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higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

MARKING GUIDELINE

NATIONAL CERTIFICATE

TRAVEL SERVICES N5

6 JUNE 2018

This marking guideline consists of 12 pages.

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QUESTION 1

1.1

CITY	CODE	COUNTRY
Bulawayo✓	BUQ	**Zimbabwe**✓
Antananarivo	**TNR**✓	**Madagascar**✓
Gaborone✓	GBE	**Botswana**✓
Maseru✓	**MSU**✓	Lesotho
Mahe	**SEZ**✓	**Seychelles**✓
Cairo	**CAI**✓	**Egypt**✓
Maputo✓	MPM	**Mozambique**✓
Phalaborwa	**PHW**✓	**South Africa**✓
Manzini✓	**MTS**✓	Swaziland
Livingstone✓	LVI	**Zambia**✓

(20)

1.2 Liquids, aerosols and gels (1)

1.3
- Only one plastic bag is allowed.
- The bag must be resealable and transparent.
- The bag may not be larger than 1 litre.
- Each container in the bag may not take more than 100 ml.

NOTE: Some sources say 10 containers instead of one bag of 1 litre. A mark may be allocated for this. (4)

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1.4

CODE	TERM
ETA	**Estimated time of arrival**✓
BSCT✓	Bassinet
INF	**Infant**✓
CHML✓	Child meal
CIP	**Carrier identification plate**✓
UMNR✓	Unaccompanied minor
WCHC	**Wheelchair**√ **for completely immobile passenger** or **complete journey**✓
PSC or **ZA**✓	Passenger service charge
AGT	**Agent** or **Travel agent**✓
AVP	Agent validator plate
KSML	**Kosher meal**✓
BLND✓	Blind passenger
MAAS	**Meet and assist**✓
YP✓	Young passenger
EXST	**Extra seat**✓

(15)
[40]

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QUESTION 2

2.1

FROM/TO	**FB:** MIXED			
JNB	**CARR**	**ADULT**	**CHILD**	**INFANT**
BFN	SA	780,00	656,00	78,00
X				
KIM				
CPT	SA	1 390,00	931,00	139,00
DUR	BA	1 900,00	1 280,00	190,00
JNB	BA	900,00	610,00	90,00
_____				
FARE	**ZAR**	4 970,00	3 477,00	497,00
FARE (ROUND)	**ZAR**	4 970,00	3 480,00	500,00
VAT	**ZAR**	695,80ZV	487,20ZV	70,00ZV
PSC	**ZAR**	195,00ZA	195,00ZA	
YR	**ZAR**	280,00YR	280,00YR	280,00YR
YQ	**ZAR**	266,00YQ	266,00YQ	266,00YQ
SC	**ZAR**	24,00EV	24,00EV	24,00EV
TOTAL	**ZAR**	6 430,80	4 732,20	1 140,00

NOTE: Negative marking applies -1 per incorrect block (30)

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2.2

	STATUS	FARE BASIS	NOT VALID BEFORE	NOT VALID AFTER	ALLOW
FROM JOHANNESBURG JNB	**NS**	**Y/IN90**		**15JUN19**	**10K**
TO BLOEMFONTEIN BFN					
TO KIMBERLEY KIM	**NS**	**Y/IN90**		**15JUN19**	**10K**
TO CAPE TOWN CPT	**NS**	**C/IN**		**15JUN19**	**NIL**
TO DURBAN GCJ					

	STATUS	FARE BASIS	NOT VALID BEFORE	NOT VALID AFTER	ALLOW
FROM DURBAN GCJ	**NS**	**Y/IN**		**15JUN19**	**NIL**
TO JOHANNESBURG JNB					
TO VOID					
TO VOID					
TO VOID					

(11)

2.3 JNB SA BFN78/-KIM SA CPT139BA DUR190BA JNB90ZAR500END XT ZV70YR280YQ266EV24

NOTE: Negative marking applies -1 per letter/spacing/number that is in the wrong place, missing or incorrect.
(Any TWO taxes can be shown in the XT – ALL FOUR shown here for amounts) (5)

