higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

MARKING GUIDELINE

NATIONAL CERTIFICATE

TRAVEL SERVICES N6

20 NOVEMBER 2019

This marking guideline consists of 11 pages.

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SECTION A: COMPULSORY

QUESTION 1

1.1
1.1.1 True
1.1.2 False
1.1.3 False
1.1.4 False
1.1.5 True
1.1.6 False
1.1.7 False
1.1.8 False
1.1.9 True
1.1.10 False

(10 × 2) (20)

1.2
1.2.1 D
1.2.2 F
1.2.3 A
1.2.4 H
1.2.5 C
1.2.6 B
1.2.7 J
1.2.8 E
1.2.9 G
1.2.10 I

(10 × 2) (20)
[40]

TOTAL SECTION A: 40

SECTION B

QUESTION 2: HOTEL

2.1 Virunga Lodge (2)

2.2 2.2.1 USD 500 × 8 nights × 2 people = USD 8 000 (2)

2.2.2 USD : ZAR
1 : 13.6538✓
8 000 : ?
8 000 × 13.6538✓
ZAR109 234.40✓ (3)

2.3 ZAR109 234.40 × 10% = ZAR10 923.04 (2)

2.4 Bwindi Ave, Rwanda 1806 (1)

2.5 gorilla@trekking.com (1)

2.6
- Wi-Fi
- Mini bar
- Beauty and wellness therapist
- Curio and gift shop
- Fireplace
- Private balcony or deck (Any 2 × 1) (2)

2.7 THREE meals (1)

2.8
- Shower
- Outdoor area
- Mosquito nets
- Double bed (Any 2 × 1) (2)

2.9
- Animal tracking
- Bird watching
- Guided walks
- Hiking
- Historical tours
- Live music
- Entertainment
- Local village visits
- Cultural tours (Any 2 × 1) (2)

2.10 Golden monkey (1)

2.11

HOTEL VOUCHER					
PASSENGER'S NAME DOGG/SNOOP MR					
HOTEL Virunga Lodge			**ADDRESS** Bwindi Ave, Rwanda 1806		
REQUIREMENTS 1 × DBLB (FB)			**TEL:** +243 991 715 401		
DATE OF ARRIVAL 10 OCT	**DATE OF DEPARTURE** 18 OCT		**RATE** USD500 PPPN		
ACCOUNT AX 5432 1934 2034 2456 EXP06/21	**FULL ACCOUNT**		**RESERVED BY** STUDENT **DATE** EXAM DATE	**CONFIRMED BY** VL0001 **DATE** EXAM DATE	
	EXTRAS TO BE SETTLED DIRECTLY	X	**REMARKS**		

(15)

NOTE TO MARKER:

- 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 format for dates is acceptable.

2.12 2.12.1 They are destinations in themselves, located outside of cities in a scenic area, and the resort normally includes facilities such as a spa, golf course etc. Some resorts offer self-catering or timeshare opportunities. (Any 2 × 1) (2)

2.12.2 It is a small hotel, which is usually cheaper than a hotel, and it is not up to the standards of the hotel grading system. (Any 2 × 1) (2)

2.12.3 It is a room with a lounge area and possibly a kitchenette, one or more bedrooms, dressing room, extra toilet and a dining area. (Any 2 × 1) (2)

[40]

QUESTION 3: CAR RENTAL AND RAIL

3.1 EDMR (1)

3.2 **Rate:**

Rental: R305 × 8 days✓	R2 440✓
Kilometres:	
200 km × 8 days = 1 600 km✓ free	
1 900 km – 1 600 km = 300 km✓ × R2.91 = R873✓	
TOTAL:	R3 313✓
Insurance:	Included✓
Airport surcharge:	Included✓
Tourism levy:	Included✓
Contract fee:	R55✓
PAI:	Excluded✓
One-way fee	R700✓
TOTAL:	R4 068✓ (13)

