higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

MARKING GUIDELINE

NATIONAL CERTIFICATE

TRAVEL SERVICES N6

22 September 2020

INSTRUCTIONS: **Chief Examiner is to check that markers have the February 2018 GSA at the first markers' meeting.**

This marking guideline consists of 13 pages.

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SECTION A: COMPULSORY

QUESTION 1

1.1 C
1.2 B
1.3 A
1.4 C
1.5 C
1.6 A
1.7 B
1.8 D
1.9 A
1.10 C
1.11 C
1.12 D
1.13 A
1.14 B
1.15 C
1.16 D
1.17 B
1.18 A
1.19 D
1.20 D

(20 × 2) **[40]**

TOTAL SECTION A: 40

QUESTION 2: TOUR PLANNING AND BUDGETING

2.1	2.1.1	Transfer	EGP300 × 2	EGP600✓	
		Hotel	EGP1 200 × 2 nights	EGP2 400✓	
		Tour		EGP6 972✓	
		TOTAL		EGP9 972✓	(4)
	2.1.2	Transfer	GBP35 × 2	GBP 70✓	
		Hotel	GBP400 × 3 nights	GBP 1200✓	
		Tour		GBP 150✓	
		TOTAL		GBP 1420✓	(4)
	2.1.3	Transfer	SEK230 × 2	SEK 460✓	
		Hotel	SEK900 × 2 nights	SEK 1800✓	
		Tour		SEK 3717✓	
		TOTAL		SEK 5977✓	(4)

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2.2 EGP : ZAR
1,8796: 1✓
9972 : ?
9972 / 1,8796✓
ZAR5 305,38✓ (3)

GBP : ZAR
1 : 16,9971✓
1420 : ? ✓
1420 × 16,9971
ZAR24 135,88 ✓ (3)

SEK : ZAR
0,6282: 1✓
5977 : ?
5977 / 0,6282✓
ZAR9 514,49✓ (3)

Total for land arrangements ZAR38 955,75✓ (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.

2.3 **Method 1**

Net Land arrangements	=ZAR38 955,75✓
+ Net Airfare	=ZAR114 950✓
=	=ZAR153 905,75✓
+ Mark-up	=ZAR23 085,86✓
+ Taxes	=ZAR7 800✓
Total	=ZAR184 791,61✓

Method 2

Net Land arrangements	=ZAR38 955,75✓
+ Airfare (including commission)	=ZAR121 000✓
=	=ZAR159 955,75✓
+ Mark-up	=ZAR23 993,36✓
+Taxes	=ZAR7 800✓
Total	=ZAR191 749,11✓

Method 3

Net Land arrangements	=ZAR38 955,75✓
+ Mark-up	=ZAR5 843,36✓
=	=ZAR44 799,11✓
+ Airfare (including commission)	=ZAR121 000✓
+Taxes	=ZAR7 800✓
Total	=ZAR173 599,11✓

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. (6)

2.4 **Method 1**

Mark-up ZAR23 085,86✓✓✓

Method 2

Mark-up	= ZAR23 993,36✓
+commission on airfare	=ZAR6 050✓
Total	=ZAR30 043,36✓

Method 3

Mark-up	=ZAR5 843,36✓
+commission on airfare	=ZAR6 050✓
Total	= ZAR11 893,36✓

(3)

2.5
2.5.1 False
2.5.2 True
2.5.3 False
2.5.4 False

(4 × 2) (8)

2.6 LKR (1)

[40]

QUESTION 3: FOREIGN EXCHANGE

Airticket		ZAR245 000
Visa		ZAR2100
Accommodation:		
Nigeria	NGN67 000	ZAR3 162,35
Algeria	DZD1 030	ZAR9 188,22
Gibraltar	GBP1 450	ZAR24 645,80
Mediterranean Cruise	USD560	ZAR7 646,13
Total for Travel arrangements		ZAR291 742,50
Total for Land arrangements		ZAR44 642,50
ZAR1 000 000 – ZAR44 642,50		ZAR955 357,50

3.1 NGN : ZAR
21,1868: 1✓
67 000 :?
67 000 / 21,1868✓
ZAR3162,35✓ (3)

DZD : ZAR
0,1121: 1✓
1030 :?
1030 / 0,1121✓
ZAR9 188,22✓ (3)

GBP : ZAR
1 : 16,9971✓
1450 : ? ✓
1450 × 16,9971
ZAR24 645,80 ✓ (3)

USD : ZAR
1 : 13,6538✓
560 : ?
560 × 13,6538✓
ZAR7 646,13✓ (3)

Total for travel arrangements ZAR291 742,50✓✓

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. (1)

3.2 ZAR1 000 000 – ZAR44 642,50 = ZAR955 357,50✓✓ (2)

3.3 3.3.1 ZAR955 357,50 × 35% = ZAR334 375,13✓
NGN : ZAR
21,1868 : 1✓
? : 334 375,13
ZAR334 375,13 × 21,1868✓
NGN7 084 339,00✓

