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higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

MARKING GUIDELINE

NATIONAL CERTIFICATE

TRAVEL SERVICES N5

27 May 2021

This marking guideline consists of 10 pages.

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QUESTION 1

1.1

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

(10 × 1) (10)

1.2

AIRLINES	AIRLINE CODE	FORM NO.
E.g. Central Airlines	CE	567
British Airways	BA✓	125✓
South African Airways	SA✓	083✓
Kulula	MN✓	161✓
South African Airlink	4Z✓	749✓
South African Express	XZ✓	083✓

(10)

1.3

COUNTRIES	SUBAREAS
Israel	Middle East✓
Ghana	Western Africa✓
China	South East Asia✓
France	Europe✓
Trinidad	Caribbean Islands✓
Argentina	South America✓
Kenya	Eastern Africa✓
Costa Rica	Central America✓
Eswatini	Southern Africa✓
Madagascar	Indian Ocean Islands✓

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1.4
- Ensure that the principal will honour the card
- Verify the signature
- Check cardholder's identity
- Check the expiry date of credit card
- Check the floor limits
- Check credit card blacklist
- Obtain approval code if floor limit is exceeded (Any 6 × 1) (6)

1.5

Class	Code
E.g. business class	C
First class premium	P✓
First class	F✓
Business class premium	J✓
Economy class	Y✓

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[40]

TOTAL SECTION A: 40

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SECTION B

QUESTION 2

2.1

FROM/TO				
NLP	CARR	ADULT	CHILD	INFANT
JNB	SA	810.00✓	542.00✓	81.00✓
DUR	SA	820.00✓	549.00✓	82.00✓
NLP	SA	1170.00✓	783.00✓	117.00✓
----------✓				
FARE	ZAR	2800.00✓	1874.00✓	280.00✓
ROUNDED FARE	ZAR	2800.00	1880.00✓	280.00✓
VAT	ZAR	420.00ZV✓	282.00ZV✓	42.00ZV✓
PSC	ZAR	178.00ZA✓	178.00ZA	NIL✓
SC	ZAR	18.00EV✓	18.00EV	18.00EV
YR	ZAR	420.00YR✓	420.00YR	420.00YR
YQ	ZAR			
TOTAL	ZAR	3836.00✓	2778.00✓	760.00✓

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2.2

NAME: DUNGELO/SPHELELE ETKT ITINERARY/RECEIPT

EXPRESS TRAVEL 16MAY2020 IATA: 772 5490 8

TICKET NO: 08353627836453 PLACE OF ISSUE: NELSPRUIT/ZA

ISSUED BY: SA REF:SGD253/1G

FARE: ZAR2800.00✓ TAX: 420.00ZV✓ TAX: 178.00ZA✓ TAX: 438.00XT✓

TOTAL: ZAR3836.00✓

FOP: DC 2345876098234845✓

NLP SA JNB810.00SA DUR820.00SA NLP1170.00ZAR2800.00END✓

XT18.00EV420.00YR✓

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	1298	10JUN	NLP	JNB	0500	OK	KA3✓	PC✓		10DEC✓
SA	309	13JUN	JNB	DUR	0900	OK	Y✓	PC✓		10JUN✓
SA	634	14JUN	DUR	NLP	1800	OK	Y✓	PC✓		10JUN✓
				ZAR			2800.00✓	1✓		1036.00✓

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2.3

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. x **CARDHOLDER'S SIGNATURE**		STANDARD CREDIT CARD CHARGE FORM AIRLINE NUMERIC CODE **083✓** 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 **18✓**			
NAME OF PASSENGER IF DIFFERENT FROM CARDHOLDER	OTATO NO	CONNECTION OF PASSENGER WITH SUBSCRIBER		**TKD546✓** APPROVAL CODE			
COMPLETE ROUTING	FARE BASIS	CARRIER	AIRLINE	FORM	SERIAL NO.	CHECK DIGIT	
NLP JNB **JNB DUR** **DUR NLP✓**	**MIXED✓**	**SA✓**	**083**	**5362**	**783645**	**3✓**	**(STUDENT INITIALS)** **NM✓**
			TICKETS NOT TRANSFERABLE NO CASH REFUNDS				
			CREDIT CARD CODE **DC✓**				
CURR **ZAR**	FARE **2800.00✓**	TOTAL **ZAR3836.00✓**	V3				
CURR **ZAR**	TAX **1036.00✓**						
CURR	EQUIV. AMT PD						

V1 – 16 MAY'20✓
V2 – EXPRESS TRAVEL, IATA 772 5490 8, NLP✓
(AVP (V2) must have all THREE details. No mark if any one is missing.)
V3 – DC2345876098234845 EXP 01/25, MRS SPHELELE DUNGELO✓
(V3 must have all THREE details. No mark if any one is missing.)

