Downloaded from www.mycourses.co.za

higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

MARKING GUIDELINE

NATIONAL CERTIFICATE

TRAVEL SERVICES N5

29 MAY 2019

This marking guideline consists of 10 pages.

Downloaded from www.mycourses.co.za

Copyright reserved

Downloaded from www.mycourses.co.za

QUESTION 1

1.1

COUNTRY	CITY	CODE
1.1.1 Democratic Republic of Congo	Lubumbashi	1.1.2 FBM
1.1.3 Ivory Coast	1.1.4 Abidjan	ABJ
Cape Verde Islands	1.1.5 ILHA DO SAL	1.1.6 SID
1.1.7 Botswana	Kasane	1.1.8 EBK
1.1.9 Zambia	1.1.10 Ndola	NLA

(10)

1.2

CITY/AIRPORT	CODES
Margate	1.2.1 MGH
Upington	1.2.2 UTN
Malelane	1.2.3 LLE
Ulundi	1.2.4 ULD
Sun City	1.2.5 NTY
East London	1.2.6 ELS
Pietermaritzburg	1.2.7 PZB
Skukuza	1.2.8 SZK
Lanseria	1.2.9 HLA
Polokwane	1.2.10 PTG

(10)

1.3
- Financial
- Technical
- Traffic

(3)

1.4
- To ensure safe, reliable and economical air transport services.
- To provide a way for all air transport companies to collaborate and share information on issues affecting them.
- To standardise issues on air travel, such as fares, taxes, documentation and payment.
- To cooperate with international organisations, such as ICAO and WHO.

(Any 3 × 1) (3)

1.5 1.5.1 The right to fly over a country without landing
1.5.2 The right to land in a country for technical reasons.

(2 × 2) (4)

Downloaded from www.mycourses.co.za

Downloaded from www.mycourses.co.za

1.6

AIRLINE CODES	DECODE
BP	1.6.1 Air Botswana
DT	1.6.2 TAAG Angola Airlines
ET	1.6.3 Etheopian Airlines
HM	1.6.4 Air Seychelles
TM	1.6.5 LAM Mozambique Airlines (Lineas Aereas de Mocambique)
QM	1.6.6 Air Malawi

(6)

1.7 1.7.1 VI
1.7.2 AX
1.7.3 DC
1.7.4 CA

(4 × 1) (4)
[40]

QUESTION 2

2.1

FROM/TO				
CPT	**CARR**	**ADULT**	**CHILD**	**INFANT**
BFN	SA	✓1170.00	✓783.00	✓117.00
DUR✓	SA✓	✓1140.00	✓763.00	✓114.00
PZB	SA	✓170.00	✓113.00	✓17.00
X✓				
RCB	✓			
JNB✓	SA	✓840.00	✓562.00	✓84.00
PLZ	BA✓	✓1000.00	✓670.00	✓100.00
CPT	SA	✓560.00	✓375.00	✓56.00
FARE	ZAR	✓4880.00	✓3266.00	✓488.00
ROUNDED FARE	ZAR	4880.00	✓3270.00	✓490.00
VAT	ZAR	✓732.00ZV	✓490.50ZV	✓73.50ZV
PSC	ZAR	✓289.00ZA	289.00ZA	✓NIL
SC	ZAR	✓36.00EV	36.00EV	36.00EV
YR	ZAR	✓700.00YR	700.00YR	700.00YR
YQ	ZAR	✓133.00YQ	133.00YQ	133.00YQ
TOTAL	ZAR	✓6770.00	✓4918.50	✓1432.50

(40)

Downloaded from www.mycourses.co.za
Copyright reserved

Downloaded from www.mycourses.co.za

2.2

FORM OF PAYMENT DC3645474493837464✓					
FARE ZAR3270.00✓	EQUIV FARE PD ✓	TAX ✓490.50ZV	TAX ✓289.00ZA	TAX ✓869.00XT	
TOTAL ZAR4918.50✓	CURRENCY ZAR✓	CASH COLLECTION ✓	CREDIT BALANCE ✓3270.00	COMM RATE v1	TAX AMOUNT ✓1648.50