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2.4

I ACKNOWLEDGE RECEIPT OF TICKET(S) AND/OR COUPONS FOR RELATED CHARGES DESCRIBED HEREON AND AM AWARE OF APPLICABLE RESTRICTIONS AND/OR PENALTIES AS SHOWN ON SUCH TICKETS AND/OR COUPONS. PAYMENT IN FULL TO BE MADE WHEN BILLED OR IN EXTENDED PAYMENTS IN ACCORDANCE WITH STANDARD POLICY OF COMPANY ISSUING CARD AND AS REFLECTED IN APPLICABLE TARIFFS. x (CARDHOLDER TO SIGN)	**STANDARD CREDIT CARD CHARGE FORM** AIRLINE NUMERIC CODE 125	2. AGENT & CONTRACTOR COPY			DATE AND PLACE OF ISSUE V2
	DATE OF ISSUE V1		IF EXTENDED PAYMENT DESIRED, CIRCLE NUMBER OF MONTHS 6 12 24 ___		
WHALE/SUSANMISS*25JAN18 or WHALE/SUSANMISS*INF NAME OF PASSENGER IF DIFFERENT FROM CARDHOLDER	OTATO NO.	FAMILY or DAUGHTER or CHILD CONNECTION OF PASSENGER WITH SUBSCRIBER	AB897 APPROVAL CODE		
COMPLETE ROUTING	FARE BASIS	CARRIER	AIRLINE FORM SERIAL NUMBER CHECK DIGIT		
JNBBFN KIMCPT CPTDUR DURJNB	Y/IN90 Y/IN90 C/IN Y/IN	BA	125 098789561		
			TICKETS NOT TRANSFERRABLE **No cash refunds**	V3	
			CREDIT CARD CODE VI		
ZAR CURR	FARE 500,00 or 500	TOTAL ZAR1140.00 or ZAR1140	CUSTOMER FILE REFERENCE		
ZAR CURR	TAX 640,00 or 640				
CURR	EQUIV. AMT PD				

V1 = 03JUN18
V2 = AVP (ABC Travel, Johannesburg)
V3 = Credit card imprint (Mr J Whale, 4901 0897 8765 0127, expiry 03/20)

NOTE: Negative marking applies -1 per incorrect block (10)

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2.5
- Ticket or copy goes to BSP
- Agent/Contractor copy stays at travel agency or ABC Travel
- Cardholder copy goes to cardholder or Mr Whale (3)

2.6 2.6.1 DBML (1)

2.6.2
- Details of the passenger's medical condition
- Age
- Can passenger walk unaided
- Can passenger sit for the duration of the flight
- Can passenger eat and drink unaided
- Can passenger control bladder and bowels for the duration of the flight (Any 5 × 1) (5)

2.7 Airlines sharing operating costs and operations (Any relevant answer) (1)

2.8 2.8.1 Voyager (1)
2.8.2 Yes (1)
[68]

QUESTION 3

3.1

FROM/TO	**FB:** H/CH	
CPT	**CARR**	**FARE**
JNB	BA	670,00
CPT	BA	670,00
_____		
FARE	**ZAR**	1 340,00
FARE (ROUND)	**ZAR**	1 340,00
VAT	**ZAR**	187,60ZV
PSC	**ZAR**	100,00ZA
YR	**ZAR**	
YQ	**ZAR**	266,00YQ
SC	**ZAR**	12,00EV
TOTAL	**ZAR**	1 905,60

NOTE: Negative marking applies -1 per incorrect block (10)

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3.2
- Age
- Home language
- Child's full name
- Name, relationship, contact number and address of person dropping the child off at the departure point
- Name, relationship, contact number and address of person collecting the child at the arrival point (Any 5 × 1) (5)

3.3 CPT BA JNB670BA CPT670ZAR1340,00END XT ZV187,60ZA100YQ266EV12 (5)

3.4 EMD or Electronic multipurpose document or EMDS (1)

3.5 A (reason – air transportation) (1)

3.6 British Airways desk√ at Cape town√ (1)

3.7 HK – Confirmed
HL – Waitlisted (2)
[25]

QUESTION 4

4.1

Original fare	**Original VAT**	**Original PSC**	**Original YQ**	**Original SC**
2 200	308	100	266	12
Used fare	**Used VAT**	**Used PSC**	**Used YQ**	**Used SC**
700	98	48	133	6
Fare refund	**VAT refund**	**PSC refund**	**YQ refund**	**SC refund**
1 500	210	52	133	6