(15)

2.4

NLP SA✓ JNB542.00SA✓ DUR549.00SA✓ NLP783.00ZAR1880.00END✓
XT18.00420.00YR✓

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QUESTION 3

3.1

OLD FARE CALCULATION

FROM/TO		
GRJ	CARR	FARE CALC
CPT	SA	880.00
GRJ	SA	880.00
FARE	ZAR	1760.00
VAT	ZAR	264.00ZV
PSC	ZAR	95.00ZA
SC	ZAR	12.00EV
YR	ZAR	280.00YR
TOTAL	ZAR	2411.00✓

NEW FARE CALCULATION

FROM/TO		
GRJ	CARR	FARE CALC
CPT	SA	880.00
JNB	SA	1390.00
GRJ	SA	1210.00
FARE	ZAR	3480.00
VAT	ZAR	522.00ZV
PSC	ZAR	147.00ZA
SC	ZAR	18.00EV
YR	ZAR	420.00YR
TOTAL	ZAR	4587.00✓✓

NEW FARE	3480.00✓	OLD FARE	1760.00	FARE DIFF	1720.00✓
NEW VAT	522.00ZV✓	OLD VAT	264.00ZV	VAT DIFF	258.00ZV✓
NEW PSC	147.00ZA✓	OLD PSC	95.00ZA	PSC DIFF	52.00ZA✓
NEW SC	18.00EV✓	OLD SC	12.00EV	SC DIFF	6.00EV✓
NEW YQ/YR	420.00YR✓	OLD YQ/YR	280.00YR	YQ/YR DIFF	140.00YR✓
				TOTAL	2176.00✓A✓

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QUESTION 4

4.1

FROM/TO		
DUR	CARR	FARE CALC
JNB	BA	700.00✓
DUR	✓ BA	700.00✓
----------✓		
FARE	ZAR	1400.00✓
VAT	ZAR	210.00ZV✓
PSC	ZAR	100.00ZA✓
SC	ZAR	12.00EV✓
YQ	ZAR	266.00YR✓
TOTAL	ZAR	1988.00✓

(10)

4.2 ZAR1988.00✓ × 18✓ = ZAR35 784.00✓
ZAR35 784.00 × 30%✓ = ZAR10 735.20✓

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4.3

EMD – 083 5347650968✓	TYPE – S✓	SYS – 1G ✓	LOC – DR36475/1G✓
DOM	POI – DUR✓	DOI – 10MAY'20✓	IOI – 77283645✓
PAX – AMANZIMTOTI	FOOTBALL	CLUB✓	
RFIC – D ✓			
REMARKS – FINANCIAL IMPACT✓			
CPN – 1	RFISC -997✓		VALUE –
PRESENT AT –DUR✓			PRESENT TO – BA✓
ICW			DESCR – GROUP DEPOSIT
FARE –		ZAR	
EXCH VAL		ZAR	RFND VAL
TAX –			
TOTAL		ZAR10 735.20✓	
/FC			
FP: AX3648392648893756 01/25✓			

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4.4

SERVICE	RFIC	RFISC
Firearms	C✓	0ED✓
Lounge access	E✓	0BX✓
Wheelchair (WCHR)	E✓	0LH✓
Kosher meal	G✓	0AO✓
Oxygen	E✓	0B4✓

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QUESTION 5

5.1

FROM/TO			
DUR	CARRIER	ADULT	CHILD
MRU	MK✓	1865.00✓	1250.00✓
DUR	SA	1865.00✓	1250.00✓
-------✓			
FARE	ZAR	3730.00✓	2500.00✓
MRU	ZAR	188.00MU✓	188.00MU
PSC	ZAR	131.00ZA✓	131.00ZA
SC	ZAR	6.00EV✓	6.00EV
YR	ZAR	140.00YR✓	140.00YR
WC	ZAR	110.00WC✓	110.00WC
TOTAL	ZAR	4305.00✓	3075.00✓

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5.2.1

FARE ZAR2500.00✓	**TAX** 188.00MU✓	**TAX** 131.00ZA✓	**TAX** 256.00XT✓	**TOTAL** 3075.00✓
FORM OF PAYMENT: AX6453 8576 3746 8797✓				
DUR MK MRU1250.00SA✓ DUR1250.00ZAR2500.00END✓ XT6.00EV✓140.00YR✓110.00WC✓				
	ZAR	✓	2500.00✓	1.01✓	575.00✓

(15)

5.2.2

FARE BASIS	NOT VALID BEFORE	NOT VALID AFTER	ALLOW
YKPX1M/CH33✓	04APR✓	04APR✓	20K✓
YKPX1M/CH33✓	17APR✓	17APR✓	PC✓
----------✓------	----------	----------	----------
----------✓-----	----------	----------	----------

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[40]

TOTAL SECTION B: 160
GRAND TOTAL: 200

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