) EUR3700 ✓

3.3.2 Option: No rounding
ZAR20 000 ÷ 10.100 ✓= USD1980.20✓
Option: Rounding to previous 10 (old format)
ZAR20 000 ÷ 10.100 ✓= USD1980.20 (round) USD1980 ✓

3.3.3 Option: No rounding
ZAR250 000 x 0.1010 ✓= CAD25250✓
Option: Rounding to previous 10 (old format)
ZAR250 000 x 0.1010 ✓= CAD25250✓

3.3.4 Option: No rounding
ZAR905975.37 ✓ – (ZAR50 000+ZAR20 000+ZAR250 000)
= ZAR585 975.37✓
Option: Rounding to previous 10 (old format)
ZAR905974 ✓ – (ZAR50 000+ZAR20 000+ZAR250 000)
= ZAR585 974✓

Note:
- If incorrect ROE used then 0 marks (4 x 2) (8)

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3.4 Cash passport ✓
Rationale (any three reasonable), e.g.
- Can draw cash at ATMs worldwide
- Can use like a debit card
- Only accesses actual funds expended (no need for change)
- Easily replaced
- Insured
- Can be refunded
- PIN protected

Or

Travellers Cheques✓
Rationale (any three reasonable), e.g.
- Easily replaced
- Can be refunded
- Refunds can be hand delivered (no charge)
- Additional emergency services
- Widely accepted (4)

3.5 Yes ✓
Rationale (any reasonable), e.g.
- Needs cash for small expenses
- Not all companies accept cards (taxis, vending machines)
- Unknown location of ATMs in foreign countries
- ATMs may not be present in smaller towns and rural areas (2)

3.6 Option: No rounding
EUR3706.56 x 13.4896 = ZAR50 000.01✓
USD1980.20 x 10.100 = ZAR20 000.02✓
CAD25250 ÷ 0.1010 = ZAR250 000✓
= ZAR320 000.03✓
Note:
- For this option if learners simply added the ZAR original amounts together full marks should be awarded.

Option: Rounding to previous 10 (old format)
EUR3700 x 13.4896 = ZAR49 911.52✓
USD1980 x 10.100 = ZAR19 998✓
CAD25250 ÷ 0.1010 = ZAR250 000✓
= ZAR319 909.52✓ (4)

Note:
- If incorrect ROE used then 0 marks allocated.

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3.7 3.7.1 USD100 x 9.7334✓= ZAR973.34✓
3.7.2 USD100 x 9.7263✓= ZAR972.63✓
3.7.3 CAD100 ÷ 0.1076✓= ZAR929.37✓
3.7.4 CAD100 ÷ 0.1078✓= ZAR927.64✓

Note:
- If incorrect ROE used then 0 marks allocated. (4 x 2) (8)

3.8 Cash refunds give less return than traveller's cheques ✓
Any reasonable explanation for this, e.g.
- Cash if damaged is a financial loss to the exchange bureau/bank
- Cash is dangerous for an exchange bureau/bank to transport (theft)
- Traveller's cheques can be cancelled or destroyed with no financial implications for the exchange bureau/bank (Any 2 x 1) (2)

3.9 Passenger must show his passport/Bar coded ID/Proof of residence ✓
Air ticket for international journey must already have been purchased✓ (2)
[40]

QUESTION 4

4.1 B (1)

4.2 VW Polo Via Hatch or similar ✓
Manual, With air-conditioning and power steering ✓ (2)

4.3 Rental Period – 6 days ✓

1-6 Day Rate		
Rental: R449,00 x 6 days		R2 694,00 ✓
Free Km: Unlimited ✓		
Km charge:		R0,00
	=	R2 694,00 ✓
CDW, TLW included ✓		
Tourism levy included ✓		
Airport Surcharge included ✓		
PAI: R50 x 6 days		R300,00 ✓
Contract fee		R55,00 ✓
	=	R3049,00 ✓

(10)

4.4 R2 694 x 100/114 ✓= R2 363,16
R2 363,16 * 10% ✓ = R236,32 ✓ (3)

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4.5 Miss Mbau could pick-up the vehicle at a location in town ✓
Positive financial implication (any reasonable, e.g.) ✓
- Wouldn't have to pay any additional airport surcharge
- No extra costs to get to the car rental location

Negative financial implication (any reasonable, e.g.) ✓
- Would have to pay her own transport costs to that location
- Rental would not be any cheaper from another location (Airport surcharge is standard)

