higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

MARKING GUIDELINE

NATIONAL CERTIFICATE

TRAVEL SERVICES N6

19 NOVEMBER 2018

This marking guideline consists of 14 pages.

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INSTRUCTIONS

Ensure that the February 2018 GSA is used.

SECTION A

QUESTION 1

1.1	1.1.1	B
	1.1.2	C
	1.1.3	A
	1.1.4	C
	1.1.5	C
	1.1.6	B
	1.1.7	A
	1.1.8	A
	1.1.9	B
	1.1.10	C

(10 × 2) (20)

1.2	1.2.1	True
	1.2.2	False
	1.2.3	False
	1.2.4	True
	1.2.5	False
	1.2.6	False
	1.2.7	True
	1.2.8	True
	1.2.9	False
	1.2.10	True

(10 × 2) (20)
[40]

TOTAL SECTION A: 40

SECTION B

QUESTION 2

2.1	2.1.1	Transfer	USD50 × 2	USD100✓
		Hotel	USD5 000	USD5 000✓
		Tour		USD300✓
		TOTAL		USD5 400✓
	2.1.2	Transfer	CAD100 × 2	CAD200✓
		Hotel	CAD6 120	CAD6 120✓
		Tour		CAD550✓
		TOTAL		CAD6 870✓
	2.1.3	Transfer	RUR350 × 2	RUB700✓
		Hotel	RUR12 342	RUB12 342✓
		Tour		RUB790✓
		TOTAL		RUB13 832✓
	2.1.4	Transfer	NZD150 × 2	NZD300✓
		Hotel	NZD7 900	NZD7 900✓
		Tour		NZD330✓
		TOTAL		NZD8 530✓

(4 × 4) (16)

2.2

USD : ZAR
1 : 13,6538✓
5 400 : ?
5 400 × 13,6538✓
ZAR73 730,52✓

CAD : ZAR
0.0914: 1✓
6 870 : ?
6 870/0,0914✓
ZAR75 164,11✓

RUB : ZAR
4.3762 : 1✓
13 832 :?
13 832/4,3762✓
ZAR3 160,73✓

NZD : ZAR
0,0965: 1✓
8 530: ?
8 530/0,0965✓
ZAR88 393,78✓

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Total for travel arrangements ZAR240 449,14✓

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. (13)

2.3 **Method 1**

Net land arrangements	=ZAR240 449,14 ✓
+ Net airfare	=ZAR63 459✓
=	=ZAR303 908,14✓
+ Mark-up	=ZAR45 586,22✓
+ Taxes	=ZAR10 900✓
Total	=ZAR360 394,36✓

Method 2

Net Land arrangements	=ZAR240 449,14 ✓
+ Airfare (including commission)	=ZAR64 100✓
=	=ZAR304 549,14✓
+ Mark-up	=ZAR45 682,37✓
+Taxes	=ZAR10 900✓
Total	=ZAR361 131,51✓

Method 3

Net Land arrangements	=ZAR240 449,14 ✓
+ Mark-up	=ZAR36 067,37✓
=	=ZAR276 516,51✓
+ Airfare (including commission)	=ZAR64 100✓
+Taxes	=ZAR10 900✓
Total	=ZAR351 516,51✓

NOTE:
- A deviation of .01 (1 cent) is acceptable. Learners should be allocated the mark if the deviation is this small.
- In method 1 and 2 learners lose a mark if they do not 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 they do not show a subtotal, allocate 2 marks to the correct total instead. (6)

2.4 **Method 1**
Mark-up ZAR45 586,22✓✓✓

Method 2
Mark-up = AR45 682,37✓
+commission on airfare = ZAR641✓
Total = ZAR46 323,37✓

Method 3
Mark-up = ZAR36 067,37✓
+commission on airfare = ZAR641✓
Total = ZAR36 708,37✓

(Any 3 × 1) (3)

2.5
- Air ticket
- Accommodation
- Tours
- Transfers
- Rail tickets
- Cruise theatre tickets

(Any 2 × 1) (2)
[40]

QUESTION 3

3.1 Ciragan Palace Kempinski (1)

3.2 3.2.1 EUR671 × 8 nights = EUR5 368 (1)

3.2.2
EUR	:	ZAR
1	:	14,6916✓
5 368	:	?

5 368 × 14,6916✓
ZAR78 864,51✓ (3)

3.3 ZAR78 864,51 × 10% = ZAR7 886,45 (3)

3.4 reservationoffice@ciraganpalace.com (1)

3.5 1990 (1)

3.6 48 hours prior to arrival (1)

3.7
- Bicycling
- Boating
- Sailing
- Fishing
- Golf
- Horseback riding
- Jogging
- Tennis (Any 3 × 1) (3)