Cxl fee	**VAT on Cxl fee**
N/A or 0	N/A or 0
Admin fee	**VAT on admin fee**
100	14
Refund due	1 901
- Admin/Cancellation	114
=	1 787

NOTE: Negative marking applies -1 per incorrect block (10)

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4.2

OLD FARE

FROM/TO	**FB:** MIXED	
DUR	**CARR**	**FARE**
JNB	BA	700,00
CPT	BA	1 500,00
_____		
FARE	**ZAR**	2 200,00
VAT	**ZAR**	308,00ZV
PSC	**ZAR**	100,00ZA
YQ	**ZAR**	266,00YQ
YR	**ZAR**	
SC	**ZAR**	12,00EV
TOTAL	**ZAR**	2 886,00

NEW FARE

FROM/TO	**FB:**	
DUR	**CARR**	**FARE**
JNB	BA	700,00
PLZ	BA	1 540,00
CPT	SA	1 080,00
_____		
FARE	**ZAR**	3 320,00
VAT	**ZAR**	464,80ZV
PSC	**ZAR**	147,00ZA
YQ	**ZAR**	266,00YQ
YR	**ZAR**	140,00YR
SC	**ZAR**	18,00EV
TOTAL	**ZAR**	4 355,00

New fare	3 320,00	Old fare	2200,00	Fare difference	1 120,00
New VAT	464,80	Old VAT	308,00	VAT difference	156,80
New PSC	147,00	Old PSC	100,00	PSC difference	47,00
New YQ	266,00	Old YQ	266,00	YQ difference	0,00
New YR	140,00	Old YR	Blank or 0,00	YR difference	140,00
New SC	18,00	Old SC	12,00	SC difference	6,00
				Total	1 469,80A

NOTE: Negative marking applies -1 per incorrect block (17)

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4.3

	FARE BASIS	NOT VALID BEFORE	NOT VALID AFTER	ALLOW
FROM JOHANNESBURG JNB	C		01JUN19	30K
TO PORT ELIZABETH PLZ	Y		01JUN19	20K
TO CAPE TOWN CPT				
TO VOID				
TO VOID				

FORM OF PAYMENT CHEQUE
FARE ZAR3 320,00
TAX ZAR686,00PDXT
TAX ZAR156,80ZV
TAX ZAR193,00XT
TOTAL ZAR1 469,80A

NOTE: Taxes can be shown in any order but must add up to PD686 (ZV308, ZA100, YQ266, EV12) and paying tax amounts of 349,80 (ZV156,80, ZA47, YR140, EV6).

NOTE: Negative marking applies -1 per incorrect block (10)
[37]

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QUESTION 5

5.1

FROM/TO	**FB:** HAPEX1M	
JNB	**CARR**	**FARE**
WDH	SW	620,00
JNB	SW	620,00

FARE	ZAR	1 240,00
TAXES	ZAR	100,00ZA
	ZAR	55,00WC
	ZAR	6,00EV
	ZAR	100,00NA
TOTAL	ZAR	1 501,00

NOTE: Negative marking applies -1 per incorrect block (10)

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5.2

	FARE BASIS	NOT VALID BEFORE	NOT VALID AFTER	ALLOW
FROM JOHANNESBURG JNB	HAPEX1M	10AUG18	10AUG18	20K
TO WINDHOEK WDH	HAPEX1M	14AUG18	14AUG18	20K
TO JOHANNESBURG JNB				
TO VOID				
TO VOID				

ENDORSEMENTS
NON REF/APEX/VALID ON SW ONLY

NOTE: Negative marking applies -1 per incorrect block (9)

5.3

NAME OF PASSENGER
BARTOWSKI/CHARLESMR✓

(2)

5.4 JNB SW WDH620SW JNB620ZAR1240,00END XT ZA100WC55EV6NA100
(Any TWO taxes can be shown in the XT –
ALL FOUR shown here for amounts) (5)

5.5 5.5.1 He cannot come back until the Sunday after departure. (1)

5.5.2 1 month (1)

5.5.3 50% (of fare) (1)

5.5.4 100%S (of fare) (1)

[30]

TOTAL: 200

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