(3)

4.6 24 days (1)

4.7 Silver (1)

4.8

	CHARTIS OPTION	ABSA FREE	ABSA 'TOP-UP'
Cost	R505	Free	R90
Personal Accident Cover (Public Conveyance)	R50 000	R350 000	R350 000
Medical Expenses Cover	R1 000 000	R150 000	R150 000 + R100 000 = R250 000
Loss of Baggage Cover	R375	Nil	Nil
Excess on Medical Expenses Cover	R350	R4 000	Nil if hospitalised

(15)

4.9
- Lower excess in the event of any emergency
- More medical cover
- Free emergency assistance services

(Any 2 x 1) (2)

4.10 R505,00 x 20%✓ = R101,00✓ (2)
[40]

QUESTION 5

5.1	5.1.1	Transfers	SGD100 x 2		SGD200
		Accommodation	SGD400 x 3		SGD1200
		Sightseeing	SGD500 + SGD650		SGD1150
				=	SGD2550
	5.1.2	Transfers	THB400 x 2		THB800
		Accommodation	THB3800 x 3		THB11400
		Sightseeing	THB4800 + THB3500		THB8300
				=	THB20500
	5.1.3	Transfers	HKD125 x 2		HKD250
		Accommodation	HKD620 x 4		HKD2480
		Sightseeing	HKD400 + HKD500		HKD900
				=	HKD3630
	5.1.4	Transfers	AUD55 x 2		AUD110
		Accommodation	AUD250 x 2		AUD500
		Sightseeing			AUD250
				=	AUD860

(4 x 4) (16)

5.2 Option: No rounding
SGD2550 / 0.1229 = ZAR20748,58✓
THB20500 / 2.9208 = ZAR7018,63 ✓
HKD3630 / 0.7579 = ZAR4789,55 ✓
AUD860 / 0.1055 = ZAR8151,66 ✓ = ZAR40708.42✓

Option: Rounding to next 1 ZAR (old format)
SGD2550 / 0.1229 = ZAR20748.58 (round) ZAR20749✓
THB20500 / 2.9208 = ZAR7018.63 (round) ZAR7019 ✓
HKD3630 / 0.7579 = ZAR4789.55 (round) ZAR4790 ✓
AUD860 / 0.1055 = ZAR8151.66 (round) ZAR8152 ✓ = ZAR40710✓

Note:
- If incorrect ROE used then 0 marks allocated. (5)

5.3 Net airfare: R6 800 x 1% = R68
R6 800 – R68 = R6 732

Option: No rounding
Method 1

Land Arrangements	ZAR40708.42✓
+ Net airfare	ZAR6732✓
=	ZAR47440.42✓
+ 15% Mark-up	ZAR7116.06✓
+ Taxes	ZAR2345✓
=	ZAR56901.48✓

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Method 2

Land Arrangements	ZAR40708.42✓
+ Gross airfare	ZAR6800✓
=	ZAR47508.42✓
+ 15% Mark-up	ZAR7126.26✓
+ Taxes	ZAR2345✓
=	ZAR56979.68✓

Method 3

Land Arrangements	ZAR40708.42✓
+ 15% Mark-up	ZAR6106.26✓
+ Gross airfare	ZAR6800✓
+ Taxes	ZAR2345✓
=	ZAR55959.68✓✓

Note:

- A deviation of .01 (1 cent) is acceptable. Learners should be allocated the mark if the deviation is this small.
- In method 1 & 2 learners must lose a mark if they don't show a subtotal because it relevant to the calculation of the mark-up, and they have to show each step of every calculation.
- In method 3 if they don't show a subtotal, allocate 2 marks to the correct total instead.

Option: Rounding to next 1 ZAR (old format)

Method 1

Land Arrangements	ZAR40710✓
+ Net airfare	ZAR6732✓
=	ZAR47442✓
+ 15% Mark-up	ZAR7116✓
+ Taxes	ZAR2345✓
=	ZAR56903✓

Method 2

Land Arrangements	ZAR40710✓
+ Gross airfare	ZAR6800✓
=	ZAR47510✓
+ 15% Mark-up	ZAR7127✓
+ Taxes	ZAR2345✓
=	ZAR56982✓

Method 3

Land Arrangements	ZAR40710✓
+ 15% Mark-up	ZAR6107✓
+ Gross airfare	ZAR6800✓
+ Taxes	ZAR2345✓
=	ZAR55962✓✓

Note:

- In method 1 & 2 learners must lose a mark if they don't show a subtotal because it relevant to the calculation of the mark-up, and they have to show each step of every calculation.
- In method 3 if they don't show a subtotal, allocate 2 marks to the correct total instead.