3.3 R3 313 × 100/114 = R2 906.14✓
R2 906,14 × 15%✓ = R435.92✓ (3)

3.4

TEMPEST CAR HIRE	Reg. No/Reg.nr. 05/13135/07		**TRAVEL AGENT CHARGE VOUCHER REISAGENT DEBIETBEWYS**		T
Renter's Name Naam van Huurder **MOLEFE/ B MRS**			Car Group Motorgroep **EDMR/B**	Date of Issue Uitreikingsdatum **DATE OF EXAM**	Issuer's Stamp Uitreikerstempel **STUDENT INITIALS**
Renting Office Huurkantoor **CPT APT**	Date Datum **12 JUN**	Flight Vlug	Time Tyd **12:00**	Issuer's name Uitreiker se naam **STUDENT NAME**	
Return office Terugsendingskantoor **JNB APT 20 JUN**				Issuer Uitreiker FOR TRAINING PURPOSES ONLY SLEGS VIR OPLEIDINGSDOELEINDES SOUTH AFRICA SUID-AFRIKA	
Voucher value – unlimited, unless specified hereunder Huurbewyswaarde – onbeperk, tensy hier onder gespesifiseer					
Remarks Opmerkings			Europcar reservation reference Europcar-besprekingsverwysing	RESERVATION ID NUMBER BESPREKINGSIDENTITEITS-NOMMER **T E M 3 1 0**	

NOTE TO MARKER:

- 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 date/time to the '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)

3.5 Eurail select pass (1)

3.6.1 EUR 269 (1)

3.6.2 EUR : ZAR
1 : 14.6916✓
269 : ?
269 ×✓ 14,6916
ZAR3 952.04✓ (3)

3.7 8 days in 2 months (1)

3.8 Yes,✓ she is a South African passport holder✓ (2)

3.9 Two or more people travelling together (1)

3.10 Passport✓ and rail ticket✓ (2)
[40]

QUESTION 4: CRUISING AND INSURANCE

CRUISING

4.1 Option 1 (1)

4.2

	Mr	**Mrs**
Cruise	R8 910	R8 910✓
Port	R300	R300✓
Total	R9 210	R9 210✓
TOTAL FOR 2 PASSENGERS:		R18 420✓

(4)

4.3 R17 820 × 100/114 = R15 631.58✓ × 10%✓ = R1 563.16✓ (3)

4.4 Depart at 14:00,✓ arrive at 07:00✓ (2)

4.5 Port of call: A place where a ship stops during a cruise (2)

4.6 It is an all-in-one package: Transport, entertainment, meals and accommodation are all booked through one operator. (2)

4.7
- Duration of cruise
- Season in which the cruise occurs
- Size of ship
- Ratio of passengers to staff (Any 2 × 1) (2)

INSURANCE

4.8 Adult (up to age 69) (1)

4.9 R990 × 2 passengers = R1 980 (1)

4.10 R1 980 × 100/114 = R1 736.84 × 20%✓ = R347.37✓ (3)

4.11
4.11.1 R3 000
4.11.2 R2 000 000
4.11.3 R1 000
4.11.4 R15 000

(4 × 1) (4)

4.12 Issue the policy on ADDENDUM I

NOTE TO MARKER:
- 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 format for dates is acceptable. (15)

[40]

QUESTION 5: TOUR PLANNING AND BUDGETING

5.1	5.1.1	Transfer	CHF 220 × 2	CHF 440✓
		Hotel	CHF 700 × 2	CHF 1 400✓
		Tour		CHF 350✓
		TOTAL		CHF 2 190✓
	5.1.2	Transfer	USD 70 × 2	USD 140✓
		Hotel	USD 280 × 3	USD 840✓
		Tour		USD 250✓
		TOTAL		USD 1 230✓
	5.1.3	Transfer	CAD 180 × 2	CAD 360✓
		Hotel	CAD 300 × 5	CAD 1 500✓
		Tour		CAD 450✓
		TOTAL		CAD 2 310✓
	5.1.4	Transfer	GBP 60 × 2	GBP 120✓
		Hotel	GBP 170 × 4	GBP 680✓
		Tour		GBP 200✓
		TOTAL		GBP 1 000✓

(4 × 4) (16)

5.2 CHF : ZAR
0.0706 :✓ 1
2 190 : ?
2 190 / 0.0706✓
ZAR31 019.83✓ (3)

USD : ZAR
1 : 13.6538✓
1 230 : ?✓
1 230 × 13.6538
ZAR16 794.17✓ (3)

CAD : ZAR
0.0914✓ : 1
2 310 : ?
2 310 / 0.0914✓
ZAR25 273.52✓ (3)

GBP : ZAR
1 : 16.9971✓
1 000 : ?✓
1 000 × 16.9971
ZAR16 997.10✓ (3)

Total for land arrangements in ZAR: ZAR90 084.62 (1)

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

5.3 **Method 1**

Net land arrangements	= ZAR90 084.62✓
+ Net airfare (ZAR110 600 × 1% = ZAR1 106)	= ZAR109 494✓
TOTAL	= ZAR199 578.62✓
+ Mark-up (ZAR199 578.62 × 15%)	= ZAR29 936.79✓
+ Taxes	= ZAR45 000✓
Total	= ZAR274 515.41✓ (6)