3.8
- ATM
- Bank
- Babysitting
- Child care
- Barber
- Hair stylist
- Car rental
- Complimentary coffee
- Concierge
- Currency exchange
- Gift shop
- Laundry room
- Dry cleaning
- Multilingual staff
- Free parking
- Room service
- Wheelchair (Any 3 × 1) (3)

3.9 Yes (1)

3.10 Kempinski (1)

3.11 Check-in: 4:00 PM (16h00)✓ Check-out: 12:00 PM✓ (2)

3.12 Continental breakfast (1)

3.13
- Uniformed security
- Surveillance cameras on site
- Smoke alarm
- Sprinkler in rooms
- Valet parking service (Any 2 × 1) (2)

3.14
- Telephone
- Fax
- Email
- Amadeus
- Galileo Sabre
- Worldspan (Any 1 × 1) (1)

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3.15

HOTEL VOUCHER

PASSENGER'S NAME **PUTIN / V MR**				
HOTEL Ciragan Palace Kempinski			**ADDRESS** Ciragan Caddesi No 32, Besiktas, Istanbul, Turkey, 34349	
REQUIREMENTS 1 x SGLB (CP)			**TEL:** +90 212-326-4646	
DATE OF ARRIVAL 13 AUG	**DATE OR DEPARTURE** 21 AUG		**RATE** EUR671 P R P N	
ACCOUNT DC 4532 8932 12345 EXP 06/21	**FULL ACCOUNT**		**RESERVED BY DATE** STUDENT DATE OF EXAM	**CONFIRMED BY DATE** AE9203 DATE OF EXAM
	EXTRAS TO BE SETTLED DIRECT	X	**REMARKS**	

NOTE:
- Do not penalise students for selecting the wrong hotel. Mark with mistake.
- 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.
- Block capital letters are not a prescribed requirement as this is not an IATA document.
- Any date format is acceptable. (15)

[40]

QUESTION 4

CAR RENTAL

4.1 PDAR (2)

4.2

Rate :		
R830 × 4 days	R3 320✓	
Kilometers:		
1 000 km – 400 km = 600 km		
600 km × R4,11	R2 466✓	
TOTAL:	R5 786✓	
Insurance:	Included✓	
Airport surcharge:	Included✓	
Tourism levy:	Included✓	
Contract fee:	R25✓	
PAI:	Excluded✓	
Delivery fee:	Excluded✓	
TOTAL:	R5 811✓	(10)

4.3 R5 786 × 100/114 =R5 075,44✓
R5 075,44 × 10% = R507,54✓✓ (3)

4.4

Europcar moving your way	Reg. No 05/13135/07	**TRAVEL AGENT REFERRAL VOUCHER**	R

Renter's Name Naam van Huurder **NDLOVU/Y MISS**			Car Group Motorgroep **G (PDAR)**	Date of Issue Uitreikingsdatum **DATE OF EXAM**	Issuer's Stamp Stempel **STUDENT INITIAL**
Renting Office Huurkantoor **DELIVERY**	Date Datum **05JUL**	Flight Vlug	Time Tyd **1030**	Issuer's Name Uitreiker **STUDENT NAME**	
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)					

Remarks Opmerkings **DELIVER TO CPT WATERFRONT (optional info)**	Europcar Reservation Reference Europcar Besprekingsverwysing	RESERVATION ID NUMBER BESPREKING ID-NOMMER
		E U R 0 1

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.
- Do not penalise the student for adding time to 'date of rental' and 'date of return' boxes
- Block capital letters are not a prescribed requirement as this is not an IATA document.
- Any date format is acceptable (12)

CRUISING

4.5

	Mr	**Mrs**
Cruise	R11 050	R11 050✓
Port	R600	R600✓
Total	R11 650	R11 650
TOTAL FOR 2 PASSENGERS:		R23 300✓

(3)

4.6
- Durban
- Portuguese Island
- Ilha de Mozambique (Any 2 × 1) (2)

4.7
- Visit to Inhaca Island
- Snorkelling at Santa Maria
- Sea kayaking
- Dhow cruises
- Dolphin watching
- Fun water sports such as the snipe tube (Any 3 × 1) (3)

4.8
- Return flights
- Transfers to and from port
- Port charges
- Additional travel insurance
- Drinks
- Personal spending
- Room service charge
- Optional excursions (Any 3 × 1) (3)

4.9
- Prices are per person and subject to change at any time.
- All prices are subject to rate of exchange and when a deposit is paid, the balance of the booking is subject to the rate of exchange on date of full payment.
- Advance purchase, peak season surcharges, block-out periods and minimum stay conditions may apply.
- Book and pay in full to avoid disappointment.
- Credit card required for car hire where applicable.
- Prices and availability are subject to change without notice. (Any 2 × 1) (2)