(6)

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5.4 Commission on airfare:
R6 800 x 1% = R68

Option: No rounding
Method 1

Mark-up	ZAR7116.06✓
=	ZAR7116.06✓✓

Method 2

Com on airfare	ZAR68✓
+ Mark-up	ZAR7126.26✓
=	ZAR7194.26✓

Method 3

Mark-up	ZAR6106.26✓
+ Com on airfare	ZAR68✓
=	ZAR6174.26✓

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

Mark-up	ZAR7116✓
=	ZAR7116✓✓

Method 2

Com on airfare	ZAR68✓
+ Mark-up	ZAR7127✓
=	ZAR7195✓

Method 3

Mark-up	ZAR6107✓
+ Com on airfare	ZAR68✓
=	ZAR6175✓

(3)

5.5 5.5.1 No✓✓ (Note: Do not allocate 2nd mark if a cost is given)
5.5.2 No✓✓ (Note: Do not allocate 2nd mark if a cost is given)
5.5.3 No✓✓ (Note: Do not allocate 2nd mark if a cost is given)
5.5.4 Yes ✓– *R980* ✓ *(Review with GSA February 2014)*

(4 x 2) (8)

5.6 Yes✓
(Any motivation that refers to inclusions or characteristics of an IT. E.g: If he is paying for the arrangements in advance, and if he pays one price for the airfare accommodation and transfers (land), and if his ticket has a tour code, etc) ✓ (2)

[40]

QUESTION 6

6.1

6.1.1 07 March (1)

6.1.2 Mossel Bay ✓ Walvis Bay ✓ Luderitz ✓ (3)

6.1.3 9 days or 8 nights (1)

6.1.4 06
Ocean view (2)

6.1.5 (R7 743,50 + R900) ✓x 2 pax ✓= R1 7287✓
Or (R7 743,50 x 2 pax) ✓+ (R900 x 2 pax) ✓= R1 7287 ✓ (3)

6.1.6 (R7 743,50 x 2 pax) ✓x 10% = R1 548,70 ✓ (2)

6.1.7
- 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 2 x 1) (2)

6.2
- Cruising is cheaper than booking airfare, hotel accommodation, entertainment, etc separately.
- Cruising is a once-off all inclusive cost.
- There are no unexpected expenses on a cruise.

(Any 3 x 1 reasonable answers referring to money, e.g.) (3)

Note:
Answers need to be in full sentences.

6.3 Yes ✓
- There is no stress for the passengers, i.e. making arrangements in another country / driving in unfamiliar area, etc.
- There is a young profile of cruise passengers on MSC (as compared to international cruises).
- Cruising is a very safe environment.
- There is no need to worry about driving over the legal limit after a night out.
- Cruises are suitable if you like being around crowds of people in a relatively confined space, and also like having lots of activities and business around you.

(Any 2 x 1 reasonable answers that apply to young travellers, e.g.) (3)

Note:
Answers need to be in full sentences.

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6.4	6.4.1	Eurail Select Youth Pass	(1)
	6.4.2	EUR✓360✓	(2)
	6.4.3	Option: No rounding EUR372 ✓ x 13,4896 ✓= ZAR4856,26 ✓ Option: Rounding to next 1 ZAR (old system) EUR372 ✓ x 13,4896 ✓= ZAR4856,26 (round) ZAR4857 ✓	(3)
	6.4.4	Second	(1)
	6.4.5	10 days in 2 months	(1)
	6.4.6	World Travel	(1)
	6.4.7	011 628 2319	(1)
6.5	6.5.1	• Unlimited travel in a specific area over a specific period of time. • Free travel or discounts on some ferries, busses, etc. in many countries. • Discounts on accommodation, car and bicycle hire in some countries.	(3)
	6.5.2	15% if unused ✓ No refund/100% if partially used ✓	(2)
	6.5.3	No ✓ Passes must be purchased in passenger's home country. ✓	(2)
	6.5.4	Must be validated within three months after the date of issue, ✓by showing the pass and the passenger's passport to a railway official. ✓ The official will enter the first and last date of validity and stamp the 'validating office' box. ✓	(3)
			[40]

TOTAL SECTION B: 160
GRAND TOTAL: 200

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