(12)

2.3

CPT SA✓ BFN1170.00SA✓ DUR1140.00SA✓ PZB170.00/-✓ RCB SA
JNB840.00BA✓ PLZ1000.00SA✓ CPT560.00ZAR4880.00END✓
XT36.00EV700.00YR133.00YQ✓

(8)

Downloaded from www.mycourses.co.za

Downloaded from www.mycourses.co.za

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 ISSUING CARD AND AS REFLECTED IN APPLICABLE TARIFFS. CARDHOLDER'S SIGNATURE✓ X			STANDARD CREDIT CARD CHARGE FORM AIRLINE NUMERIC CODE 083✓ 2.AGENT & CONTRACTOR COPY DATE OF ISSUE V1 IF EXTENDED PAYMENT DESIRED, CIRCLE NUMBER OF MONTHS 6 12 24 ✓		DATE AND PLACE OF ISSUE V2 NM✓
BLACK/ SAMUEL *CHD✓ NAME OF PASSENGER IF DIFFERENT FROM CARDHOLDER		OTATO NO	FAMILY✓ CONNECTION OF PASSENGER WITH SUBSCRIBER	JG134✓ APPROVAL CODE	
COMPLETE ROUTING	FARE BASIS	CARRIER	AIRLINE FORM NO. SERIAL CHECK DIGIT		
CPT BFN BFN DUR DUR PZB✓	MIXED✓	SA✓	083 6289 547593 7✓		
X RCB JNB JNB PLZ PLZ CPT			TICKETS NOT TRANSFERABLE NO CASH REFUNDS		
CURR ZAR	FARE 3270.00✓	TOTAL 4885.80✓	CREDIT CARD CODE DC✓	V3	
CURR ZAR	TAX1615.80✓				
CURR	EQUIV. AMT PD				

Downloaded from www.mycourses.co.za
Copyright reserved

Downloaded from www.mycourses.co.za

V1 = 13 JAN'19
V2 = FAMBA TRAVEL, IATA NO. 7725437659, CAPE TOWN
V3 = DC 3645474493837464 EXP 12/23, MR JOSEPH BLACK
MINUS 2 MARKS FOR NOT WRITING V1-V3 (15)
[75]

QUESTION 3

3.1

FROM/TO		
PTG	**CARR**	**FARE CALC**
JNB	SA	✓680.00
PTG✓	SA✓	✓680.00
FARE	ZAR	✓1360.00
VAT	ZAR	✓204.00ZV
PSC	ZAR	✓99.00ZA
SC	ZAR	✓12.00EV
YR	ZAR	✓280.00YR
TOTAL	ZAR	✓1955.00

(10)

3.2 ZAR1955.00 × 10✓ = ZAR19550.00✓ (2)

3.3 ZAR19550✓ × 35%✓ = ZAR6842.50✓ (3)

3.4

EMD	083 8493 642856 4
TYPE	Check and enter
POI	Check and enter
DOI	18 MAY 2019
IOI	772948576
LOC	KD 265/1A
RFIC	Check and enter
RFISC	Check and enter
ZAR	Group deposit required as previously calculated.

Downloaded from www.mycourses.co.za
Copyright reserved

Downloaded from www.mycourses.co.za

EMD – 08329087654964 ✓	TYPE – S✓	SYS – 1A ✓	LOC –KD265✓
DOM	POI – PTG✓	DOI 18 MAY 19✓	IOI – 772948576✓
PAX –THE FOUNTAIN✓			
RFIC – D FINANCIAL IMPACT✓			
REMARKS – GROUP DEPOSIT✓			
CPN - 1	RFISC - 997✓		VALUE –
PRESENT AT – PTG✓			PRESENT TO - SA✓
ICW			DESCR - GROUP DEPOSIT
FARE -		ZAR	
EXCH VAL		ZAR	RFND VAL
TAX -			
TOTAL		ZAR: 6842.50✓	
/FC			
FP: AX 8746390274645385947 EXP 01/24✓			

(15)
[30]