3.3.2 ZAR955 357,50 × 25% = ZAR238 839,38✓
DZD : ZAR
0,1121 : 1✓
? : 238 839,38
ZAR238 839,38 × 0,1121✓
DZD26 773,89✓

3.3.3 ZAR955 357,50 × 30% = ZAR286 607,25✓
ZAR : GBP
16,9971 : 1✓
286 607,25 : ?
ZAR286 607,25 / 16,9971✓
GBP16 862,13✓

3.3.4 ZAR955 357,50 × 10% = ZAR95 535,75✓
ZAR : USD
13,6538 : 1✓
95 535,75 : ?
ZAR95 535,75 / 13,6538✓
USD6 997,01✓

(4 × 4) (16)

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.

3.4 3.4.1 NGN : ZAR
25,6730 : 1✓
13 550 :?
13 550 / 25,6730✓
ZAR527,79✓

3.4.2 DZD : ZAR
0,2132 : 1✓
12 340 :?
12 340 / 0,2132✓
ZAR57 879,92✓

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3.4.3	DZD	:	ZAR
	0,2242	:	1✓
	1 500	:	?
	1 500 / 0,2242✓		
	ZAR6 690,45✓		

(3 × 3) (9)
[40]

QUESTION 4

4.1 Group I / Code: ICAR✓✓ (2)

4.2

Rate:	
R509 × 11 days	R5 599✓
Kilos:	
100 × 11 days = 1100 km free	
1 100 km – 1 500 km = 400 km	
400 km × R4,65	R1 860✓
TOTAL:	R7 459✓
Insurance:	Included✓
Airport Surcharge:	Included✓
Tourism Levy:	Included✓
Contract fee:	R85✓
PAI:	Excluded✓
TOTAL:	R8 044✓

(9)

4.3 R7 459 × 100/114 =R6 542,98✓ **OR** R7 459 × 100/115 = R6 486,09
R6 542,98 × 15% = R981,45✓✓ R6 486,09 × 15% =R972,91 (3)

4.4 Car voucher

<table>
<tr><td colspan="3">AVIS TRAVEL VOUCHER
To Avis Rent A Car</td><td>1Avis HQ Copy</td><td>1355678 4</td><td rowspan="5">Agency Validation Stamp

STUDENT INITIALS

IATA Assigned No.
Date of issue
77233564 DATE OF EXAM</td></tr>
<tr><td colspan="3">Customer Name
GOODING/C MR</td><td>Reservation No.
AVI20392</td><td>Agency File No.</td></tr>
<tr><td>Rental location
DUR APT</td><td>Airport
x</td><td>Downtown</td><td colspan="2">Date of rental
21 JUL</td></tr>
<tr><td colspan="3">Return location
DUR APT</td><td colspan="2">Date of Return
01 AUG</td></tr>
<tr><td colspan="2">Rate Name
7-14 DAYS</td><td>Rate Code</td><td>No. of Days
11</td><td>Car Group
I (ICAR)</td></tr>
<tr><td colspan="4">Remarks</td><td colspan="2">Avis Account No.
AV884097300011</td></tr>
<tr><td colspan="3">Voucher value (Amount in words)</td><td>Amount</td><td colspan="2" rowspan="3">Travel Agency name & address (Print clearly)
TRAINING PURPOSES ONLY
SOUTH AFRICA</td></tr>
<tr><td>Avis Use Only
Rate of exchange applied</td><td rowspan="2">This voucher is subject to the terms and conditions on the inside cover.</td><td rowspan="2">Voucher Value Includes

CDW __ x __
TLW (TP) ___ x _
PAI _____
Tax _____
Other _____</td></tr>
<tr><td>Avis Use Only
Rental Agreement Number</td></tr>
</table>

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 not a prescribed requirement as this is not an IATA document.
- Any format for dates is acceptable
- Minus 5 for completing the wrong voucher (12)

4.5 Eurail Global pass✓✓ (2)

4.6 4.6.1 EUR664✓✓ (2)

4.6.2 EUR : ZAR
1 : 14,6916✓
664 : ?
664 × 14,6916✓
ZAR9 755,22✓

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

4.7 Yes, he is a South African✓✓ (2)

4.8 22 days✓✓ (1)

4.9 A saver pass is a special for 2–3 adults travelling together at all times✓✓ (2)

4.9 4–11 years (1)

4.10 4 countries (1)
[40]

QUESTION 5

5.1 Pullman Hotel (1)

5.2 5.2.1 AUD900 × 4 nights = AUD3 600✓✓ (2)

5.2.2

AUD	:	ZAR
0,0937	:	1✓
3 600	:	?