Method 2

Net land arrangements	= ZAR90 084.62✓
+ Airfare (including commission)	= ZAR110 600✓
TOTAL	= ZAR200 684.62✓
+ Mark-up (ZAR200 684.62 x 15%)	= ZAR30 102.69✓
+ Taxes	= ZAR45 000✓
Total	= ZAR275 787.31✓

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Method 3

Net land arrangements	= ZAR90 084.62✓
Mark-up (ZAR90 084.62 × 15%)	= ZAR13 512.69✓
TOTAL	= ZAR103 597.31✓
+ Airfare (including commission)	= ZAR110 600✓
+ Taxes	= ZAR45 000✓
Total	= ZAR259 197.31✓

NOTE TO MARKER:

- A deviation of .01 (1 cent) is acceptable. Learners should be allocated the mark if the deviation is this small.
- In methods 1 and 2, learners must 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 they don't show a subtotal, allocate 2 marks to the correct total instead.

5.4 **Method 1**

Mark-up = ZAR29 936.79✓✓✓ (3)

Method 2

Mark-up	= ZAR30 102.69✓
+ Commission on airfare (ZAR110 600 × 1% = ZAR1 106%)	= ZAR1 106✓
Total	= ZAR31 208.69✓

Method 3

Mark-up	= ZAR13 512.69 ✓
+ Commission on airfare	= ZAR1 106✓
Total	= ZAR14 618.69✓

5.5 A supplier is the principal that provides the components of a tour. (2)
[40]

QUESTION 6: FOREIGN EXCHANGE

6.1

Air ticket:		ZAR98 000
Visa:		ZAR1 100
Accommodation in Nairobi	USD 1 300	ZAR17 749.94
Accommodation in Mauritius	MUR 32 400	ZAR13 093.03
Car rental in Sri Lanka	LKR 12 000	ZAR1 102.28
Total for TRAVEL ARRANGEMENTS		ZAR131 045.25
Total for LAND ARRANGEMENTS		ZAR31 945.25
ZAR1 000 000 – ZAR53 527.65		ZAR968 054.75

USD : ZAR
1 : 13.6538✓
1 300 : ?✓
1 300 × 13.6538
ZAR17 749.94✓ (3)

MUR : ZAR
2.4746 : 1✓
32 400 : ?
32 400 / 2.4746✓
ZAR13 093.03✓ (3)

LKR : ZAR
10.8865 : 1✓
12 000 : ?
12 000 / 10.8865✓
ZAR1 102.28✓ (3)

Total for travel arrangements: **ZAR131 045.25** (2)

NOTE TO MARKER:

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

6.2 ZAR31 945.25 (2)

6.3 ZAR1 000 000✓ – ZAR 31 945.25✓ = ZAR968 054.75✓ (3)

6.4 6.4.1 ZAR968 054.75 × 45% = ZAR435 624.64✓

ZAR : USD
13.6538 : 1✓
435 624.64 : ?
435 624.64 / 13.6538✓
USD 31 905.01✓ (4)

6.4.2 ZAR968 054.75 × 20% = ZAR193 610.95✓
MUR : ZAR
2.4746 : 1✓
? : 193 610.95
193 610.95 × 2.4746✓
MUR 479 109.66✓ (4)

6.4.3 ZAR968 054.75 × 30% = ZAR290 416.43✓
LKR : ZAR
10.8865 : 1✓
? : 290 416.43
290 416.43 × 10.8865✓
LKR 3 161 618.47✓ (4)

6.4.4 ZAR968 054.75 × 5% = ZAR48 402.74 (2)

NOTE TO MARKER:

- Give ONE mark for the correct ROE, ONE mark for the correct formula (multiplication or division) and ONE mark for the correct answer.
- If the incorrect ROE is used, then 0 marks are 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 USD : ZAR
1 : 13.3288✓
1 500 : ?
1 500 × 13.3288✓
ZAR19 993.20✓

6.5.2 LKR : ZAR
11.5180 : 1✓
3 000 : ?
3 000 / 11.5180✓
ZAR260.46✓

6.5.3 MUR : ZAR
2.8214 : 1✓
900 : ?
900 / 2.8214✓
ZAR319.00✓

(3 × 3) (12)

6.6
- Master Currency
- American Express Foreign Exchange
- Western Union
- Travelex African Foreign Exchange
- Bidvest Forex

(Any ONE × 1) (1)
[40]

TOTAL SECTION B: 160
GRAND TOTAL: 200

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