Downloaded from www.mycourses.co.za

Downloaded from www.mycourses.co.za

QUESTION 4

4.1

OLD FARE CALCULATION

FROM/TO		
CPT	CARR	FARE CALC
GRJ	SA	880.00
DUR	SA	900.00
CPT	SA	1390.00
FARE	ZAR	✓3170.00
VAT	ZAR	475.50ZV
PSC	ZAR	143.00ZA
SC	ZAR	18.00EV
YR/YQ	ZAR	420.00YR
TOTAL	ZAR	✓4226.50

NEW FARE CALCULATION

FROM/TO		
CPT	CARR	FARE CALC
GRJ	SA	880.00
DUR✓	SA	900.00
JNB✓	SA	✓820.00
CPT✓	SA	✓1390.00
FARE	ZAR	✓3990.00
VAT	ZAR	598.50ZV
PSC	ZAR	195.00ZA
SC	ZAR	24.00EV
YR/YQ	ZAR	560.00
TOTAL	ZAR	✓5367.50

NEW FARE	3990.00	OLD FARE	3170.00	FARE DIFF	✓820.00
NEW VAT	598.50	OLD VAT	475.50	VAT DIFF	✓123.00
NEW PSC	195.00	OLD PSC	143.00	PSC DIFF	✓52.00
NEW SC	24.00	OLD SC	18.00	SC DIFF	✓6.00
NEW YQ/YR	560.00	OLD YQ/YR	420.00	YQ/YR DIFF	✓140.00
				TOTAL	✓1141.00A

(15)

Downloaded from www.mycourses.co.za

Downloaded from www.mycourses.co.za

4.2

NAME: MRS SANNAH TSHABALALA ETKT ITINERARY/RECEIPT

AGENCY NAME: FOCUS TRAVEL 24APR2018 IATA:772 35243 2

TICKET NO: 0836289547835 2 PLACE OF ISSUE: DURBAN

ISSUED BY: SA REF: RTG2340

FARE: ZAR3990.00✓ TAX: ZAR123.00ZV✓ TAX:ZAR198.00XT✓ TAX: PD1056.50XT ✓
TOTAL: ZAR1141.00A✓

FOP:CASH✓ CC✓

CARRIAGE AND OTHER SERVICES PROVIDED BY THE CARRIER ARE SUBJECT TO CONDITIONS OF CARRIAGE

CARRIER	FLIGHT	DATE	FROM	TO	TIME	STATUS	FARE BASIS	ALLOW	NVB	NVA
SA	420	24APR	DUR	JNB	0900	OK	Y	PC√		16APR√
SA	421	30APR	JNB	CPT	1200	OK	Y	PC√		16APR
				ZAR✓	✓820.00	✓		1✓	321.00✓	

(15)
[30]

QUESTION 5

5.1

FROM/TO		
DUR	CARRIER	FARE
MRU	SA	✓1250.00
DUR	✓MK	✓1250.00
FARE	ZAR	✓2500.00
MRU	ZAR	✓188.00MU
PSC	ZAR	✓131.00ZA
SC	ZAR	✓6.00EV
YR	ZAR	✓140.00YR
WC	ZAR	✓110.00WC
TOTAL	ZAR	✓3075.00

(10)

Downloaded from www.mycourses.co.za
Copyright reserved

Downloaded from www.mycourses.co.za

5.2

NOT GOOD FOR PASSAGE	FARE BASIS	NOT VALID BEFORE	NOT VALID AFTER	ALLOW
FROM DURBAN✓	✓YKPX1M/CH33	✓16JUL	✓16JUL	✓20K
TO MAURITIUS✓	✓YKPX1M/CH33	✓24JUL	✓24JUL	20K
TO DURBAN✓				
TO VOID ----------				

(10)

5.3

DUR✓ SA✓ MRU1250MK✓ DUR1250ZAR2500END ✓
XT 6.00EV140.00YR110.00WC✓✓ (Any THREE extra taxes)

(5)
[25]

TOTAL: 200

Downloaded from www.mycourses.co.za

Copyright reserved