[40]

QUESTION 5

INTERNATIONAL TRAVEL INSURANCE

5.1 Platinum (1)

5.2 R1 340 (2)

5.3 R1 340 × 100/114 ✓
= R1 175,9 × 20%✓
= <u>R235,10</u>✓ (3)

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

5.4 5.4.1 R500
5.4.2 R3 000 000
5.4.3 R5 000
5.4.4 R850 000 (or R45 000 000 medical extension, terrorism extension)
5.4.5 R500
(5 × 2) (10)

5.5 Voucher (15)

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

INTERNATIONAL RAIL

5.6 2nd class (1)

5.7 5.7.1 EUR273 (2)

5.7.2 EUR : ZAR
1 : 14,6916✓
273 : ?
273 × 14.6916✓
ZAR4 010,81✓

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

5.8 7 days in 1 month (1)

5.9 www.worldtravel.co.za (2)
[40]

QUESTION 6

Airticket		ZAR53 500
Accommodation		
Malawi	MWK 50 900	ZAR993,87
Mauritius	MUR 15 700	ZAR6 344,46
Britrail pass	GBP310	ZAR5 269,10
Insurance		ZAR900
Visa		ZAR1 200
Total for travel arrangements		ZAR68 207,43
Total for land arrangements		ZAR12 607,43
ZAR1 000 000–ZAR12 607,43		ZAR987 392,57

6.1 MWK : ZAR
51.2140 : 1✓
50 900 : ?
50 900/51,2140✓
ZAR993,87✓

MUR : ZAR
2.4746 : 1✓
15 700 : ?
15 700/2,4746✓
ZAR6 344,46✓

GBP : ZAR
1 : 16.9971✓
310 : ?✓
310 × 16,9971
ZAR5 269,10✓

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.

TOTAL FOR TRAVEL ARRANGEMENTS = **ZAR68 207,43** (11)

6.2 ZAR12 607,43 (2)

6.3 ZAR1 000 000–ZAR12 607,43 = ZAR987 392,57 (3)

6.4 6.4.1 ZAR 987 392,57 × 20% = ZAR197 478,51✓
MWK : ZAR
51.2140 : 1✓
? : 197 478,51
197 478,51 × 51,2140✓
MWK10 113 664,41✓ (4)

6.4.2 ZAR 987 392,57 × 30% = ZAR296 217,77✓
MUR : ZAR
2.4746 : 1✓
? : 296 217,77
296 217,77 × 2,4746✓
MUR733 020,49✓ (4)

6.4.3 ZAR987 392,57 × 30% = ZAR296 217,77 ✓
ZAR : GBP
16.9971 : 1✓
296 217.77 : ?
296 217,77/16.9971✓
GBP17 427,55✓ (4)

6.4.4 ZAR987 392,57 × 10% = ZAR98 739,26 (2)

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.

6.5 6.5.1

MWK	:	ZAR
57,1237	:	1✓
3 120	:	?

3 120/57,1237✓
ZAR54,62✓

6.5.2

MUR	:	ZAR
2,7807	:	1✓
990	:	?

990/2,7807✓
ZAR356,03✓

6.5.3

GBP	:	ZAR
1	:	16,3937✓
2 050	:	?

2 050 × 16,3937✓
ZAR33 607,09✓

(3 × 3) (9)

6.6 ZAR1 000 000

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

[40]

ADDENDUM C

TRAVEL INSURANCE APPLICATION

AGENCY NAME: FUN2GO		**BRANCH:** JOHANNESBURG			**CONSULTANT:** STUDENT NAME		**AGENCY CODE:**	FU92011
INSURED PERSON(S) SURNAME	**INITIALS**	**GENDER**	**DATE OF BIRTH**	**BENEFICIARY**	**ID/PASSPORT NUMBER**	**TYPE OF COVER**	**PRODUCT**	**TOTAL PREMIUM**
1 WEST	K	M	29JAN73	ESTATE	7301291314086	INDIVIDUAL	PLATINUM	R1 340
3								
4								
								R1 340

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: **16 NOV** To: **25 NOV**

Total No. of days **10** (both days inclusive)

Furtherest destination: **ITALY**

Postal Address: **1 HOLLYWOOD DRIVE**
HYDE PARK
JOHANNESBURG
Postal Code: **2000**
Tel (H) **(011) – 513 1213**
Tel (W) **(011) – 818 2010**
House Doctor Name: **Dr. VICTOR**
House Doctor Tel: **(011) 390 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.COSBY'S SIGNATURE** Issuing Agent: **STUDENT SIGNATURE**

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

TOTAL SECTION B: 160
GRAND TOTAL: 200

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