3 600 / 0,0937✓
ZAR38 420,49✓ (3)

5.3 No meals (1)

5.4 Set on Hindmarsh square, 6 km from Adelaide airport and 13 km from Glenelg Beach along the Gulf Saint Vincent✓✓✓ (3)

5.5 ZAR38 420.49 × 10% = ZAR3 842.05✓✓✓ (3)

5.6 Complete hotel voucher

HOTEL VOUCHER

PASSENGER'S NAME
SUMMERS, D. MRS

HOTEL	ADDRESS
PULLMAN HOTEL	**16 Hindmarsh Square, Adelaide SA 5000, Australia**
REQUIREMENTS **1 x SGLB (EP)**	TEL: **+61 8 8206 8888**

DATE OF ARRIVAL	DATE OR DEPARTURE	RATE
10 JAN	**14 JAN**	**AUD900 PRPN**

ACCOUNT	FULL ACCOUNT		RESERVED BY DATE	CONFIRMED BY DATE
DC3032 2719 9425 4302 EXP 10/21			**STUDENT DATE OF EXAM**	**DRE12012 DATE OF EXAM**
	EXTRAS TO BE SETTLED DIRECT	**X**	REMARKS	

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.
- Block capital letters not a prescribed requirement as this is not an IATA document.
- Any format for dates is acceptable (12)

5.7 Flat screen TV/MP3 dock/Free Wifi/Mini fridge/Sitting area/coffee making facilities (Any THREE)✓✓✓ (3)

5.8 5 Star (1)

5.9 Restaurant / Café / Bar / Gym / Indoor Pool / Hot tub / Sauna / Parking / Airport shuttle / Wifi / Laundry Service / Business centre / Room service / Pet-friendly / Child Friendly restaurant✓✓✓ (3)

5.10 5.10.1 The resort hotel is a luxury facility that is intended primarily for vacationers and is usually located near special attractions, such as beaches and seashores, scenic or historic areas, ski parks, or spas.✓✓

5.10.2 An Airport Hotel is a hotel near the airport. The hotel does not have to be connected to the airport (although some are) or even adjacent to it; it could be located a few kilometres away✓✓

5.10.3 A Guest House is a private house offering accommodation to paying guests.✓✓

(3 × 2) (6)

5.11 Breakfast and one other meal✓✓ (2)
[40]

QUESTION 6

6.1 Platinum Cover (1)

6.2 4 Days (1)

6.3 R410 (1)

6.4 R410 × 100/114✓ = R359,65 × 20%✓ = <u>R71,93</u>✓
OR
R410 × 100/115 = R356,52 × 20% =<u>R71,30</u> (3)

6.5 He receives an automatic basic cover when he purchases his air ticket on his credit card.✓✓ (2)

6.6 6.6.1 D – (Injury to a third party)
6.6.2 A – (Permanent disability of insured person)
6.6.3 E – (Airline, bus, train)
6.6.4 B – (In most cases not covered)
6.6.5 F – (Cancel or curtail your trip)

(5 × 1) (5)

6.7 Voucher

Note:
- Use negative marking. -1 mark for any incorrect block.
- Block capital letters not a prescribed requirement as this is not an IATA document.
- Any format for dates is acceptable (15)

ADDENDUM I

TRAVEL INSURANCE APPLICATION

AGENCY NAME: DREAM DESTINATIONS		**BRANCH:** EAST LONDON			**CONSULTANT:** STUDENT NAME		**AGENCY CODE:**	AIG21344
INSURED PERSON(S) SURNAME	**INITIALS**	**GENDER**	**DATE OF BIRTH**	**BENEFICIARY**	**ID/PASSPORT NUMBER**	**TYPE OF COVER**	**PRODUCT**	**TOTAL PREMIUM**
1 WASHINGTON	D	M	06DEC63	ESTATE	6312069123086	INDIVIDUAL	PLATINUM	R410
2								
3								
4								
								R410

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: **12JUN** To: **15JUN**

Total No. of days **4 DAYS** (both days inclusive)

Furtherest destination: **NORTH KOREA / Pyongyang**

Postal Address: **1 BEACH ROAD**
EAST LONDON

Postal Code: **3021**

Tel (H) **431 – 654 1937**

Tel (W) **431 – 978 2148**

House Doctor Name: **D. M. Oz**

House Doctor Tel: **431-354 8258**

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.WASHINGTON'S SIGNATURE** Issuing Agent: **STUDENT SIGNATURE**

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

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Please turn over

CRUISING

6.8 CDR9201 (2)

6.9

	Mr	**Mrs**	**Child**	**Child**
Cruise	R3 820	R3 820	R0	R0
Port	R400	R400	R400	R400
Total	R4 220✓	R4 220✓	R400✓	R400✓
TOTAL FOR ALL PASSENGERS:			R9 240✓		(5)

6.10 R3 820 × 2 = R7 640✓ ×10%✓ =R764✓ (3)

6.11 Portuguese Island (1)

6.12 07:00 (1)
[40]

TOTAL SECTION B: 160
GRAND TOTAL: 200

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